

	Goal 1 Better Health Outcomes for all				
Outcome Measure	Outcome Measure				
	2012	2016	2017	2018	2019
1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities.	Achieving	Achieving	Achieving	Achieving	Achieving
1.2 Individual people's health needs are assessed and met in appropriate and effective ways	Developing	Achieving	Achieving	Achieving	Achieving
1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Developing	Achieving	Achieving	Achieving	Achieving
1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	Developing	Achieving	Achieving	Achieving	Achieving
1.5 Screening, vaccination and other health promotion services reach and benefit all local communities	Developing	Developing	Developing	Achieving	Achieving

	Goal 2 Improved Patient Access and Experience				
Outcome Measure	Overall Grade Achieving				
	2012	2016	2017	2018	2019
2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	Achieving	Developing	Achieving	Achieving	Achieving
2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	Achieving	Achieving	Achieving	Achieving	Achieving
2.3 People report positive experiences of the NHS	Achieving	Achieving	Achieving	Achieving	Achieving
2.4 People's complaints about services are handled respectfully and efficiently	Achieving	Achieving	Achieving	Achieving	Achieving