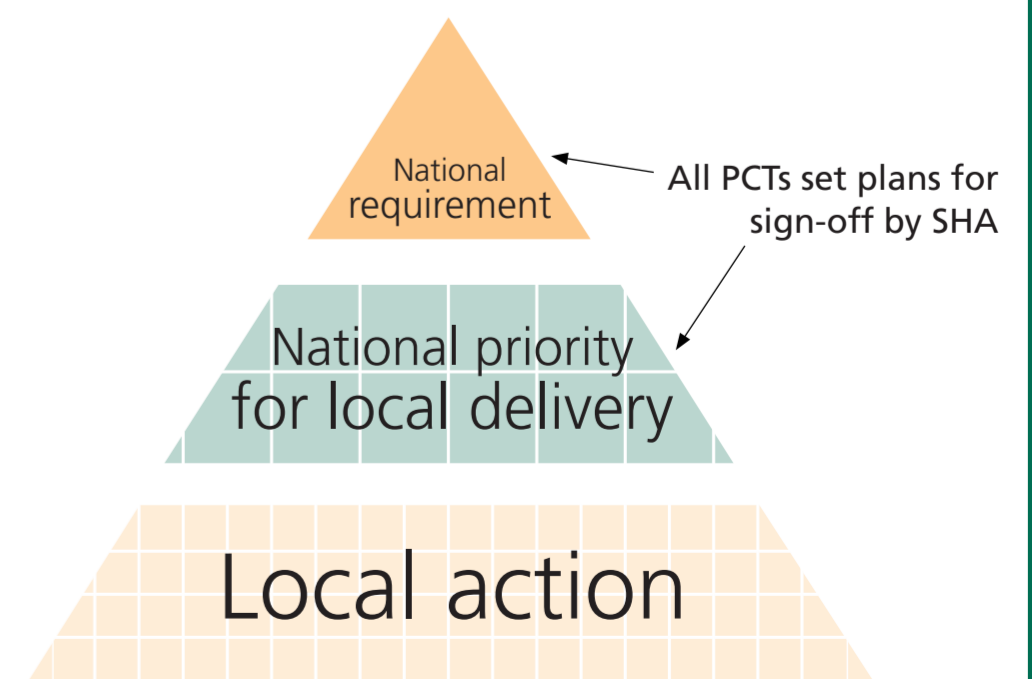


the operating framework. **vitalsigns.**

Indicator	Commitment		
Cleanliness and healthcare associated infections	MRSA number of infections	MRSA levels sustained, locally determined stretch targets taking us beyond the national target.	
	Rates of <i>Clostridium difficile</i>	<i>C difficile</i> reduction of 30 per cent by 2011, differential SHA envelopes to deliver a 30 per cent reduction nationally by 2011	
	Achievement of CNST risk management standards		
Access to personalised and effective care	Percentage of patients seen within 18 weeks for admitted and non-admitted pathways <i>Supporting measures: Number of diagnostic waits > 6 weeks Percentage of patients seen within 18 weeks for direct access audiology treatment Activity levels Patient-reported experience of 18-week pathways</i>	To ensure that, by December 2008, no one waits more than 18 weeks from referral to the start of hospital treatment or other clinically appropriate outcome (for clinically appropriate patients who choose to start their treatment within 18 weeks)	
	Patient experience of access to primary care <i>Supporting measures: Extended opening hours for GP practices Increased capacity in primary care Patient reported access to out-of-hours care (indicator to be developed)</i>	At least 50 per cent of GP practices in each PCT offer extended opening to their patients 100 new GP practices, including up to 900 GPs, nurses and healthcare assistants introduced into the 25 per cent of PCTs with the poorest provision	
	Proportion of patients with breast symptoms referred to a specialist who are seen within 2 weeks of referral	All patients by December 2009	
	Proportion of women aged 47–49 and 71–73 offered screening for breast cancer	NHS Breast Cancer Screening Programme will be extended to all women aged 47–73 by 2012	
	Proportion of men and women aged 70–75 taking part in bowel screening programme	NHS Bowel Cancer Screening Programme will be extended from 2010 to invite men and women aged 70–75 to take part	
	Proportion of patients waiting no more than 31 days for second or subsequent cancer treatment (surgery and drug treatments)	Patients wait no more than 31 days from decision to treat to start of treatment, extended to cover all cancer treatments by December 2008	
	Proportion of patients waiting no more than 31 days for second or subsequent cancer treatment (radiotherapy treatments)	Patients wait no more than 31 days from decision to treat to start of treatment, extended to cover all cancer treatments by December 2010	
	Proportion of patients with suspected cancer, detected through national screening programmes or by hospital specialists, who wait less than 62 days from referral to treatment	All patients with suspected cancer, detected through national screening programmes or by hospital specialists, wait no more than 62 days from referral to treatment by 2009	
	Proportion of people with depression and/or anxiety disorders who are offered psychological therapies		
	Proportion of adults (18 and over) supported directly through social care to live independently at home		
	Proportion of people achieving independence 3 months after entering care/rehab – rate per 10,000		
	Primary dental services, based on assessments of local needs and with the objective of ensuring year-on-year improvements in the number of patients accessing NHS dental services		
	Proportion of adults with learning disabilities in settled accommodation		
	Proportion of adults in contact with secondary mental health services in settled accommodation		
	Proportion of adults with learning disabilities in employment		
	Proportion of adults in contact with secondary mental health services in employment		
	Patient-reported unmet care needs		
	Number of delayed transfers of care per 100,000 population (aged 18 and over)		
	Proportion of people with long-term conditions supported to be independent and in control of their condition		
	Timeliness of social care assessment		
	Timeliness of social care packages		
	Ambulance conveyance rate to A&E (to be developed)		
	Proportion of all deaths that occur at home		
	Patient-reported measure of choice of hospital		
	Adults and older people receiving direct payments and/or individual budgets per 100,000 population (aged 18 and over)		
	Proportion of carers receiving a 'carer's break' or a specific service for carers as a percentage of clients receiving community-based services		
	Prescribing Indicator (to be developed)		
	Number of emergency bed days per head of weighted population		
	Rates of hospital admissions for ambulatory care sensitive conditions per 100,000 population		
	Learning disabilities (indicator to be developed)		
	Improving health and reducing health inequalities	All-age all-cause mortality rate per 100,000 population	
		<75 CVD mortality rate	
Implementation of the stroke strategy			
Vascular risk score			
Percentages of patients admitted with a heart attack who, upon discharge, are prescribed an anti-platelet, a statin, a beta-blocker			
<75 cancer mortality rate			
Proportion of women receiving cervical cancer screening test results within 2 weeks		All women should receive the results of their cervical screening tests within 2 weeks by 2010	
Suicide and injury of undetermined intent mortality rate			
Smoking prevalence among people aged 16 or over, and aged 16 or over in routine and manual groups (quit rates locally 2008)			
Percentage of women who have seen a midwife or a maternity healthcare professional, for assessment of health and social care needs, risks and choices, by 12 completed weeks of pregnancy			
Under-18 conception rate per 1,000 females aged 15–17			
Obesity among primary school-age children			
Proportion of children who complete immunisation by recommended ages			
Percentage of infants breastfed at 6–8 weeks			
Effectiveness of Children and Adult Mental Health Service (CAMHS) (percentage of PCTs and local authorities that are providing a comprehensive CAMHS)			
Healthy life expectancy at age 65			
Rate of hospital admissions per 100,000 population for alcohol-related harm			
Number of drug users recorded as being in effective treatment			
Prevalence of chlamydia			
Patients with diabetes in whom the last HbA1c is 7.5 or less from Quality Outcomes Framework (QOF)			
Proportion of people where health affects the amount/type of work they can do			
Hospital admissions caused by unintended and deliberate injuries			
Mortality rate from causes considered amenable to healthcare			
Reputation, satisfaction and confidence in the NHS	Self-reported experience of patients and users		
	Public confidence in local NHS		
	NHS staff survey scores-based measures of job satisfaction		
	Self-reported measure of people's overall health		
	Patient and user reported measure of respect and dignity in their treatment		
	Parents' experience of services for disabled children		
Finance	Financial balance (PCT)		
	NHS estates energy/carbon efficiency		

Key



PCTs need to choose – in consultation with local partners – which of these to prioritise locally

Supporting measures are required for performance management purposes