







How we rated North Tees Teaching Primary Care Trust

The Healthcare Commission is England's healthcare watchdog. Each year we give a rating to every NHS trust in England to show how it has performed over the last year.

This summary shows how we rated your local NHS trust and explains what the rating means. We hope that you find it helpful if you want to discuss healthcare choices with your doctor or another healthcare professional. It should also help you to know how well your local health services are performing. You can find more information about how we rated North Tees Teaching Primary Care Trust on our website at <http://www.healthcarecommission.org.uk>.

For the year from **1 April 2007 to 31 March 2008** we rated North Tees Teaching Primary Care Trust as:

Quality of Services	Use of Resources
 <p>This score covers a range of areas, including the safety of patients, cleanliness, access to services and ensuring people's individual needs are met.</p>	 <p>This score is based on how well a trust manages its finances.</p>
Ratings for this trust given in previous years were:	
2006/2007 	2006/2007 
2005/2006 	2005/2006 

How we calculate a trust's rating

The overall rating is made up of a range of assessments we carry out throughout the year. We look at how well the trust has performed against the targets and standards the Government has set for the NHS. We use a variety of methods including analysis of data and self-declaration from trusts, which we cross-check against other sources, for example information from surveys of patients who have recently used the trust. We also carry out targeted inspections.

We assess whether the trust has been getting the basics of healthcare right and whether it has been taking steps to improve the healthcare it provides. For example, we consider whether people are treated as individuals, not as 'just another patient'. We expect that patients or service users can choose food that meets their personal dietary needs. We consider whether patients or service users, their relatives and carers are treated with dignity and respect, and whether information about each person is treated in confidence. We assess whether trusts are delivering accessible services to all sections of the community and meeting their needs. We also expect that people should know how to make a complaint if necessary.

Here is a summary of how many of our assessments were met by North Tees Teaching Primary Care Trust in key areas:

12/12 Safety and cleanliness
6/7 Standard of care
2/4 Waiting to be seen
9/11 Dignity and respect
7/7 Keeping the public healthy
13/16 Good management
14/16 Commissioning services
17/22 Planning for local improvement

More about this rating

Information about what we considered in the key areas listed above is available on our website.

Areas we checked at North Tees Teaching Primary Care Trust that were not satisfactory included:

Advice about specific areas we assessed that were not satisfactory is available on our website

Standard of care

Older people's mental health needs and services

An up-to-date assessment of the needs of older people has not been fully carried out in order to improve services for older people with mental health problems.

Waiting to be seen

Access to a GP

The proportion of practices in the PCT that could not offer a GP appointment within 48 hours was too high.

Access to a primary care professional

The proportion of practices in the PCT that could not offer an appointment to see a primary care professional within 24 hours was too high.

Dignity and respect

PCT facilities in place to support choice

The proportion of people not aware that they have a choice of hospital to go to for their first hospital appointment or not offered this choice was too high.

PCT booking

The proportion of patients added to the waiting list by GPs for their first hospital appointment who were booked through Choose and Book was not high enough. Choose and Book is a national referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic.

Good management

National child measurement programme data quality

The quality of information for recording children's weights as part of the national child measurement programme was not satisfactory.

Compliance with guidelines concerning obesity

This trust, in their role as an employer, did not have adequate plans in place which followed existing guidance to prevent and manage obesity.

Staff attended mandatory training

The organisation could not be sure that they had been meeting the standard of making sure that staff attended compulsory training.

Commissioning services

Thrombolysis - 60 minute call to needle time

The proportion of people suffering from a heart attack who received thrombolytic (clot-busting) therapy within 60 minutes of calling for professional help did not improve enough compared with previous years or was not kept at a satisfactory level.

Referral to treatment time milestones

The proportion of patients who waited more than 18 weeks from GP referral to hospital treatment was too high.

Planning for local improvement

Cancer mortality rate

The number of deaths from cancer was not in line with agreed plans.

Smoking status of the population

The number of people aged over 16 who had their smoking status recorded was not in line with agreed plans.

Teenage conception rates

The number of teenagers who got pregnant was not in line with agreed plans.

Access to reproductive health services

Adequate services and processes were either not in place to increase the use of sexual health services, and/or the number of young people screened for chlamydia was not in line with agreed plans.

Very high intensity users

The number of people with complex long term conditions and high intensity needs who were under the case management of a community matron or case manager was not in line with agreed plans.

Other information about North Tees Teaching Primary Care Trust

As well as our assessments to determine a trust's overall rating, we look at its performance in other areas. These include: the experience of people who have recently used the trust; our reviews of the services it provides for particular groups of patients or service users; how it is working to make care safer and whether or not anything is going wrong to the point where we need to step in and investigate.

What patients say







We collect information about the experience of people who have used this trust's services through a national survey of NHS patients. We have grouped questions together by theme and based on people's responses in this year's survey the trust scored as follows:

Score (out of 10)	For questions about	How this compares with other trusts
7.4	making an appointment with a doctor	
5.7	visiting the GP practice or health centre	
9.2	seeing a doctor	
8.5	medicines	
5.3	being referred to a specialist	
7.6	seeing another professional from a GP practice or health centre	
8.5	overall views and experiences	
6.1	health promotion	

For more information about the survey scores and to see the questions patients were asked and the scores for the individual questions visit www.healthcarecommission.org.uk.

Services we're focussing on

Our service reviews look at whether trusts are striving to improve the care and treatment they provide in areas that are a priority for the NHS. Our findings and recommendations help trusts to identify where and how they can perform better. Over recent years we have carried out a number of such reviews and information about how North Tees Teaching Primary Care Trust performed in each area is available on our website. The most recent reviews and ratings are given in the table below:

	Rating
Urgent and emergency care	Published: 16 October 2008 
Substance misuse service review 2006/2007	Published: 1 May 2008 
Diabetes	Published: 2 July 2007 
Tobacco control	Published: 18 October 2006 
Substance misuse services	Published: 18 October 2006 
Adult community mental health services	Published: 18 October 2006 

Making care safer

Any healthcare procedure can never be completely free of risk, although the level of risk will vary depending on circumstances. We look at an organisation's overall approach to safety and how well it manages specific areas of risk to the safety of patients or service users. On our website you can find details of our assessment of how North Tees Teaching Primary Care Trust manages risks in a number of areas for example infection control, managing medicines, buildings and equipment, staff training, violence and protecting vulnerable people.

We have not carried out an inspection of infection control issues at this trust.

Investigations and interventions

There has been no known cause for us to carry out an investigation of this trust.

Contact details

You can contact the Healthcare Commission in the following ways:

- Call **0845 601 3012**
- E-mail **feedback@healthcarecommission.org.uk**
- Visit <http://www.healthcarecommission.org.uk/>

Our information is available in all formats and if you want to speak to someone in a language other than English, please call **0845 601 3012** and we'll put you through.

We use RNID typetalk.