







How we rated North Tees and Hartlepool NHS Foundation 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 and Hartlepool NHS Foundation 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 and Hartlepool NHS Foundation 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 and Hartlepool NHS Foundation Trust in key areas:

12/13 Safety and cleanliness
9/9 Standard of care
10/12 Waiting to be seen
10/10 Dignity and respect
5/5 Keeping the public healthy
17/17 Good management

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 and Hartlepool NHS Foundation Trust that were not satisfactory included:

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

Safety and cleanliness

MRSA bacteraemia

The number of MRSA blood infections reported by the trust was not in line with the planned reductions for 2007/2008.

Waiting to be seen

Cancelled operations and those not admitted within 28 days

The proportion of patients whose operations were either cancelled for non-medical reasons or who were not offered a new date that was within 28 days of the original date was too high.

Referral to treatment time milestones







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

Other information about North Tees and Hartlepool NHS Foundation 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
8.1	the emergency / A&E department, answered by emergency patients only	
5.5	waiting lists and planned admissions, answered by those referred to hospital	
8.3	waiting to get to a bed on a ward	
7.8	the hospital and ward	
8.2	doctors	
8.1	nurses	
7.5	care and treatment	
8.2	operations and procedures, answered by patients who had an operation or procedure	
7.0	leaving hospital	
5.8	overall views and experiences	

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 and Hartlepool NHS Foundation Trust performed in each area is available on our website. The most recent reviews and ratings are given in the table below:

	Rating
Maternity	Published: 10 January 2008 
Services for children in hospital	Published: 18 October 2006 
Medicines management	Published: 18 October 2006 
Diagnostic services	Published: 18 October 2006 
Admissions management	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 and Hartlepool NHS Foundation Trust manages risks in a number of areas for example infection control, managing medicines, buildings and equipment, staff training, violence and protecting vulnerable people.

When we carried out an inspection of infection control issues at North Tees and Hartlepool NHS Foundation Trust on 8 June 2007, we found no problems.

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.