Grade Goals 1 & 2 2012 to 2021

Goal 1 Better Health Outcomes for all							
Outcome Measure	**2012**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**
1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities.	**Achieving**	**Achieving**	**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**	**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**	**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**	**Achieving**	**Achieving**
1.5 Screening, vaccination and other health promotion services reach and benefit all local communities	**Developing**	**Developing**	**Developing**	**Achieving**	**Achieving**	**Achieving**	**Achieving**

Goal 2 Improved Patient Access and Experience							
Outcome Measure	**2012**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**
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**	**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**	**Achieving**	**Achieving**
2.3 People report positive experiences of the NHS	**Achieving**	**Achieving**	**Achieving**	**Achieving**	**Achieving**	**Achieving**	**Achieving**
2.4 People's complaints about services are handled respectfully and efficiently	**Achieving**	**Achieving**	**Achieving**	**Achieving**	**Achieving**	**Achieving**	**Achieving**