

## Annual performance ratings 2005/2006

### Summary of results for London Ambulance Service NHS Trust

This report summarises the results of the Healthcare Commission's annual performance rating for 2005/2006 for London Ambulance Service NHS Trust.

Executive and non-executive members of the board and others involved in the management of healthcare services for London Ambulance Service NHS Trust may want to use this summary as a starting point for exploring the strengths and weaknesses of the organisation's performance in our annual health check. Other groups, including overview and scrutiny committees and patient and public involvement forums, may also find the summary useful for monitoring the way local healthcare services are planned and run.

The Healthcare Commission's annual health check scores organisations in the NHS on many aspects of their performance, including how well they manage their finances (use of resources) and the quality of the services they provide (quality of services). These scores are based on a range of information gathered throughout the year. This includes information about whether organisations in the NHS are meeting the targets and standards set by the Government.



More detailed information about the results for London Ambulance Service NHS Trust is available on the Healthcare Commission's website at [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk).

## **Overall rating**

In 2005/2006, the trust was rated:

- Good for use of resources
- Weak for quality of services

This means that there was evidence that the organisation's arrangements for managing its financial resources were effective. However, our assessment of quality of services highlighted areas of concern.

## Detailed results for London Ambulance Service NHS Trust

### Use of resources

The score for use of resources is based on how well an organisation in the NHS manages its finances. This could include how it plans and reports on its financial performance, how it monitors the money it spends, and how it makes sure that the services it offers to patients represent good value for money.

London Ambulance Service NHS Trust was scored good for use of resources.

This score was based on information received from the Audit Commission.

Further information on the performance of this organisation for use of resources can be found on the Healthcare Commission's website at [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk), and on the Audit Commission's website at [www.auditcommission.gov.uk](http://www.auditcommission.gov.uk).

### Quality of services

The score for quality of services covers a range of areas within a healthcare organisation that can affect the care and treatment a patient receives, including access to services, safety and the way an organisation is run. In particular, it reflects whether an organisation provides the basic standard of care required by the Government and whether it strives to improve the care and treatment it provides for patients.

London Ambulance Service NHS Trust scored weak for quality of services. This score was based on the results it received in the following areas.

Component	Results
Getting the basics right	
Assessment of compliance with core standards	Fully Met
Existing national targets	Not Met
Making and sustaining progress	
New national targets	Excellent
Review of substance misuse	Not Applicable
Review of tobacco control	Not Applicable
Review of services for children in hospital	Not Applicable
Review of adult community mental health services	Not Applicable
Review of admissions management	Not Applicable
Review of diagnostic services	Not Applicable

Review of medicines management	Not Applicable
--------------------------------	----------------

This organisation automatically received an overall score of weak for quality of services because it scored 'not met' against the existing national targets.

Appendix A sets out the rules that are used to determine which score an organisation receives for quality of services.

## **Assessing compliance with core standards**

In 2005/2006, we asked organisations in the NHS to declare publicly how well they had met the core (basic) standards set by Government. In many cases, other groups from within the local community, including overview and scrutiny committees and patient and public involvement forums, were also asked to give their views on the performance of their local healthcare organisation. This assessment was designed to reflect an organisation's performance over the whole year and recognises those organisations that improved their level of compliance throughout the year.

London Ambulance Service NHS Trust was given a score of fully met for the assessment of compliance with core standards.

An organisation can only receive this score if it declares no more than four failings during the year. A failing indicates that an organisation failed to comply with a particular standard (not met) or was unable to say with certainty that it had met a particular standard (insufficient assurance). The failings declared by an organisation must have been corrected by the end of the year.

This organisation was not selected for an inspection.

## Meeting existing national targets

By looking at whether organisations are meeting existing national targets set by Government, we can get a better understanding of, for example, how patients gain access to the healthcare services they need and how long they have to wait for care and treatment in the NHS. Healthcare organisations must be able to demonstrate each year that they are meeting these targets.

London Ambulance Service NHS Trust was given a score of not met for existing national targets.

This means that it automatically received a score of weak for quality of services.

London Ambulance Service NHS Trust was assessed against all of the 4 existing national target indicators. The organisation achieved 2 indicators, underachieved 1 indicator and failed to meet 1 indicator. The performance of this organisation against the indicators for each of the existing national targets is shown in the table below. These indicators are measures that capture how a particular aspect of a service should be provided. Please note: organisations in the NHS are assessed against all indicators that relate to their various functions.

### Ambulance

Indicators	Level of performance	Trusts achieving indicator (%)
The percentage of category A calls receiving a response within eight minutes	Achieved	68%
The percentage of category A calls receiving a response within 14 minutes in urban areas or 19 minutes in rural areas	Achieved	61%
The percentage of category B calls receiving a response within 14 minutes in urban areas or 19 minutes in rural areas	Failed	35%
Thrombolysis: increasing the percentage of heart attack patients who receive thrombolysis within 60 minutes of calling for help	Underachieved	34%

Further information on the performance of this organisation in meeting existing national targets can be found on the Healthcare Commission's website at [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk).

## Meeting new national targets

The Government's new national targets focus on the ways in which healthcare organisations can help to improve the health of the population in England. They are targets for the entire NHS. Our assessment looked at the contribution of individual healthcare organisations in meeting these new national targets.

London Ambulance Service NHS Trust was given a score of excellent for new national targets.

London Ambulance Service NHS Trust was assessed against all of the 5 new national target indicators. The organisation achieved 5 indicators, underachieved 0 indicators and failed to meet 0 indicators. The performance of this organisation against the indicators for each of these new national targets is shown in the table below. Please note: organisations are assessed against all indicators that relate to their various functions.

### Ambulance

Indicators	Level of performance	Trusts achieving indicator (%)
Participation in audits	Achieved	94%
Processes in place to control infection	Achieved	87%
Does the organisation comply with key elements of guidelines on treating people who have self-harmed?	Achieved	84%
Response to Taking healthcare to the patient	Achieved	94%
Smoke-free NHS	Achieved	74%

Further information on the performance of this organisation in meeting the new national targets can be found on the Healthcare Commission's website at [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk).

## **Appendix A**

### **Key rules for aggregation for the score for quality of services**

1. The score for quality of services will be excellent, good, fair or weak.
2. A trust that is not met in core standards will automatically be weak for quality of services
3. A trust that is not met in existing national targets will automatically be weak for quality of services (Note Learning Disability trusts are not assessed against existing national targets)
4. To be excellent for quality of services, a trust must achieve the highest scores for core standards (fully met), existing national targets (fully met) and new national targets (excellent)
5. Results from the new national targets, improvement reviews and acute hospital portfolio are only used to move the scores of trusts between excellent, good and fair. These results are not used to move the scores of trusts to weak.
6. Each organisation that existed for 2005/2006 will receive one overall score for quality of services.
7. Where an organisation is assessed against only one review, the score for that review will not be included in the overall score for quality of services.

#### **Exception**

The single exception to the general rules outlined above, is that mental health trusts that receive the lowest score for existing national targets (not met), will be limited to a maximum score of fair for quality of services – rather than an automatic score of weak. The reason for this exception is that mental health trusts only have 2 existing national targets, and it would be unfair to automatically move the trusts to weak on the basis of such a small set of targets.