

GP Scorecard 2010/11, [Practice Name]

Overall Band: B (78 out of 114, 68.4%)

[Locality] [Code]

1 Contractual Requirements & Premises

	A B C			Score	Band	Rank	Previous	Locality		PCT		National	
	Fully compliant		Not fully compliant					Fully compliant					
1.1 Compliance with GMS Contractual and Statutory Requirements	Fully compliant		Not fully compliant	Fully compliant	A	N/A	Fully compliant	=	N/A		41		N/A
1.2 Business Continuity Plan (BCP)	Approved BCP		No approved BCP	Approved BCP	A	N/A	N/A		N/A		47		N/A
1.3 Compliance with GMS minimum premises standards	Fully compliant	<10 changes needed	≥10 changes needed	16	A	=37	N/A		N/A		N/A		N/A

2 Priority Standards & Services

	A B C			Score	Band	Rank	Previous	Locality		PCT		National	
	Using EPR	Working towards EPR	Not using EPR					Using EPR					
2.1 Electronic Patient Records (EPR)	Using EPR	Working towards EPR	Not using EPR	Using EPR	A	N/A	N/A		N/A		N/A		N/A
2.2 Information Governance Toolkit	Submitted, all ≥ level 2	Submitted, not all ≥ level 2	Not submitted	Submitted, not all ≥ level 2	B	N/A	N/A		N/A		N/A		N/A
2.3 Priority Enhanced Services	≥ 90%	60% to 90%	< 60%	78.6%	B	=19	78.6%	=	74.6%	▲	76.5%	▲	N/A
2.4 PBC locality agreement	Signed up		Not signed up	Signed up	A	N/A	N/A		N/A		48		N/A

3 Access

	A B C			Score	Band	Rank	Previous	Locality		PCT		National		
	≥ National (97.3%)	Top 50% of those below	Bottom 50% of those below					≥ National (75.8%)	Top 50% of those below	Bottom 50% of those below	≥ National (79.8%)	Top 50% of those below	Bottom 50% of those below	≥ National (73.4%)
3.1 Ease of access to building	≥ National (97.3%)	Top 50% of those below	Bottom 50% of those below	98.2%	A	19	97.8%	▲	96.8%	▲	97.0%	▲	97.3%	▲
3.2 Telephone access	≥ National (75.8%)	Top 50% of those below	Bottom 50% of those below	45.0%	C	48	55.7%	▼	69.7%	▼	75.0%	▼	75.8%	▼
3.3 GP appointment within 2 days	≥ National (79.8%)	Top 50% of those below	Bottom 50% of those below	77.3%	B	40	81.5%	▼	83.4%	▼	81.9%	▼	79.8%	▼
3.4 GP appointment 2+ days	≥ National (73.4%)	Top 50% of those below	Bottom 50% of those below	69.9%	B	36	52.6%	▲	75.3%	▼	74.4%	▼	73.4%	▼
3.5 Satisfaction with opening hours	≥ National (83.6%)	Top 50% of those below	Bottom 50% of those below	77.0%	B	33	77.3%	▼	79.7%	▼	79.2%	▼	83.6%	▼
3.6 Ability to see preferred GP	≥ National (74.7%)	Top 50% of those below	Bottom 50% of those below	74.1%	B	31	79.0%	▼	76.3%	▼	78.0%	▼	74.7%	▼
3.7 Extended hours	Providing		Not providing	Providing	A	N/A	N/A		N/A		33		N/A	

4 Patient Experience

	A B C			Score	Band	Rank	Previous	Locality		PCT		National		
	≥ National (98.6%)	Top 50% of those below	Bottom 50% of those below					≥ National (93%)	Top 50% of those below	Bottom 50% of those below	≥ National (95.4%)	Top 50% of those below	Bottom 50% of those below	≥ National (97.6%)
4.1 Cleanliness of building	≥ National (98.6%)	Top 50% of those below	Bottom 50% of those below	99.1%	A	32	99.1%	▼	99.2%	▼	98.6%	▲	98.6%	▲
4.2 Helpfulness of reception staff	≥ National (93%)	Top 50% of those below	Bottom 50% of those below	90.1%	C	41	91.1%	▼	93.1%	▼	92.6%	▼	93.0%	▼
4.3 Experience with doctor	≥ National (95.4%)	Top 50% of those below	Bottom 50% of those below	95.9%	A	20	96.6%	▼	94.9%	▲	94.6%	▲	95.4%	▲
4.4 Experience with practice nurse	≥ National (97.6%)	Top 50% of those below	Bottom 50% of those below	95.8%	C	40	98.2%	▼	96.3%	▼	96.8%	▼	97.6%	▼
4.5 Patients told they have a care plan	≥ ONS cluster (12.5%)	Top 50% of those below	Bottom 50% of those below	8.5%	B	27	N/A		8.8%	▼	9.5%	▼	11.9%	▼
4.6 Overall satisfaction with care	≥ National (90%)	Top 50% of those below	Bottom 50% of those below	89.1%	B	33	91.3%	▼	89.5%	▼	88.5%	▲	90.0%	▼

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5 QOF													
Part 1: General													
	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National			
5.1 Overall QOF score ²	≥ National (93.7%)	Top 50% of those below	Bottom 50% of those below	95.7%	A	14	95.6% ▲	87.4% ▲	89.3% ▲	93.7% ▲			
5.2 Patient Experience domain score	≥ National (71.5%)	Top 50% of those below	Bottom 50% of those below	53.0%	C	41	70.2% ▼	70.5% ▼	72.0% ▼	71.5% ▼			
5.3 Additional Services domain score	≥ National (95.3%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	88.4% ▲	88.3% ▲	95.3% ▲			
5.4 Overall exception reporting rate	≤ National (5.4%)	Bottom 50% of those above	Top 50% of those above	6.6%	B	22	6.9% ▼	6.9% ▼	7.2% ▼	5.4% ▲			
Part 2: Clinical Domain													
5.5 Overall Clinical domain score ²	≥ National (95.9%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	89.0% ▲	92.1% ▲	95.9% ▲			
5.6 Asthma	≥ National (98.1%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	90.4% ▲	93.6% ▲	98.1% ▲			
5.7 Chronic Kidney Disease	≥ National (94.7%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	88.5% ▲	92.0% ▲	94.7% ▲			
5.8 COPD	≥ National (95.8%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	80.0% ▲	87.8% ▲	95.8% ▲			
5.9 Dementia	≥ National (97.5%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	81.1% ▲	92.3% ▲	97.5% ▲			
5.10 Depression	≥ National (81.7%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	69.5% ▲	68.6% ▲	81.7% ▲			
5.11 Diabetes	≥ National (95.2%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	90.1% ▲	93.2% ▲	95.2% ▲			
5.12 Hypertension	≥ National (98.9%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	96.2% ▲	96.8% ▲	98.9% ▲			
5.13 Learning Disabilities	≥ National (98.6%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	93.8% ▲	98.0% ▲	98.6% ▲			
5.14 Mental Health	≥ National (94.5%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	86.5% ▲	89.4% ▲	94.5% ▲			
5.15 Obesity	≥ National (100%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	100.0% =	100.0% =	100.0% ▲			
5.16 Palliative Care	≥ National (89.3%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	75.0% ▲	83.7% ▲	89.3% ▲			
5.17 Smoking	≥ National (99%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	93.6% ▲	96.1% ▲	99.0% ▲			
Part 3: Organisational Domain													
5.18 Overall Organisational domain score ²	≥ National (99%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	93.6% ▲	96.1% ▲				
5.19 Records and Information	≥ National (95.8%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	92.4% ▲	87.7% ▲				
5.20 Information for Patients	≥ National (98.6%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	95.8% ▲	93.9% ▲				
5.21 Education and Training	≥ National (95.9%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	83.0% ▲	84.8% ▲				
5.22 Practice Management	≥ National (97.9%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	84.0% ▲	89.4% ▲				
5.23 Medicines Management	≥ National (97.2%)	Top 50% of those below	Bottom 50% of those below	100.0%	A	=1	100.0% =	89.4% ▲	88.4% ▲				

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6 Public Health													
	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National			
6.1 Cervical screening (National Screening Programme)	≥ 80%	75% to 80%	< 75%	81.8%	A	5	80.8%	▲	74.5%	▲	75.8%	▲	N/A
6.2 Cervical screening (QOF CS1)	≥ 80%	75% to 80%	< 75%	82.9%	A	23	83.1%	▼	83.6%	▼	83.0%	▼	N/A
6.3 Childhood imms: DTaP/IPV/Hib 1 yr olds ¹	≥ 95%	≥ PCT (91.6%)	< PCT (91.6%)	87.9%	C	=38	N/A		89.5%	▼	91.6%	▼	N/A
6.4 Childhood imms: MMR for 2 yr olds (1st dose) ¹	≥ 90%	≥ PCT (86.5%)	< PCT (86.5%)	85.9%	C	31	83.9%	▲	85.4%	▲	86.5%	▼	N/A
6.5 Childhood imms: MMR for 5 yr olds (2nd dose) ¹	≥ 90%	≥ PCT (77.2%)	< PCT (77.2%)	82.2%	B	19	N/A		77.7%	▲	77.2%	▲	N/A
6.6 Childhood imms: pre-school booster for 5 yr olds ¹	≥ 90%	≥ PCT (80.6%)	< PCT (80.6%)	87.1%	B	17	72.0%	▲	81.5%	▲	80.6%	▲	N/A
6.7 Flu imms, 65+	≥ 70%	≥ PCT (68.1%)	< PCT (68.1%)	73.2%	A	12	76.8%	▼	68.0%	▲	68.1%	▲	72.4%
6.8 Pneumococcal imms, 65+	≥ 80%	≥ PCT (69.8%)	< PCT (69.8%)	77.0%	B	11	47.0%	▲	71.2%	▲	69.8%	▲	N/A
6.9 Smoking status recording (QOF Records 23)	Top quartile (≥ 84.5%)	Middle quartiles	Bottom quartile (< 75.9%)	90.8%	A	4	90.5%	▲	82.2%	▲	80.9%	▲	89.4%
6.10 Smoking status recording (Omnibus) ¹	≥ 90%	70% to 90%	< 70%	76.2%	B	5	72.5%	▲	67.2%	▲	66.3%	▲	N/A
6.11 Hypertension management ¹	≥ 75%	70% to 75%	< 70%	73.3%	B	24	74.7%	▼	72.1%	▲	71.7%	▲	N/A
6.12 Chlamydia screening, 15-24 yr olds	≥ 50%	25% to 50%	< 25%	2.5%	C	25	N/A		5.3%	▼	4.3%	▼	N/A

7 Prescribing													
	A	B	C	Score	Band	Rank	Previous	Locality	PCT	National			
7.1 Renin-angiotensins	≥ 74%		< 74%	70.3%	C	30	60.8%	▲	70.6%	▼	70.7%	▼	N/A
7.2 High risk antibiotics	≤ 25%		> 25%	16.7%	A	16	18.8%	▼	19.7%	▼	19.8%	▼	N/A
7.3 Low cost PPIs	≥ 91%		< 91%	89.6%	C	27	83.7%	▲	88.6%	▲	89.4%	▲	N/A
7.4 Statin prescribing	≥ 75%		< 75%	70.1%	C	45	71.0%	▼	77.5%	▼	79.7%	▼	N/A
7.5 Seretide 250 evohaler	≤ 25%		> 25%	48.7%	C	44	N/A		34.4%	▲	30.7%	▲	N/A

¹ Indicators to which the PCT is held to account; mostly Vital Signs, but also 6.10, for which we submit data via the Omnibus return

² These indicators do not count towards a practice's overall or banding

