Local performance metric and local defined patient experience metric

Selected Health and Well Being Board: County Durham

Local performance metric as described in your approved BCF plan	The number of people in receipt of telecare per 100,000 population

Is this still the local performance metric that you wish to use to track the impact of your BCF plan?	Yes
If the answer is no to the above question please give details of the local performance metric being used (max 750 characters)	

	Plan				Actual			
	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16
Local performance metric plan and actual	215	218	220	223	292	315		

Please provide commentary on progress / changes:	The use of telecare remains a priority and current performance is exceeding target

Local defined patient experience metric as described in your approved BCF plan	The number of carers who are very/extremely satisfied with the support

Is this still the local defined patient experience metric that you wish to use to track the impact of your BCF plan?	Yes
If the answer is no to the above question please give details of the local defined patient experience metric now being used (max 750 characters)	

	Plan				Actual			
	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16	Q4 14/15	Q1 15/16	Q2 15/16	Q3 15/16
Local defined patient experience metric plan and actual:	48	48	48	48	54	54		

Please provide commentary on progress / changes:	Indicators is reported as part of national carers survey . Target is set as a range (48-53%) to take into account confidence intervals associated with surveys. Provisional outturrn for 2014/15 survey was 54.4% which is an increase on the baseline, and is above latest published national and North East rates.

Source: For the local performance metric which is pre-populated, the data is from a local performance metric collection previously filled in by the HWB.
For the local defined patient experience metric which is pre-populated, the data is from a local patient experience previously filled in by the HWB.