

# NHS Rotherham Clinical Commissioning Group

Primary Care Sub Group - 26 August 2020

Primary Care Committee - 9 September 2020

## Primary Care Dashboard Narrative

Lead Executive:	Chris Edwards, Chief Officer
Lead Officer:	Sara Hartley, Contract and Service Improvement Manager (Primary Care)
Lead GP:	Dr Avanthi Gunasekera, SCE GP Lead for Primary Care

### Purpose:

To brief the committee on Primary Care performance, as measured by the metrics of the dashboard.

### Background:

The format of the dashboard reflects performance to comparison to the Rotherham average. The dashboard now provides greater depth of detail around Access, making it easier to judge where practices are performing.

On the published dashboard there are 40 indicators. Practices are also reviewed against Flu vaccination achievement, however this information is not verified at the time of publication and therefore is not included. This information is available to practices. Details of the published dashboard are within appendix 1.

The table below provides a comparison of where practices were placed on the previous dashboard in relation to the number of outliers.

New Placing	Practice	PCN	Previous Placing	Outliers May 2020	Outliers August 2020
1	Clifton	HV/DV	3	29	29
2	Shakespeare Rd	W1	11	21	29
3	Rawmarsh	W1	7	24	27
4	Woodstock	RCN	1	31	25
5	Blyth	MW	19	14	24
6	York Rd	W1	2	30	24
7	Brinsworth	R	8	22	23
8	St Ann's	HV/DV	4	28	23
9	Greenside	RCN	14	19	20
10	Thorpe	R	16	17	20
11	Gateway	R	10	21	18
12	Greasbrough	RCN	5	25	18
13	High St	W1	18	15	18
14	Queens	MW	17	16	18
15	Broom Lane	RCN	15	18	17
16	Manorfield	MW	25	9	17

17	Morthen	MW	24	11	17
18	Dinnington	RVS	9	21	14
19	Parkgate	W1	6	25	14
20	Treeton	R	12	21	14
21	Wickersley	MW	22	12	14
22	Braithwell	MW	20	13	12
23	Crown St	W1	23	11	11
24	Market	HV/DV	21	12	11
25	Magna	W1	28	7	9
26	Village	RVS	30	6	9
27	Swallownest	RVS	27	9	8
28	Kiveton	RVS	29	6	7
29	Stag	R	26	9	7

There has been some movement in the top of the table of outliers; Clifton, and Woodstock Bower remain in the top five and have done so consistently across all variations of the dashboard. Both of these practices struggle with patient attendances at the Urgent and Emergency Care Centre (UECC); Woodstock Bower is red for 10 out of 11 indicators on Access in the latest patient survey, with Clifton being red for 9 out of 10. However, three new practices have moved up into the top five which had previously been further down the table – Rawmarsh, Shakespeare Road and Blyth Road. Both Rawmarsh and Shakespeare Road show similar issues regarding patient attendance at the UECC and lower than Rotherham average patient access scores.

Five practices are showing a correlation between poor scores on the GP Patient Survey and high Accident and Emergency (A&E) attendances. The practices which have below Rotherham average achievement in Patient Access indicators and higher than Rotherham average in A&E Attends and A&E Minors are:

- Clifton outliers in 9 out of 11 Patient Access indicators
- Shakespeare Road outliers in 9 out of 11 Patient Access indicators
- Woodstock Bower outliers in 7 out of 11 Patient Access Indicators
- Blyth Road Surgery outliers in 8 out of 11 Patient Access Indicators
- Rawmarsh Health Centre outliers in 8 out of 11 Patient Access Indicators

Previously, visits have been undertaken with practices that have indicated significant reductions in appointments offered to patients. The CCG intends to undertake a similar series of visits in relation to the Patient Survey results, particularly where there are correlating issues around A&E attendances, Ambulatory Care Sensitive Emergency Admissions and Emergency Admissions.

Across the dashboard there have been significant shifts by practices in relation to outlying areas:

**A&E Attendances** –one practice has fallen below Rotherham average which had been above Rotherham average in May 2020.

**A&E High Intensity Users** - one practice rose above the Rotherham average who had previously been below than Rotherham average in May 2020, with two practices falling below Rotherham average

**ACS Emergency admissions** – one practice rose above the Rotherham average who had previously been lower than Rotherham average in May 2020, with two practices falling below Rotherham average

**1<sup>st</sup> Outpatient appointment per 1,000 patients** - three practices have fallen below Rotherham

average which had been above Rotherham average in May 2020.

**% Outpatient discharged at 1<sup>st</sup> appointment** - two practices rose above the Rotherham average who had previously been lower than Rotherham average in May 2020, with two practices falling below Rotherham average

**% Outpatient Did Not Attend (DNA)** - one practice fell below the Rotherham average who had previously been higher than Rotherham average in May 2020

**Emergency Admissions** - three practices rose above the Rotherham average who had previously been lower than Rotherham average in May 2020, with two practices falling below the Rotherham average

**E-referral** – five practices improved to achieve over 100% compliance with electronic referral who had not met the target in May 2020. Seven practices fell below the 100% target who had met it in the previous dashboard. In total, nine practices did not achieve 100% compliance and the Primary Care Team is in the process of discussing this with the practices concerned.

**2 week wait DNA** – two practices fell below the Rotherham average who had previously been higher than Rotherham average in May 2020.

**Friends and Family Test** – As FFT has temporarily been suspended the dashboard is showing the last data published – February 2020

**Rotherham Health App** – there are nine practices that have achieved over 10% patient uptake of the Rotherham Health App, with Kiveton Park achieving 21.2%. Five practices have less than 2% of patients signed up for the App, with one of these having less than 1%.

**Delegation responsibility:**

Does this paper relate to Rotherham CCG or delegated business?

Rotherham CCG	✓
Delegated	
Both Rotherham CCG and delegated	

Please tick which area of delegated responsibility this paper covers:

Commissioning, procurement and management of GMS,PMS and APMS contracts including taking contractual action	✓
Newly designed enhanced services (including DES)	
Local incentive schemes	
Discretionary payments	
Commissioning urgent care for out of area registered patients	
Planning Primary medical care services (PMCS)	
Managing practices with CQC concerns	
Decisions on premise cost directions	
Planning the commissioning of PMCS	
Manage the delegated allocation for commissioning of PMCS	
Assurance to the governing body on the quality and safety of PMCS	

Please indicate which of the Delegated Duties Decisions this paper requires:-

<ul style="list-style-type: none"> <li>Delegated Duties – iii – Decisions in relation to the establishment of new GP practices (including branch</li> </ul>	N/A
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surgeries) and closures of GP practices.	
<ul style="list-style-type: none"> <li>Delegated Duties – iv – Decisions about ‘discretionary payments’.</li> </ul>	N/A
<ul style="list-style-type: none"> <li>Delegated Duties – v – Decisions about commissioning urgent care (including home visits as required) for out of area registered patients.</li> </ul>	N/A
<ul style="list-style-type: none"> <li>Delegated Duties – b – The approval of practice mergers.</li> </ul>	N/A

### Analysis of key issues and of risks

Practices to note:

#### Braithwell Road Surgery

Although Braithwell Road continues to appear towards the bottom of the table of outliers, it received a CQC inspection in December 2018, and on 4 February 2019 received an overall CQC rating of ‘requires improvement’ with action needed in the areas of ‘safe’, ‘effective’ and ‘well-led’. A Contract and Quality visit was undertaken by the CCG in April. CQC has recently revisited the practice and continues to rate it as ‘requires improvement’. The CCG revisited the practice at the beginning December 2019, to pick up the concerns raised in the CQC visit.

#### York Road

As mentioned above, York Road continues to appear near the top of the dashboard in terms of outliers, but has shown some improvement in the last quarter. They are currently red across A&E indicators, 1<sup>st</sup> Outpatient DNA, Emergency admissions, % 2week wait Did Not Attend, % patients enabled for online services and screening rates. They have seen improvement across seven of the GP Patient Survey indicators including clinical care. They have also fallen below Rotherham average for 1<sup>st</sup> Outpatient GP appointment referrals. This improvement has taken the practice outside of the top five.

#### Greasbrough

The picture of Greasbrough continues to look mixed. They are red in eight out of 11 areas on A&E attendance, Ambulatory Care Service Emergency Admissions, % Outpatient discharge at first appointment, % Outpatient DNA, and Emergency Admissions. They are below the National targets in relation to screening. Patient Survey access to services results report three out of 11 of the indicators as being below Rotherham average.

The CCG continues to closely monitor the Practice’s performance and provide assistance as required.

#### Shakespeare Road

The dashboard published in February 2020 identified a number of concerns and it was agreed that a visit would be undertaken to discuss these concerns with the practice. The recent refresh of the dashboard has highlighted further concerns, with the practice being red in eight out of 11 areas on A&E attendance, % Outpatient discharge at first appointment, % Outpatient DNA, e-Referral usage and 2 week wait DNAs. They are below the National targets in relation to screening. Patient Survey access to services results report nine out of 11 of the indicators as being below Rotherham average, with the practice below Rotherham average in all of the clinical elements of the same survey.

The visit has not yet taken place due to COVID-19, however, the team intend to undertake the visit once the situation has stabilised within primary care.

### Rawmarsh Health Centre

Rawmarsh has previously been just outside of the top five practices, sitting in 7<sup>th</sup> place for the last two quarters. The recent refresh of the dashboard has identified with the practice as being red in five out of 11 areas on A&E attendance, Emergency Admissions, e-Referral usage and 2 week wait DNAs. They are below the National targets in relation to breast cancer and bowel cancer screening. Patient Survey access to services results report eight out of 11 of the indicators as being below Rotherham average, with the practice below Rotherham average in all of the clinical elements of the same survey. A Contract and Quality visit has been scheduled with the practice for Wednesday 16 September 2020 and this information will be used as part of the discussion.

### Blyth Road Surgery

Blyth Road was placed at 19<sup>th</sup> in the May 2020 dashboard but has risen to 5<sup>th</sup> following the refresh in August. The dashboard has identified with the practice as being red in eight out of 11 areas on A&E attendance, Ambulatory Care Sensitive Emergency Admissions, 1<sup>st</sup> Outpatient referrals/discharge at first appointment/DNAs, e-Referral usage and 2 week wait DNAs. Patient Survey access to services results report eight out of 11 of the indicators as being below Rotherham average, with the practice below Rotherham average in five of the clinical elements of the same survey.

#### **Patient, Public and Stakeholder Involvement:**

Not applicable

#### **Equality Impact:**

Not applicable

#### **Financial Implications:**

Not applicable

#### **Human Resource Implications:**

Not applicable

#### **Procurement Advice:**

Not applicable

#### **Data Protection Impact Assessment:**

Not applicable

#### **Approval history:**

#### **Recommendations:**

The Committee is asked to:

- Note the outcomes of the latest dashboard publication

**Paper is for noting**

# Appendix 1

Performance Dashboard as at August 2020 Page 1/4	Primary Care Networks	Outliers	List Sizes		A&E				Outpatients				Emergency Admissions per 1k Jul19-Jun20	E-Referral Usage % (100% Target) - May 20	2 WW DNA % Jul19-Jun20
			Actual	Weighted	A&E - Left before treatment per 1k Jul19-Jun20	A&E Attends per 1k Jul19-Jun20	A&E Minors per 1k Jul19-Jun20	A&E High Intensity Users >5 per 1k Jul19-Jun20	Ambulatory Care Sensitive Emergency Admissions per 1k Jul19-Jun20	1st Outpatient GP referred per 1k Jul19-Jun20	% First Outpatient GP referred, Discharged at First Attendance Jul19-Jun20	% OP New DNA Referred from GP Jul19-Jun20			
			n/a	n/a	Lower	Lower	Lower	Lower	Lower	Lower	Lower	Lower			
<b>Rotherham Average</b>					<b>13.80</b>	<b>328.80</b>	<b>111.90</b>	<b>5.50</b>	<b>8.70</b>	<b>152.40</b>	<b>30.4%</b>	<b>9.5%</b>	<b>97.40</b>	<b>121.5%</b>	<b>5.5%</b>
Blyth Road	MW	8	5823	6396.7	11.10	332.70	112.20	5.30	10.00	173.50	32.9%	11.4%	90.20	80.0%	10.9%
Braithwell	MW	4	3442	3916.2	12.00	270.40	92.20	3.60	5.60	179.30	32.8%	14.0%	79.70	145.5%	6.1%
Brinsworth	R	3	10244	10364.2	13.20	308.70	110.30	3.90	7.80	174.30	32.3%	9.3%	88.10	122.2%	5.9%
Broom Lane	RCN	6	14884	15753.0	14.50	329.70	114.90	4.80	8.00	157.20	28.6%	9.6%	102.00	145.7%	4.2%
Clifton	HV/DV	8	13082	14275.0	20.40	373.40	135.60	7.60	9.40	150.10	31.1%	10.1%	101.90	103.4%	3.7%
Crown Street	W1	5	9129	10306.6	9.50	332.60	100.50	5.10	8.80	158.10	29.3%	9.7%	98.00	142.9%	5.1%
Dinnington	RVS	2	20697	22391.0	8.40	292.00	71.70	4.50	9.30	156.00	29.8%	7.7%	95.70	106.6%	4.5%
Gateway	R	8	8426	8152.1	40.80	506.10	197.00	13.60	11.40	134.30	30.3%	18.0%	127.70	130.8%	11.6%
Greasbrough	RCN	8	3542	3738.5	25.70	384.40	126.80	8.80	13.40	142.00	32.4%	13.7%	115.00	133.3%	5.1%
Greenside	RCN	7	5744	6690.7	13.30	344.10	111.80	7.60	12.40	198.60	33.0%	8.7%	114.90	92.1%	3.7%
High Street	W1	2	8057	9083.3	9.90	313.40	109.30	5.30	9.00	145.40	29.7%	7.8%	91.80	139.1%	6.0%
Kiveton Park	RVS	3	11480	12484.9	7.50	276.10	66.30	4.70	9.00	145.50	29.9%	8.7%	87.20	74.6%	7.8%
Magna Group	W1	4	13873	15860.2	12.10	315.30	109.50	4.50	9.50	134.00	29.7%	10.8%	97.50	125.0%	6.5%
Manor Field	MW	2	6443	7014.2	10.00	303.20	103.50	4.80	7.60	145.70	32.2%	7.9%	93.00	76.3%	4.0%
Market	HV/DV	5	11703	12511.5	11.40	346.50	107.90	5.80	8.60	150.70	31.6%	9.2%	97.00	86.7%	5.9%
Morthen Road	MW	3	11766	12634.8	11.30	299.30	105.00	4.30	6.30	194.40	30.5%	7.0%	95.10	154.7%	5.9%
Parkgate	W1	5	6413	7114.9	14.90	325.40	117.20	4.50	7.70	149.70	31.8%	11.8%	92.80	194.7%	8.3%
Queen's	MW	7	1456	1509.7	14.60	345.10	113.90	5.30	9.30	133.10	26.9%	14.5%	102.70	66.7%	3.8%
Rawmarsh	W1	5	3924	4091.4	13.40	376.20	145.40	4.20	7.30	127.30	27.8%	7.0%	99.00	83.3%	9.6%
Shakespeare Road	W1	8	5598	4983.1	32.10	452.70	210.10	9.20	5.80	88.90	32.5%	16.9%	90.70	75.0%	15.5%
St Ann's	HV/DV	8	17708	19860.2	17.80	365.50	136.10	6.90	10.00	151.40	29.8%	11.9%	107.30	164.2%	6.9%
Stag	R	2	11677	12910.4	8.80	273.60	88.30	3.60	6.70	168.00	30.5%	6.5%	89.50	127.8%	2.1%
Swallownest	RVS	3	16519	16637.5	9.90	285.90	94.00	3.10	9.60	165.50	30.4%	7.3%	89.00	143.1%	6.2%
Thorpe Hesley	R	1	5600	6082.6	10.40	284.70	99.80	4.10	5.90	113.90	26.8%	6.1%	77.40	100.0%	0.8%
Treeton	R	2	6943	6729.9	9.20	314.70	108.80	5.10	6.50	174.30	28.6%	8.9%	97.00	132.3%	6.7%
Village	RVS	3	8010	8787.9	13.10	322.40	102.30	6.00	8.10	118.90	28.5%	7.4%	110.30	96.2%	4.7%
Wickersley	MW	2	6964	7439.2	12.00	307.80	106.10	3.20	7.40	180.40	31.1%	6.7%	96.80	137.5%	2.7%
Woodstock Bower	RCN	7	11094	12008.6	18.60	372.20	144.60	6.60	8.00	128.00	31.8%	11.9%	98.60	152.8%	4.2%
York Road	W1	8	4528	4905.4	17.70	342.30	130.50	7.50	11.00	98.70	29.3%	11.5%	101.10	133.3%	6.4%

# Appendix 1

Performance Dashboard as at August 2020 page 2/4	Primary Care Networks	Outliers	List sizes		FFT	CQC	QUILT	QoF 2018/19		Workforce		Online		Screening		
			Actual	Weighted	FFT February 2020 Target 90% and above = Green	CQC Rating January 2020	QUILT Rating 2019/20 Q4 9 indicators > 5 is Green < 5 is Red	QoF 2018/19	% Qof Exception Reporting 2018/19	Clinical Work-Force March 2020 WTE per 1,000 pts	Non Clinical Work-force March 2020 WTE per 1,000pts	% Pts enabled for online services via App - August 2020	% Pts enabled for online services via clinical system - June 2020	Females 50- 70 Sc for Breast Canc in last 3 yrs 2018/19	Bowel Canc 60- 69 Scrd in last 30 months 2018/19	Cervical Screening 25-64 2018/19
Better is					90			Higher	Lower	Higher	Higher	Higher	Higher	Higher	Higher	Higher
Blyth	MW	3	5948	6398.1	98	Good	4	96.68	6.11	1.06	1.34	5.29%	38.9%	81.8	64.6	80.6
Braithwell	MW	5	3347	3878.5	0	Req Imp	4	95.3	6.72	1.05	1.34	10.98%	22.92%	77.7	58.8	77.5
Brinsworth	R	3	10024	10320.7	86	Good	7	99.17	6.88	1.01	1.18	8.43%	34.09%	80.7	61.3	77.1
Broom Lane	RCN	3	13186	13989.2	94	Good	7	95.79	5.38	0.90	1.05	16.99%	22.25%	78.5	58.1	78.7
Broom Valley	RCN	6	1799	1767.5		Good	0	90.25	4.26	0.94	1.50			72.8	35.2	66.6
Clifton	HV/DV	6	13255	14337.3	0	Good	3	86.25	4.82	1.45	1.56	4.59%	24.18%	77.1	55.9	69.6
Crown St	W1	3	9149	10293.0	97	Good	5	85.8	5.83	1.15	1.19	1.03%	47.00%	79.5	61.5	76.2
Dinnington	RVS	1	20792	22384.4	96	Good	7	99.41	5.27	1.15	1.59	3.39%	30.01%	78.8	65.4	81.3
Gateway	R	6	8074	8167.6	94	★Outstanding	5	96.57	8.29	1.15	1.46	5.02%	21.76%	58.8	45.5	67.3
Greasbrough	RCN	7	3429	3709.9	91	Good	3	96.77	8.30	0.87	1.72	6.41%	31.76%	73.2	54.1	72
Greenside	RCN	5	5947	6723.1	83	Good	4	96.13	8.91	0.91	1.31	8.60%	29.48%	79	60.9	82.7
High St	W1	5	8031	9096.0	0	Good	5	95.61	4.8	1.08	1.11	4.16%	33.47%	76.5	62.1	82.4
Kiveton	RVS	1	11549	12502.4	96	Good	5	99.73	6.84	1.21	1.59	21.20%	32.46%	68.8	63.7	83.4
Magna	W1	2	13538	15769.4	92	Good *	5	98.64	5.95	1.11	1.40	7.25%	39.67%	74.3	59.1	77.4
Manorfield	MW	3	6363	7022.5	98	Good	4	95.44	8.41	1.29	1.32	2.10%	31.93%	77.5	62	80.3
Market	HV/DV	5	11617	12438.2	96	Good	6	94.73	9.59	1.14	1.19	0.64%	29.36%	78.6	58.7	79.1
Morthen	MW	3	11680	12601.0	93	Good	5	96.91	5.90	1.09	1.21	12.29%	24.76%	85	65	84.3
Parkgate	W1	7	6399	7125.6	93	Good	7	97.4	10.34	1.05	1.14	15.81%	22.91%	70.2	55.3	70.5
Queens	MW	6	1491	1548.8	100	Good	4	100	9.39	1.68	1.88	1.60%	27.23%	72.8	54.4	76.8
Rawmarsh	W1	8	4077	4169.4	82	Good	7	95.22	7.76	0.91	0.96	5.05%	27.67%	75.5	54.3	79
Shakespeare Rd	W1	6	5590	4960.1	91	Good *	7	98.92	27.14	1.11	0.86	1.99%	35.92%	52.8	41.1	58.6
St Anns	HV/DV	8	17528	19894.9	97	Good	3	84.62	4.65	0.91	2.11	2.84%	15.96%	68.7	48	71.5
Stag	R	1	11736	12951.1	97	Good	5	99.76	10.57	1.19	1.62	14.90%	43.71%	83.7	64.3	83
Swallownest	RVS	4	16596	16619.5	96	Good	6	96.45	10.22	1.08	0.90	13.17%	30.78%	73.7	65.6	79.7
Thorpe	R	6	5717	6113.1	0	Good	5	95.32	7.79	0.66	1.08	4.16%	9.31%	77.2	62.8	79.2
Treeton	R	6	6747	6640.2	91	Good	4	90.13	4.8	1.27	1.13	5.99%	27.63%	70.1	58.7	77.4
Village	RVS	4	7933	8882.8	98	Good	6	93.46	7.17	1.46	0.95	17.52%	28.51%	72.4	67.4	75.4
Wickersley	MW	4	6995	7421.9	0	Good	5	93.6	5.06	0.93	0.94	11.80%	61.80%	82.7	65.4	78.1
Woodstock	RCN	7	11176	12027.1	82	Good	8	90.22	5.3	1.32	0.97	14.98%	1.83%	68.2	50.3	69.5
York Rd	W1	8	4529	4934.2	92	Good	7	92.08	6.72	0.71	1.10	1.76%	21.81%	64.5	46	63.8
National target (NT)													NT	NT	NT	NT
Rotherham Average or National Target							5	94.87	7.64	1.09	1.29	8.41%	30.00%	76.90	55.80	75.30

# Appendix 1

Performance Dashboard as at August 2020 Page 3/4	Primary Care Networks	Outliers	Access / Satisfaction - July 2019 Survey												
			List sizes		Easy to get through by phone	Find the receptionist at this GP practice helpful	Satisfied with the practice appt times	Usually see/speak to preferred GP	Offered a choice of appt when they last tried	satisfied with the type of appt offered	Describe experience of making an appt as good	waited 15 minutes or less after appt to be seen	Needs met during last appt	Enough support in last 12 months to help manage	Overall experience of GP practice as good
			Actual	Weighted											
			Better is			Higher	Higher	Higher	Higher	Higher	Higher	Higher	Higher	Higher	Higher
National Avg															
Rotherham Avg					66.00	87.00	63.00	43.00	60.00	70.00	62.00	69.00	95.00	77.00	81.00
Blyth	MW	8	5948	6398.1	49.00	92.00	61.00	43.00	59.00	72.00	61.00	76.00	91.00	63.00	73.00
Braithwell	MW	3	3347	3878.5	73.00	88.00	71.00	50.00	56.00	72.00	63.00	72.00	99.00	74.00	79.00
Brinsworth	R	11	10024	10320.7	52.00	80.00	57.00	33.00	58.00	68.00	59.00	65.00	91.00	69.00	69.00
Broom Lane	RCN	6	13186	13989.2	55.00	82.00	60.00	53.00	53.00	73.00	60.00	74.00	98.00	85.00	77.00
Broom Valley	RCN	4	1799	1767.5	86.00	86.00	81.00	-	80.00	67.00	73.00	61.00	92.00	-	82.00
Clifton	HV/DV	9	13255	14337.3	54.00	73.00	51.00	35.00	42.00	63.00	50.00	60.00	95.00	92.00	67.00
Crown St	W1	2	9149	10293.0	65.00	97.00	72.00	41.00	71.00	82.00	70.00	81.00	96.00	86.00	86.00
Dinnington	RVS	8	20792	22384.4	63.00	88.00	62.00	29.00	48.00	65.00	57.00	62.00	98.00	82.00	77.00
Gateway	R	4	8074	8167.6	51.00	90.00	64.00	54.00	67.00	75.00	68.00	63.00	97.00	68.00	79.00
Greasbrough	RCN	3	3429	3709.9	82.00	93.00	61.00	64.00	68.00	66.00	64.00	59.00	99.00	78.00	85.00
Greenside	RCN	4	5947	6723.1	93.00	96.00	73.00	46.00	68.00	60.00	62.00	56.00	93.00	70.00	85.00
High St	W1	8	8031	9096.0	58.00	84.00	55.00	34.00	57.00	71.00	57.00	73.00	93.00	80.00	80.00
Kiveton	RVS	2	11549	12502.4	67.00	88.00	66.00	30.00	63.00	79.00	71.00	68.00	97.00	91.00	90.00
Magna	W1	2	13538	15769.4	86.00	96.00	79.00	61.00	72.00	84.00	80.00	62.00	94.00	83.00	89.00
Manorfield	MW	7	6363	7022.5	60.00	89.00	53.00	22.00	59.00	78.00	65.00	78.00	89.00	70.00	80.00
Market	HV/DV	1	11617	12438.2	78.00	96.00	68.00	39.00	70.00	78.00	68.00	69.00	97.00	78.00	89.00
Morthen	MW	7	11680	12601.0	54.00	82.00	64.00	32.00	53.00	72.00	64.00	65.00	88.00	81.00	80.00
Parkgate	W1	2	6399	7125.6	82.00	87.00	61.00	37.00	66.00	71.00	63.00	77.00	96.00	77.00	92.00
Queens	MW	2	1491	1548.8	90.00	92.00	79.00	-	74.00	80.00	78.00	77.00	94.00	73.00	81.00
Rawmarsh	W1	8	4077	4169.4	79.00	93.00	56.00	66.00	59.00	60.00	56.00	64.00	93.00	66.00	71.00
Shakespeare Rd	W1	9	5590	4960.1	57.00	82.00	66.00	15.00	64.00	64.00	58.00	56.00	83.00	75.00	70.00
St Anns	HV/DV	4	17528	19894.9	70.00	87.00	65.00	43.00	62.00	62.00	61.00	77.00	95.00	68.00	81.00
Stag	R	2	11736	12951.1	73.00	92.00	71.00	35.00	60.00	75.00	69.00	68.00	98.00	77.00	88.00
Swallownest	RVS	1	16596	16619.5	80.00	98.00	70.00	53.00	72.00	66.00	63.00	70.00	98.00	79.00	94.00
Thorpe	R	9	5717	6113.1	80.00	77.00	39.00	37.00	49.00	54.00	45.00	74.00	85.00	68.00	69.00
Treeton	R	2	6747	6640.2	53.00	89.00	63.00	62.00	72.00	74.00	66.00	79.00	92.00	92.00	81.00
Village	RVS	0	7933	8882.8	92.00	98.00	85.00	67.00	77.00	83.00	79.00	71.00	96.00	82.00	89.00
Wickersley	MW	8	6995	7421.9	38.00	77.00	41.00	58.00	45.00	67.00	45.00	77.00	96.00	67.00	80.00
Woodstock	RCN	10	11176	12027.1	39.00	66.00	44.00	28.00	38.00	55.00	39.00	68.00	91.00	80.00	70.00
York Rd	W1	5	4529	4934.2	70.00	85.00	67.00	20.00	42.00	70.00	64.00	64.00	96.00	67.00	86.00



Appendix 1

Performance Dashboard as at August 2020 Page 4/4	Primary Care Networks	Outliers	Clinical - July 2019 Survey							
			List sizes		Good at giving them enough time during their appointment	Good at listening to them during their appointment	Good at treating them with care and concern	Involved in decision about their care and treatment	Had confidence and trust in the healthcare professional they saw	Healthcare Professional understood any mental health needs
			Actual	Weighted						
			Healthcare Professional	Healthcare Professional	Healthcare Professional	Healthcare Professional	Healthcare Professional	Healthcare Professional	Healthcare Professional	
Better is										
National Avg										
Rotherham Avg					86.00	88.00	87.00	92.00	95.00	84.00
Blyth	MW	5	5948	6398.1	72.00	73.00	73.00	82.00	92.00	86.00
Braithwell	MW	0	3347	3878.5	88.00	92.00	90.00	94.00	98.00	86.00
Brinsworth	R	6	10024	10320.7	75.00	79.00	75.00	86.00	93.00	78.00
Broom Lane	RCN	2	13186	13989.2	90.00	90.00	83.00	89.00	97.00	92.00
Broom Valley	RCN	5	1799	1767.5	86.00	86.00	82.00	87.00	90.00	71.00
Clifton	HV/DV	6	13255	14337.3	73.00	78.00	73.00	90.00	93.00	80.00
Crown St	W1	1	9149	10293.0	85.00	94.00	95.00	96.00	96.00	93.00
Dinnington	RVS	3	20792	22384.4	84.00	90.00	85.00	92.00	98.00	80.00
Gateway	R	0	8074	8167.6	89.00	92.00	93.00	92.00	95.00	85.00
Greasbrough	RCN	0	3429	3709.9	87.00	89.00	92.00	95.00	99.00	96.00
Greenside	RCN	4	5947	6723.1	87.00	84.00	86.00	92.00	94.00	73.00
High St	W1	3	8031	9096.0	87.00	84.00	85.00	94.00	94.00	85.00
Kiveton	RVS	1	11549	12502.4	90.00	90.00	94.00	96.00	96.00	77.00
Magna	W1	1	13538	15769.4	93.00	88.00	90.00	91.00	96.00	92.00
Manorfield	MW	5	6363	7022.5	83.00	86.00	82.00	96.00	90.00	77.00
Market	HV/DV	0	11617	12438.2	89.00	92.00	87.00	98.00	99.00	95.00
Morthen	MW	4	11680	12601.0	84.00	82.00	83.00	94.00	90.00	84.00
Parkgate	W1	0	6399	7125.6	98.00	97.00	97.00	95.00	100.00	99.00
Queens	MW	3	1491	1548.8	82.00	89.00	87.00	86.00	93.00	88.00
Rawmarsh	W1	6	4077	4169.4	78.00	82.00	80.00	91.00	94.00	73.00
Shakespeare Rd	W1	6	5590	4960.1	76.00	85.00	78.00	80.00	88.00	82.00
St Anns	HV/DV	3	17528	19894.9	88.00	90.00	89.00	88.00	94.00	72.00
Stag	R	2	11736	12951.1	85.00	89.00	91.00	91.00	96.00	90.00
Swallownest	RVS	0	16596	16619.5	96.00	96.00	96.00	93.00	99.00	84.00
Thorpe	R	5	5717	6113.1	79.00	94.00	84.00	89.00	90.00	78.00
Treeton	R	4	6747	6640.2	88.00	86.00	83.00	87.00	90.00	85.00
Village	RVS	2	7933	8882.8	84.00	89.00	88.00	96.00	95.00	83.00
Wickersley	MW	0	6995	7421.9	88.00	91.00	93.00	96.00	98.00	92.00
Woodstock	RCN	1	11176	12027.1	83.00	88.00	88.00	93.00	96.00	91.00
York Rd	W1	3	4529	4934.2	82.00	95.00	84.00	92.00	95.00	82.00