

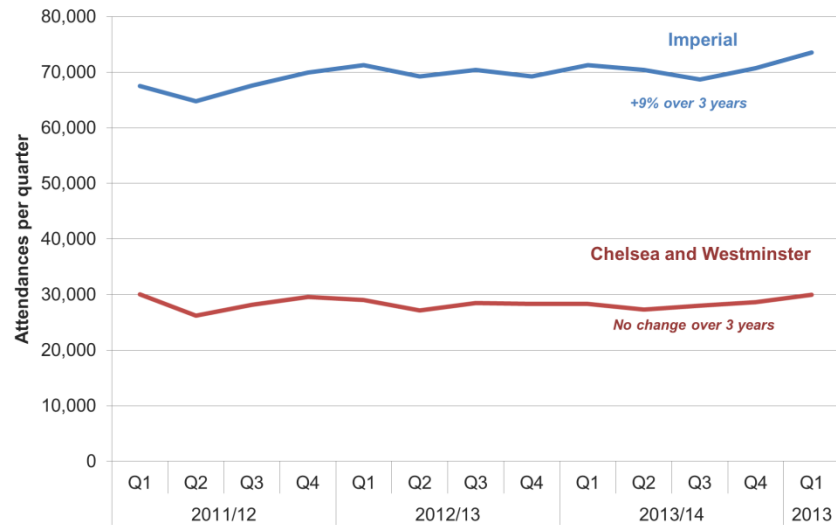
# Acute Health Care and General Practice Performance Summary - Hammersmith and Fulham

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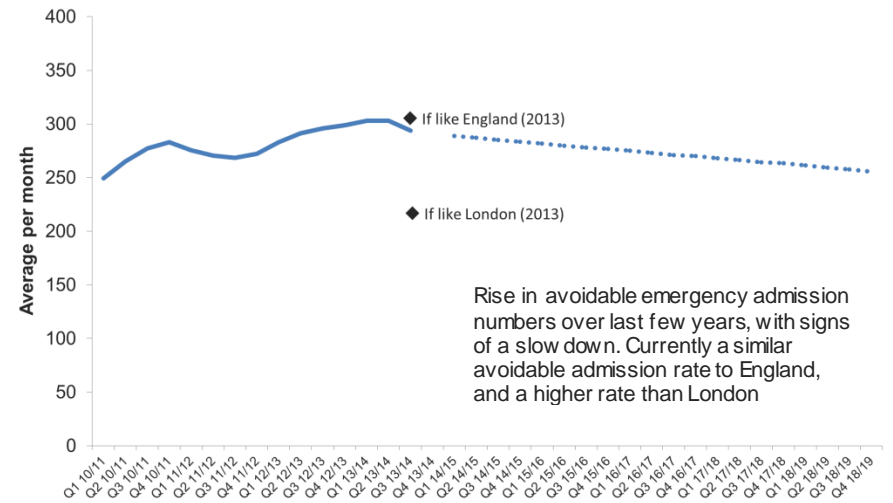
18th July 2014

# ACUTE HEALTH CARE SUMMARY – HAMMERSMITH AND FULHAM

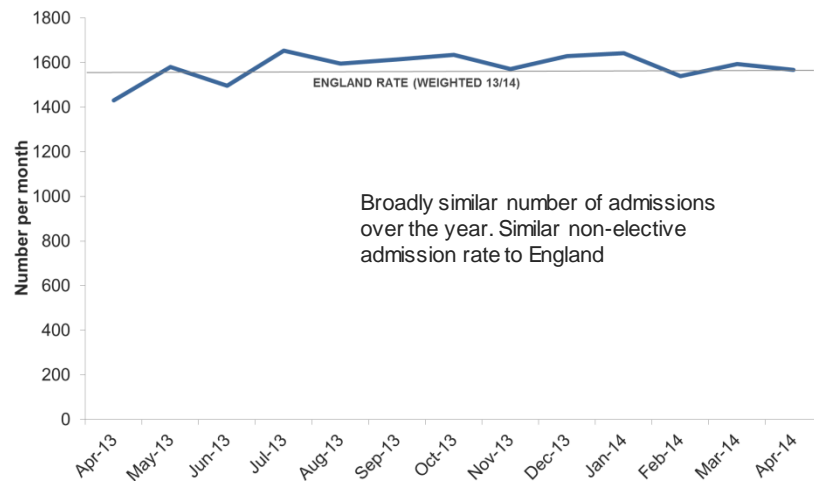
Total A&E and Minor Injuries Unit attendances, number by Trust by quarter



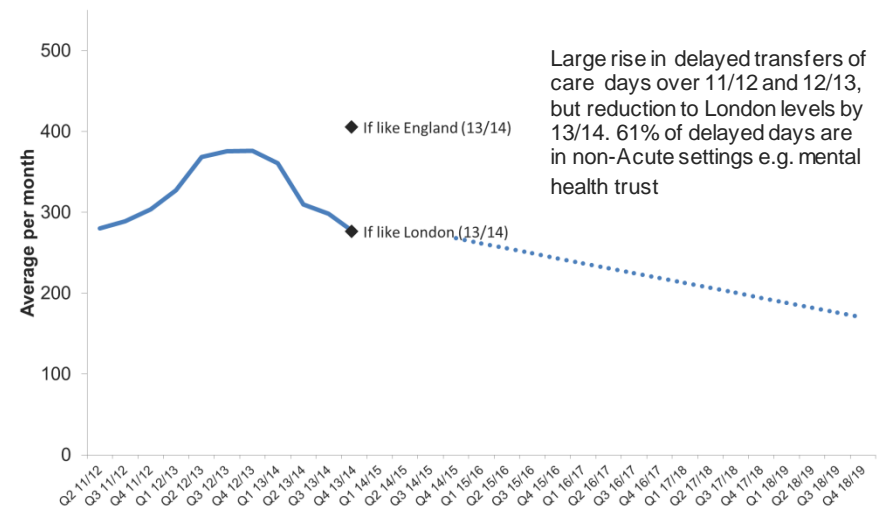
Avoidable emergency admissions (average number per month)  
annual data rolling forward quarterly – with Better Care Fund 5 year indicative target



Non-elective admissions for H&F CCG, number by month (FFCEs)

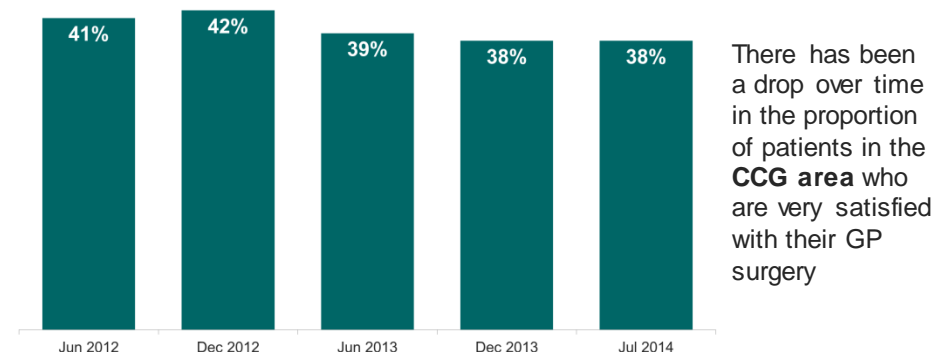


Delayed transfers of care (average days per month)  
annual data rolling forward quarterly – with Better Care Fund 5 year indicative target



## GP ACCESS AND QUALITY SUMMARY – HAMMERSMITH AND FULHAM

### GP Patient Survey – Very satisfied with GP surgery/health centre, over time



### Summary of GP Access and Quality

In the period to March 2013, Hammersmith and Fulham (H&F) patients reported good access to the practice by phone and higher satisfaction with opening hours than typical for London. However, they were less able to get an appointment 2 days in advance than London or England.

Local patients were more satisfied with their practice than typical of London, and were also more likely to recommend it to a friend. However, patients felt less happy with the quality of consultation than London and England averages, and they felt they were less likely to see their preferred doctor.

The proportion of people feeling supported in managing their long-term condition and reporting a good experience with GP out-of-hours services was lower than London and England. Practice clinical achievement was lower than average in 2012/13.

#### Find more information here:

Selected GP Patient Survey data, as presented on the **My Health London** website: <http://www.myhealth.london.nhs.uk/>  
 GP Patient Survey data used in NHS Outcomes Framework, on the **NHS IC Indicator Portal**: <https://indicators.ic.nhs.uk/webview/>  
**Quality and Outcomes Framework** data on GP clinical points achieved on Health & Social Care Information Centre website: <http://www.hscic.gov.uk/qof>

### Summary GP Access and Quality Indicators

GP Survey - Access	H&F	London	England
<small>Source: My Health London website (March 2013 data)</small> Found it easy to get through on the <b>telephone</b>	78.6%	74.9%	77.7%
Able to get an appointment with a doctor more than <b>two full weekdays</b> in advance	85.7%	87.0%	90.4%
Satisfied with GP practice <b>opening hours</b>	80.3%	79.4%	82.7%
GP Survey - Satisfaction	H&F	London	England
<small>Source: My Health London website (March 2013 data)</small> Level of satisfaction with the <b>quality of consultation</b> at the GP practice (composite measure)	592	602	628
Able to see a <b>preferred</b> doctor	52.5%	54.4%	60.7%
Would <b>recommend</b> the GP surgery or health centre to someone who has just moved to your local area	78.5%	76.7%	81.3%
<b>Overall satisfaction</b> with the care at the GP surgery or health centre	83.0%	82.1%	86.7%
GP Survey - Support	H&F CCG	London	England
<small>Source: NHS IC Indicator Portal (2012/13 data)</small> % of people feeling supported to <b>manage their long term condition</b>	57.0%	59.4%	65.6%
% reporting a good experience with <b>GP out-of-hours service</b>	60.1%	62.9%	70.2%
QOF GP quality of care	H&F CCG	London	England
<small>Source: HSCIC website (2012/13 data)</small> % of total points achieved for <b>clinical domain</b> - Quality and Outcomes Framework (QOF)	90.7%	94.0%	95.4%

Better than London and England  
 Between London and England  
 Worse than London and England