

Asiakkaan valinnat ja informaation käyttö - kokemuksia Englannin mallista

Sosiaalinen sotessa - uhka vai mahdollisuus?
30.11.2017

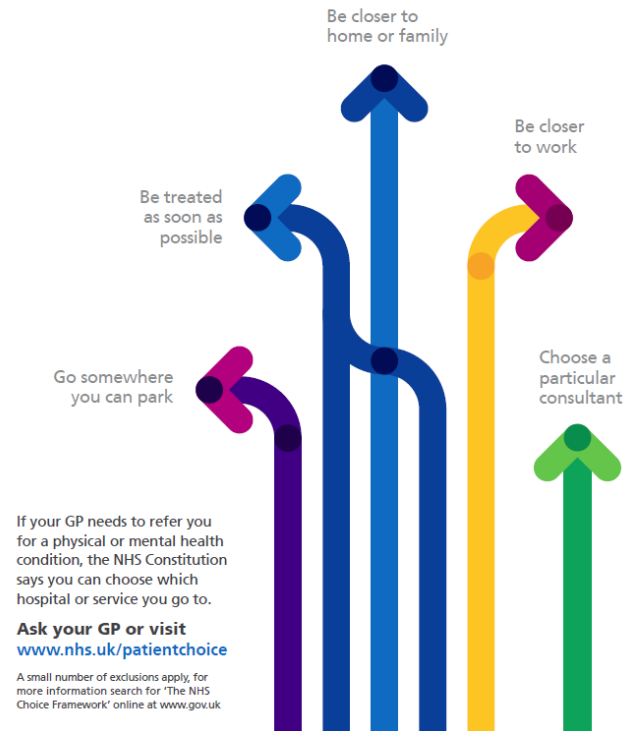
Eritysasiantuntija
Anne Whellams
STM

HALLITUKSEN
REFORMI

Esityksen rakenne

1. Lähtökohdat ja kehittämistyön taustaa
2. Asiakkaan valinnat ja informaation hyödyntäminen Englannissa
3. Valinnanvapaus ja tiedolla johtaminen - oppia Suomeen?

NHS IF YOUR GP REFERS YOU... YOU CAN CHOOSE



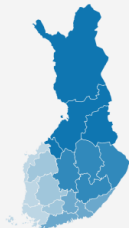
1 Lähtökohdat ja kehittämistyön taustaa

Muutos on suuri - asiakas muutoksen ytimessä

SOTE-UUDISTUKSEN KULMAKIVET

STM 05/05/2017

1 VASTUU MAA- KUNNALLA



Kotimaakuntasi vastaa jatkossa siitä, että saat tarvitsemasi sosiaali- ja terveys palvelut.

2 PALVELUT SOVITETAAN YHTEEN



Palvelut sovitetaan tarpeidesi mukaisiksi kokonaisuuksiksi.

Saat hoitoa ja palvelua oikeaan aikaan.

3 VALINNAN- VAPAAUS LISÄÄNTYY



Saat valita itse, mistä hankit palvelusi.

Vaikutusmahdollisuutesi lisääntyvät. Voit valita julkisesti tai yksityisesti omistetun palvelun.

4 SÄHKÖISIÄ PALVELUJA – TIETO KULKEE



Saat verkosta kattavasti tietoa sekä erilaisia palveluja (esim. etälääkäri).

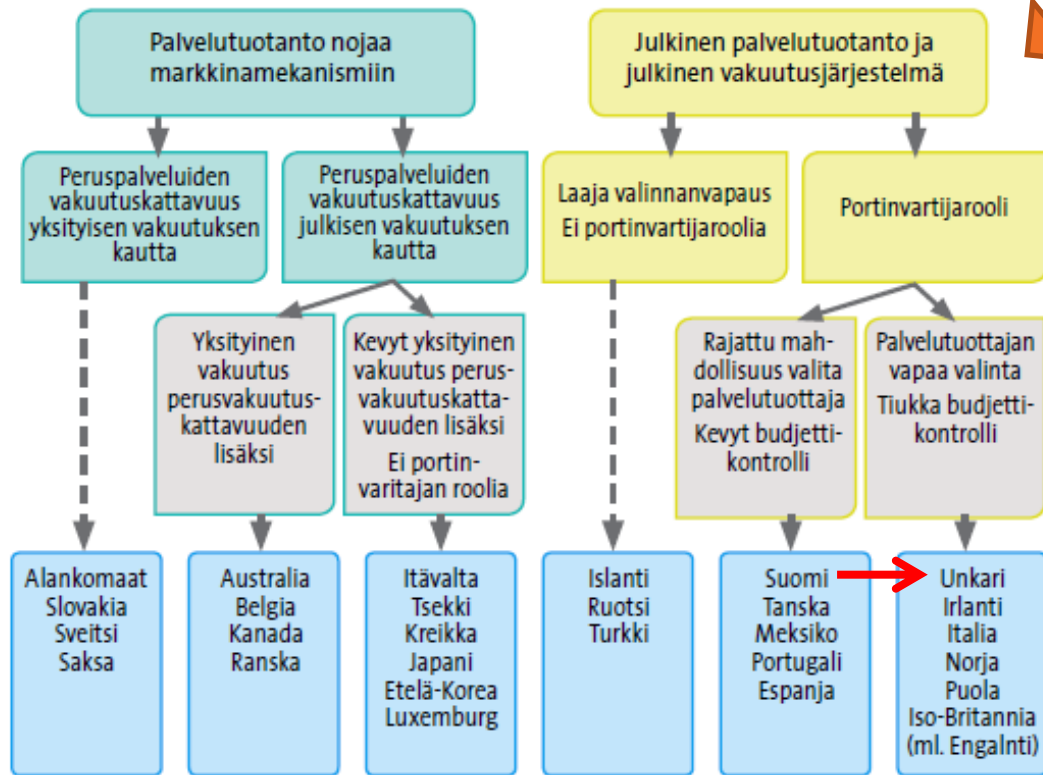
Tietosi siirtyvät sujuvasti eri palveluntuottajien välillä.

5 KUSTANNUS- TEN KASVUA HILLITÄÄN



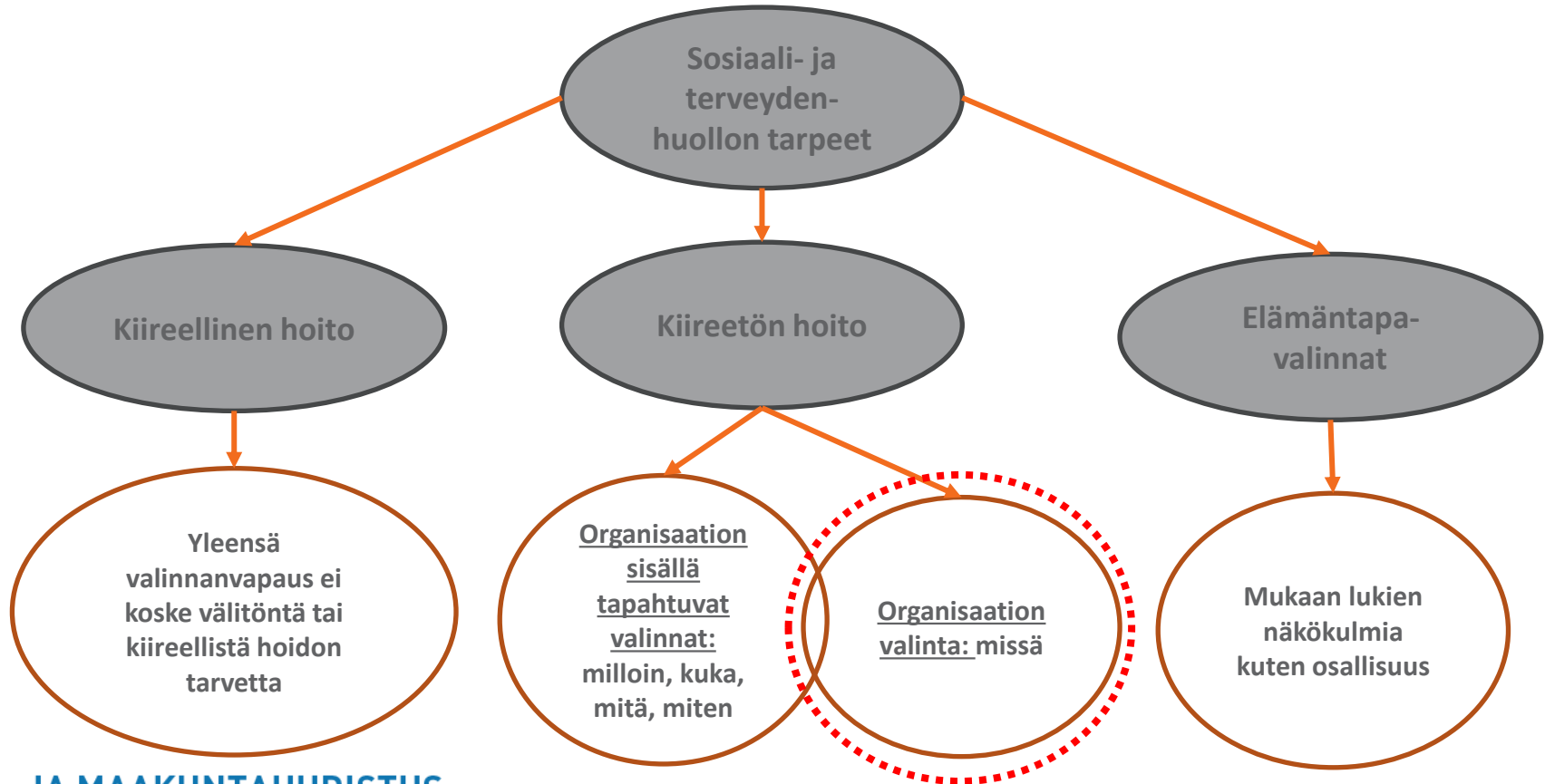
Kun verovarat käytetään tehokkaammin, kustannusten kasvua voidaan hillitellä.

Terveydenhuoltojärjestelmien luokittelua ja valinnanvapaus



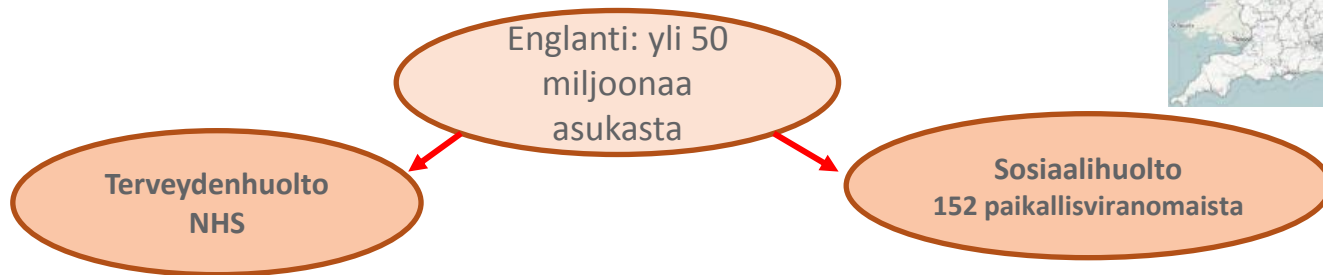
Journard ym. 2010, mukailen THL 2015

Mitä tarkoitamme valinnanvapaudella?



Palvelujärjestelmä

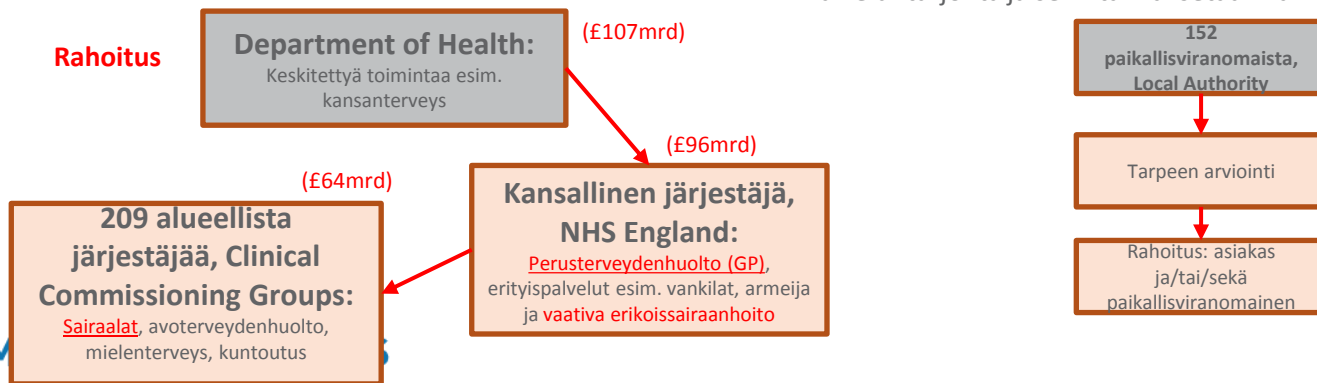
Skotlannilla, Walesilla ja Pohjois-Irlannilla on oma NHS rakenteensa ja hallinto - samansuuntaisia



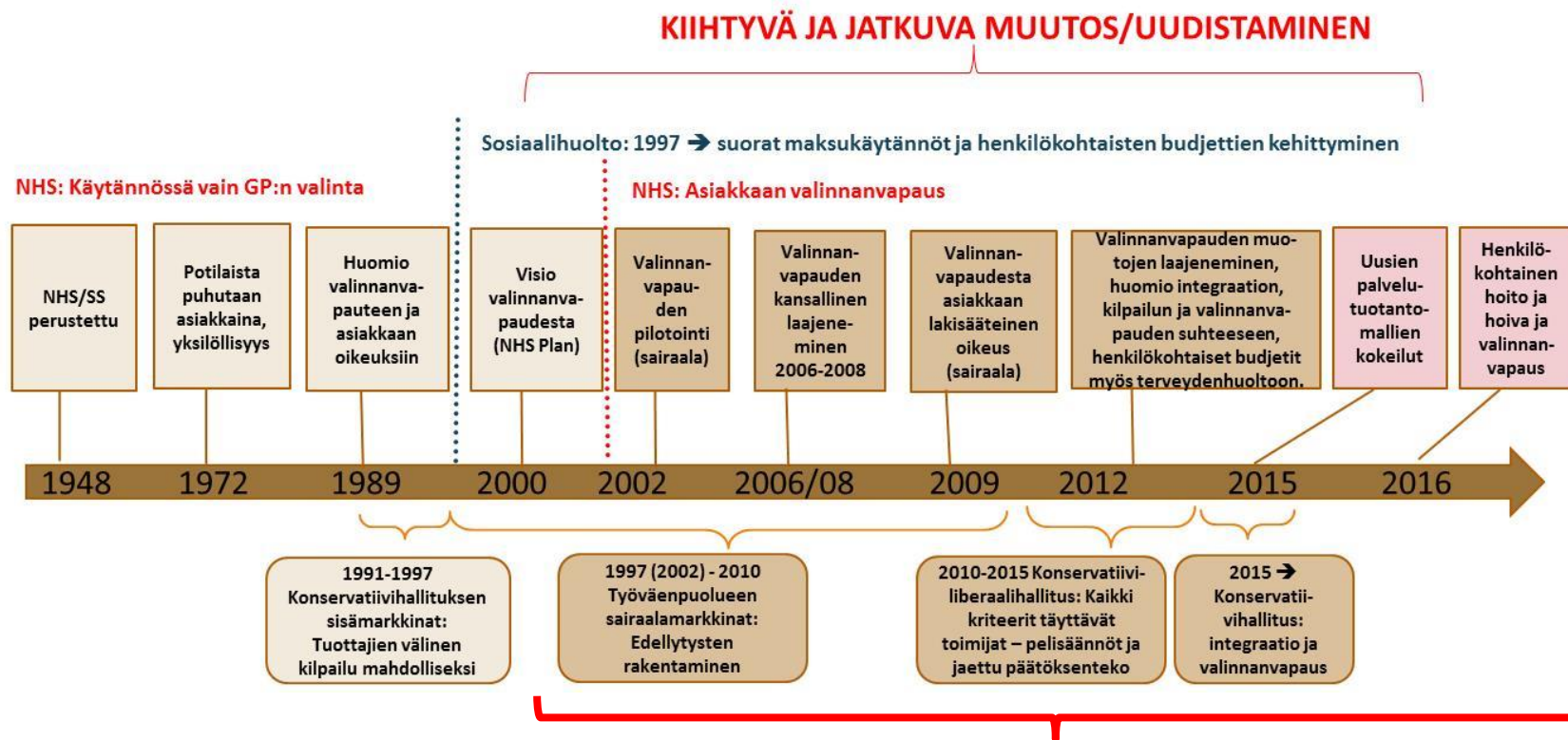
- ✓ National Health Service - NHS
- ✓ Kattaa kaikki vauvasta vaariin, verorahoitus
- ✓ Miltei kaikki palvelut **ilmaisia** käyttämisen näkökulmasta
- ✓ Perusterveydenhuollon lääkäri (GP) portinvartija

- ✓ Palvelut **tarveharkintaisia** ja niihin liittyy maksuja riippuen asiakkaan tuloista ja omaisuudesta
- ✓ Rahoitus: valtiolta suhteutettuna alueen tarpeisiin, osa paikallisverotuksen kautta, asiakkaalta
- ✓ Palveluntarjonta ja se mitä maksetaan vaihtelee

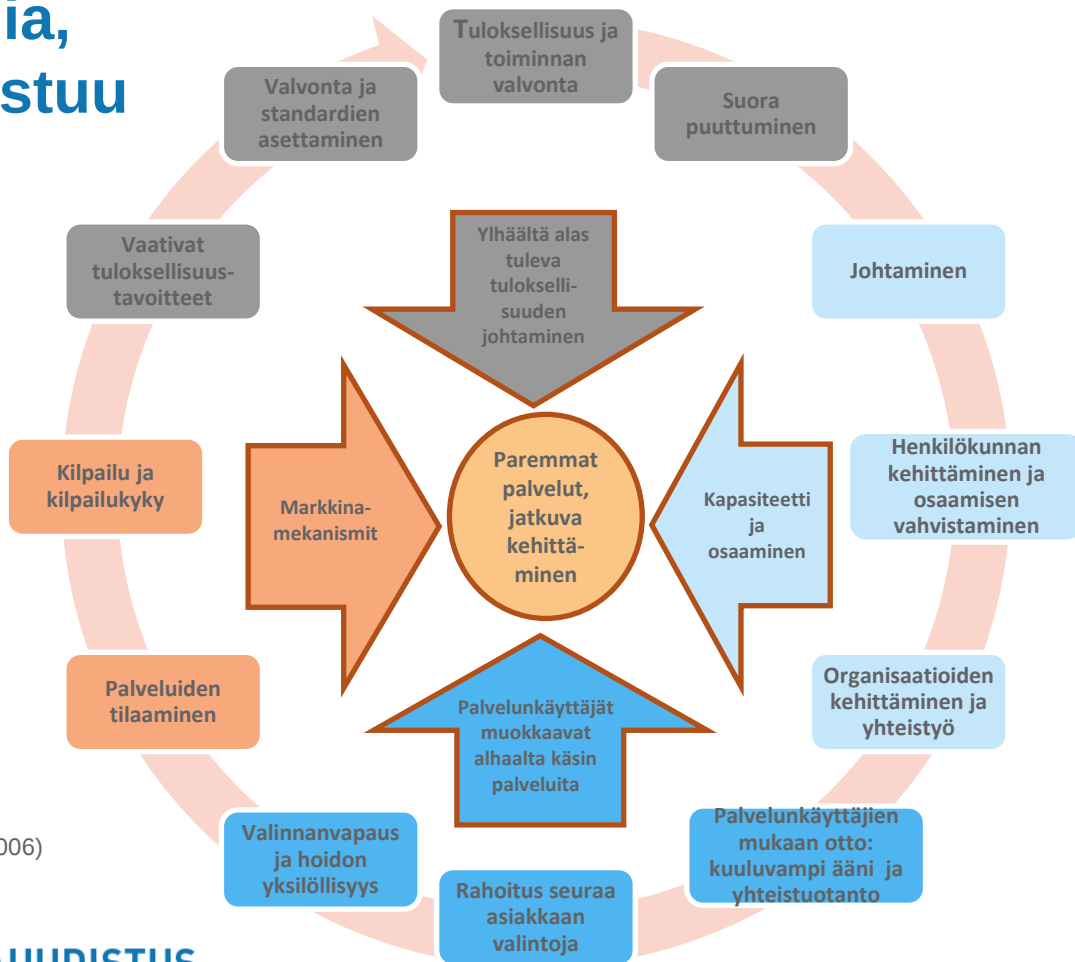
Rahoitus



Valinnanvapauden, järjestelmän ja tiedon evoluutio



Eri näkökulmia, joista muodostuu kokonaisuus



Tietoa
hyödynnetään
kaikessa
toiminnassa

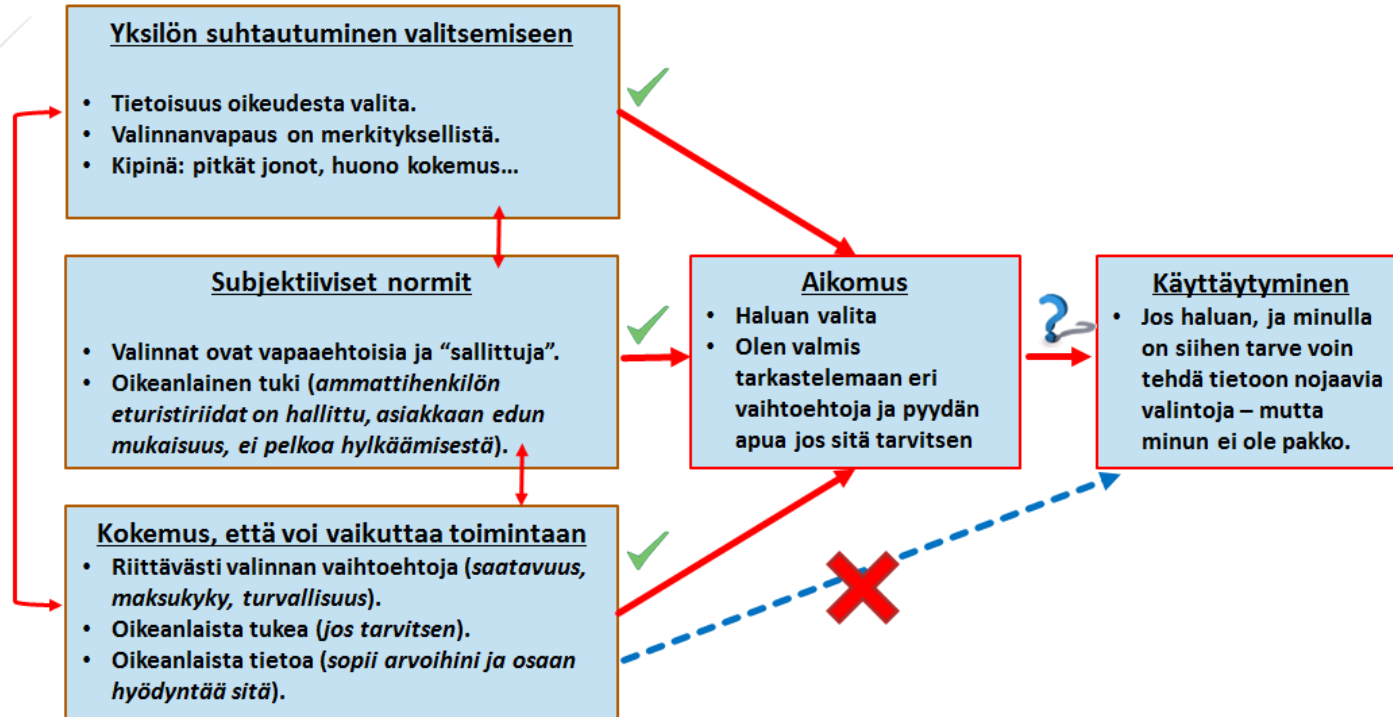
(Mukaiillen Cabinet Office 2006)

2 Asiakkaan valinnat ja informaation hyödyntäminen Englannissa

Tiedon läpinäkyvyys Englannissa

- Murros 2000-luvun alussa, kun valvontaviranomaiset lähtivät tuottamaan vertailukelpoista tietoa ja julkaisivat sitä internetissä (mm. tähtiluokitukset)
- Saman aikaisesti toiminnan kaikilla tasoilla koulutettiin ammattihenkilökuntaa käyttämään ja hyödyntämään tietoa → toiminnan kehittäminen kuuluu kaikille.
- Lisäksi kiinnitetty paljon huomiota siihen miten tieto esitetään.
 - Tiedon läpinäkyvyys on muutos, josta on hyvin vaikea palata entiseen
 - NHS Choices sivusto - yli 1,5 miljoonaa käyttäjää päivässä!
 - My NHS - laajempaa tietoa, enemmän mittareita

Mitkä asiat vaikuttavat päätöksentekoon?



(Adapted from Ajzen, 1998)

(Anne vneillams 2016)

Miksi päätösten tekeminen voi olla vaikeaa?

- Erilaiset persoonatyypit
- Informaation ylikuormitus
- Ahdistuneisuus – löydänkö oikean vaihtoehdon?
- Nopeiden johtopäätösten tekeminen – liian vaikeaa
- ...

➔Tieto on tarjottava oikeassa muodossa, oikealla tavalla, oikeassa laajuudessa

SOTE- JA MAAKUNTAUUDISTUS

Table 4: Examples of key theories and consequences for choice

Theory insight	Implications for patient choice
Rationale for choice	
Having choice matters itself: Linked to positive psychological indicators.	Can increase perceived control, commitment to care, work as an intrinsic motivator, increase task performance and satisfaction.
Scope for choices	
Even small choices matter: Positive effects even if choice is trivial/limited.	Offering trivial choice like appointment time or limited alternatives is better than no choice.
Offering too complex choices or many similar, attractive alternatives warrant caution: Choice overload, conflict, reduced motivation.	If individuals are given more options and information, they actually consider less of them. Can result in choosing default option like local hospital, inability to choose or dissatisfaction.
Making decisions	
Many issues influence purchasing decisions: Consumers choose depending on goals, the decision complexity, the context, how they are asked and how choice is displayed.	- It supports decision-making if individual goals, values, and trade-offs are understood (e.g. shared decision-making, decision aids). - It also matters how individuals are asked to choose and how information is displayed.
Rational decision-making requires conditions that facilitate success: Dual-process theories view reasoning as automatic (System I) that is associative, fast, uncontrolled, uses shortcuts (intuitive heuristics) or reflective (System II) that is rules-based, conscious, effortful but slow.	- Fast, automatic decision-making (System I) takes over reflective one (System II) when decisions are complex, decision-makers are not experts or there is time pressure. - Use of rules of thumb/fast heuristics can lead into systematic errors but make choice manageable (e.g. score cards). - Individuals can process approximately seven pieces of information (limit comparison between three and seven items).
Personality matters: Maximiser tries to find best option and satisfiers can set high standards but be content with good choice.	- Maximisers may avoid choices if the choice set is large to avoid feeling of not knowing if their decision was optimal. - Ability to narrow down options and potential for more information, 'less is more' principle.
Emotional aspects matters: Behaviour theories like Theory of Planned Behaviour or Information-Motivation-Behavioural Theory can explain how emotional aspects (attitudes and beliefs) influence decision-making.	- Although beliefs can be more easily influenced (communication), it is the attitudes that shape how we feel towards something and depend on beliefs, emotions and behaviours. - Individuals place value on what they expected to do and what others think. Thus issues with agency matter and experience based information should be available.
Effects of choice	
Loyalty matters: Dissatisfied patients can exit, use their voice to raise concerns or do nothing. If loyalty is present patients are unlikely to exit.	- Importance manage continuous patient feedback. - For example in England patient loyalty towards NHS has been high and patients have favoured public providers.
Framing matters: Tendency to overestimate the happiness that results from improved outcomes and the reductions from unfavourable outcomes.	- It is the events that carry utility and losses can appear larger than corresponding gains. - Framing matters as same outcome can be measured as gains or losses. These vary across individuals.

(Adapted from Saunders, 1992; Schwartz, 2004; Iyenegar and Lepper, 2006; Ellins

1 and McIver, 2009; Boyce et al, 2010; Dixon et al, 2010; Kahneman, 2011)

Anne Whellams

Miten teorias on huomioitu Englannissa?

- Mahdollisuus kaventaa vaihtoehtoja (mm. valita viisi)
- Visuaaliset symbolit
- Värien käyttö
- Informaation kaventaminen ja lisäinformaatio
- Helposti ymmärrettävä kieli
- Helppo vertailtavuus
- Tietoa toisilta palvelun käyttäjiltä

NHS choices



 10 ratings Rate it yourself	10561 patients	 79.3% - In the middle range		 Currently accepting new patients	 10.16% of patients are signed up to this service	 10.16% of patients are signed up to this service
☐ Add to shortlist						
 13 ratings Rate it yourself	4792 patients	 51.3% - Among the worst		 Currently accepting new patients	 3.98% of patients are signed up to this service	 3.98% of patients are signed up to this service

NHS Choices <http://www.nhs.uk/pages/home.aspx>

1. Mitä etsit?

2. Laita esim. W1
postikoodiksi

The screenshot shows the NHS Choices website interface. At the top, there is a search bar with the placeholder text "Enter a search term" and a magnifying glass icon. Below the search bar is a navigation menu with five tabs: "Health A-Z", "Live Well", "Care and support", "Health news", and "Services near you". The "Care and support" tab is highlighted with an orange arrow. Below the navigation menu, there is a section titled "Health A-Z" with the subtitle "Symptoms, conditions, medicines and treatments" and a button labeled "Find conditions and treatments". To the right of this section is a list of "Most common" conditions: Stomach ache, Chest infection, Depression, Back pain, and Diabetes. Below the "Health A-Z" section is a section titled "Find local services" with tabs for "GP", "Urgent care", "Hospitals", and "Dentists". The "GP" tab is selected. Below the tabs is a text input field labeled "Enter your postcode" and a button labeled "Search for services". An orange arrow points to the "Search for services" button. To the right of the "Find local services" section is a section titled "Do it online" with a mouse cursor icon. It contains links to "Get a European Health Insurance Card", "Book a GP appointment", "e-Referral service", and "Buy a prescription pre-payment certificate". To the right of the "Do it online" section is a section titled "Yes I donate" with a heart icon and the text "ORGAN DONATION". It contains a link to "Register as an organ donor". Below the "Yes I donate" section is a section titled "Save a life Give blood" with a heart icon and the text "Register to give blood".

Yksittäiset
palvelut
kuten
fysioterapia

Terveydenhuollon palvelut - vaihtoehtoja

- Perusterveydenhuollon lääkäriasema
- Suun terveydenhuolto
- Yksittäinen palvelu kuten fysioterapia
- Sairaalan valinta
- Ensiapu - ohjaaminen tärkeää

LÄÄKÄRIASEMAN VALINTA

Miten haluat vertailla tuottajia?

Topics

- Key facts
- Online facilities
- Patient experience - overall care
- Patients with long term conditions
- Patient experience - quality of service
- Age of patients
- Use of hospitals

Sort by

- Nearest
- NHS Choices users rating
- Registered patients
- Would recommend the surgery
- Online appointment booking
- Order or view repeat prescriptions online

SOTE- JA MAAKUNTAUUDISTUS

Results for **GP in W1**

Store W1 as your main location for future visits?

Narrow search or start new search

Showing 1-10 of 2019 results | Results per page 10 | Update | See results on a map | Shortlist (0)

Distances given are in a straight line but travel routes may be longer. Please check before starting your journey

Topics	NHS Choices users rating	Registered patients	Would recommend the surgery	Electronic prescription service	Accepting patients	Online appointment booking	Order or view repeat prescriptions online
Key Facts Sort by: Nearest Update results							
Cavendish Health Centre ☐ Add to shortlist							
Tel: 020 7487 5244 Cavendish Health Centre 53 New Cavendish Street London W1G 9TQ Book appointment online 0.2 miles away Get directions P	22 ratings Rate it yourself	6129 patients	66.5% - Among the worst	YES	YES Currently accepting new patients	YES 16.15% of patients are signed up to this service	YES 16.15% of patients are signed up to this service
Marylebone Health Centre ☐ Add to shortlist							
Tel: 0207 935 6328 17 Marylebone Road London NW1 5LT Book appointment online 0.2 miles away Get directions P	26 ratings Rate it yourself	8174 patients	71.1% - In the middle range	YES	YES Currently accepting new patients	YES 10.53% of patients are signed up to this service	YES 10.52% of patients are signed up to this service

Patient experience - overall care (lähde: kahdesti vuodessa tehtävät kyselyt)

3 organisations See results on a map Email Print Export		Patient experience	Seeing preferred GP	Opening hours	Ease of phone contact	Making an appointment
Patient experience Sort by Nearest Update results		<i>i</i>	<i>i</i>	<i>i</i>	<i>i</i>	<i>i</i>
Cavendish Health Centre Tel: 020 7487 5244 Cavendish Health Centre 53 New Cavendish Street London W1G 9TQ 0.2 miles away Get directions P		Remove				
		 74.7% of patients felt that their overall experience was good or very good	 9.2% of patients reported they see or speak to a GP they prefer	 83.8% of patients are satisfied with the practice opening hours	 83.4% of patients reported it was easy to get through to the practice on the phone	 63.7% of patients are satisfied with their experience of making an appointment
The Mayfair Medical Centre Tel: 020 7493 1647 3 - 5 Weighouse Street London W1K 5LS 0.4 miles away Get directions P		Remove				
		 90.5% of patients felt that their overall experience was good or very good	 55.2% of patients reported they see or speak to a GP they prefer	 82.4% of patients are satisfied with the practice opening hours	 100.0% of patients reported it was easy to get through to the practice on the phone	 85.8% of patients are satisfied with their experience of making an appointment

Patient experience -
quality of service
(lähde: kahdesti
vuodessa tehtävät
kyselyt)



◀ [Add more organisations](#) or [start new search](#)

Your shortlist

3 organisations | [See results on a map](#)

Email Print Export

Topics	Length of consultation	Being listened to	Explanations of tests and treatment	Involved in decision making by the GP	Treated with care and concern by the GP	Confidence and trust in healthcare professionals	Managing own health
Patient experience Sort by: Nearest Update results							
Cavendish Health Centre Remove							
Tel: 020 7487 5244 Cavendish Health Centre 53 New Cavendish Street London W1G 9TQ 0.2 miles away Get directions 	 86.3% of patients felt they were given enough time	 85.6% of patients felt they were well listened to	 84.7% of patients felt they had the results of tests or treatments explained well	 74.0% of patients felt they were involved in making decisions with their GP	 86.1% of patients felt they were treated with care and concern by their GP	 88.9% of patients had confidence and trust in the GP they saw	 93.9% of patients felt they could manage their own health
The Mayfair Medical Centre Remove							
Tel: 020 7493 1647 3 - 5 Weighhouse Street London W1K 5LS 0.4 miles away Get directions 	 93.5% of patients felt they were given enough time	 92.7% of patients felt they were well listened to	 90.8% of patients felt they had the results of tests or treatments explained well	 90.2% of patients felt they were involved in making decisions with their GP	 89.7% of patients felt they were treated with care and concern by their GP	 93.8% of patients had confidence and trust in the GP they saw	 93.8% of patients felt they could manage their own health

Use of hospitals

Lisätietoa:

Miksi tieto on tärkeää?

Mitä siitä kannattaa katsoa?

Mistä tieto tulee?

Miten usein se päivittyy?

Why this fact is important:

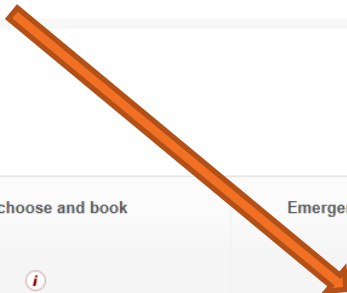
The number of emergency admissions for selected long-term conditions per 1,000 patients on the practice list

Things to note:

Ambulatory Care Sensitive Conditions (ACS conditions) are a group of long-term conditions where care can be effectively managed outside hospital, so hospital admissions for these conditions should be minimised. However, they account for one in every six emergency hospital admissions in England, and cost the NHS £1.42billion annually. Half this cost is made up of admissions for Influenza, pneumonia, chronic obstructive pulmonary disease (COPD), congestive heart failure, dehydration and gastroenteritis

This indicator shows the number of admissions for ACS conditions per 1,000 patients on a GP practice list. A particularly high number of admissions may indicate that local arrangements to support people with long-term conditions are inadequate, although other factors such as social and living conditions, poor community support services, and non-response to medication may also result in high levels of admissions.

When using indicators to make comparisons between General Practices, it is important to consider the context in which GP's provide services. For example the characteristics of the patients treated by a practice – in terms of things like age or deprivation – can affect the value of an indicator, unless these factors are taken into account when the indicator is calculated. Similarly, a practice's performance on an indicator can sometimes be influenced by other organisations that are caring for the same patients – local hospitals or community services, for example.



Add more organisations or start new search		
Your shortlist		
3 organisations See results on a map		
Topics Sort by Update results	Use of choose and book <i>i</i>	Emergency admissions for long term conditions <i>i</i>
Cavendish Health Centre Remove		
Tel: 020 7487 5244 Cavendish Health Centre 53 New Cavendish Street London W1G 9TQ 0.2 miles away Get directions P	207 referrals per 1000 population	9.4 9.4 emergency admissions per 1000 people
The Mayfair Medical Centre Remove		
Tel: 020 7493 1647 3 - 5 Weighhouse Street London W1K 5LS 0.4 miles away Get directions P	140 referrals per 1000 population	11.8 11.8 emergency admissions per 1000 people

SAIRAALAN VALINTA

Sairaalan valinta

Topics

- Key facts
- Safety
- Cleanliness & Infection
- Quality of care
- Complaints
- Facilities
- Reporting culture

Sort by

- Nearest
- NHS Choices users rating
- CQC inspection ratings
- Recommended by staff
- Online appointment booking
- Mortality

SOTE- JA MAAKUNTAUUDISTUS

Your shortlist					
3 organisations See results on a map					
Topics Key Facts Sort by Nearest Update results	NHS Choices users rating	Care Quality Commission inspection ratings	Recommended by staff	Mortality rate (in hospital and up to 30 days after discharge)	Food: Choice and Quality
Royal National Orthopaedic Hospital (Bolsover Street) Remove					
Tel: 020 8954 2300 45-51 Bolsover Street London Greater London W1W 5AQ 0.5 miles away Get directions	★★★★★ 2 ratings Rate it yourself	 Requires Improvement Visit CQC profile	 Among the best with a value of 89%	n/a Not available for independent or specialist hospitals	n/a No relevant data available
University College Hospital Remove					
Tel: 020 3456 7890 University College Hospital 235 Euston Road London NW1 2BU 0.8 miles away Get directions	★★★★★☆ 190 ratings Rate it yourself	 Good Visit CQC profile	 Among the best with a value of 82%	 Lower number of deaths than expected	 87.19% Among the best
St Mary's Hospital (HQ) Remove					
Tel: 020 3312 6666 Praed Street London W2 1NY 0.9 miles away Get directions	★★★★★☆ 243 ratings Rate it yourself	 Requires Improvement Visit CQC profile	 Within expected range with a value of 68%	 Lower number of deaths than expected	 86.81% Among the best

Reporting culture

Your shortlist

Email  Print  Export 

2 organisations | [See results on a map](#)

Topics	Staff who stated the incident reporting procedure was fair and effective	Potential under-reporting of incidents resulting in death or severe harm	Potential under-reporting of incidents	Proportion of reported incidents that are harmful	Consistency of reporting to the NRLS
Reporting culture  Sort by: Nearest  Update results					
University College Hospital Remove					
Tel: 020 3456 7890 University College Hospital 235 Euston Road London NW1 2BU 0.8 miles away Get directions   	 Within the middle range	 Within expected range	 Within expected range	 Within the expected range	 Reported in six of the last six months
St Mary's Hospital (HQ) Remove					
Tel: 020 3312 6666 Praed Street London W2 1NY 0.9 miles away Get directions   	 Within the middle range	 Within expected range	 Within expected range	 Within the expected range	 Reported in six of the last six months

Clenliness and infection

Your shortlist			
3 organisations See results on a map			
Topics Cleanliness and In Sort by Nearest Update results	Patient survey score for cleanliness 	Number of MRSA cases in last 3 months 	C. difficile infections in last 3 months 
Royal National Orthopaedic Hospital (Bolsover Street) Remove			
Tel: 020 8954 2300 45-51 Bolsover Street London Greater London W1W 5AQ 0.5 miles away Get directions 	 9.11 out of 10 for hospital cleanliness	 0 case(s) in the last three months	n/a Data not collected for this site
University College Hospital Remove			
Tel: 020 3456 7890 University College Hospital 235 Euston Road London NW1 2BU 0.8 miles away Get directions   	 9.06 out of 10 for hospital cleanliness	 0 case(s) in the last three months	 Worse than average (0.02 cases per bed in the last three months)
St Mary's Hospital (HQ) Remove			
Tel: 020 3312 6666 Praed Street London W2 1NY 0.9 miles away Get directions   	 8.78 out of 10 for hospital cleanliness	 0 case(s) in the last three months	 Worse than average (0.02 cases per bed in the last three months)

Sosiaalihuollon palvelut - vaihtoehtoja

- Care at home
- Care home with nursing
- Care home without nursing
- Care homes and care at home
- Carers
- Shared lives
- Disability information and support

KOTIPALVELUT

Kotipalvelut

Topics

- Key facts
- General
- Home care personal
- Home care practical

Sort by

- Nearest
- NHS Choices User ratings
- CQC inspection rating
- Registered manager in post

Your shortlist

2 organisations | [See results on a map](#)

Email Print Export

Topics	NHS Choices users rating	Care Quality Commission inspection ratings	Registered manager in post
Key facts Nearest Update results			
Carewatch (Central London) Remove			
Winchester House 259-269 Old Marylebone Road London NW1 5RA 0.6 miles away Get directions	★★★★★ No ratings yet Rate it yourself	Requires Improvement Visit CQC profile	No registered manager in post
Notting Hill Housing Trust - 60 Penfold Street Remove			
Tel: 02083575000 60 Penfold Street London NW8 8PJ 0.9 miles away Get directions	★★★★★ No ratings yet Rate it yourself	Good Visit CQC profile	Yes registered manager in post

◀ [Add more organisations](#) or [start new search](#)

Your shortlist

Email  Print  Export 

2 organisations | [See results on a map](#)

Topics	Care Quality Commission inspection ratings	Accepting referrals from Local Authority(s)	Accepting self-funded clients	Emergency care	Respite care	Day care
General  Sort by Nearest  Update results						

Sevacare Westminster

[Remove](#)

Suite 20 Redan House
23-27 Redan Place
London
W2 4SA

1.6 miles away | [Get directions](#)



Requires Improvement
[Visit CQC profile](#)



Accepts Local Authority referrals



Accepting self-funded clients



Emergency care available



Does not offer shared support / respite care



Does not offer day care and support

Immediate Social Care Limited

[Remove](#)

Tel: 02086380778
30C Acton Street
London
WC1X 9NE
1.6 miles away | [Get directions](#)

n/a

Not yet rated



Accepts Local Authority referrals



Accepting self-funded clients



Emergency care available



Offers shared support / respite care



Offers day care and support

◀ [Add more organisations](#) or [start new search](#)

Your shortlist

Email  Print  Export 

2 organisations |  [See results on a map](#)

Topics
Sort by
Update results

Live in care
workers



Hourly visiting
care



Companionship



Personal and
intimate care



Mobility support
outside the home



Sevacare Westminster

Remove

Suite 20 Redan House
23-27 Redan Place
London
W2 4SA
1.6 miles away | [Get directions](#)



Does not offer live-in
care workers



Offers hourly visiting
care



Companionship
provided



Offers personal and
intimate care
services



Mobility support
outside the home

Immediate Social Care Limited

Remove

Tel: 02086380778
30C Acton Street
London
WC1X 9NE
1.6 miles away | [Get directions](#)



Offers live-in care
workers



Offers hourly visiting
care



Companionship
provided



Offers personal and
intimate care
services



Mobility support
outside the home

Homecare,
practical

[Add more organisations](#) or [Start new search](#)

Your shortlist

3 organisations | [See results on a map](#)

Email  Print  Export 

Topics	Homecare - practi	Cooking	Domestic cleaning	Household administration	Hairdressing	Help arrange a meals at home service
Sort by	Nearest					
Update results						
Camden Chinese Community Centre		Remove				
9 Tavistock Place London WC1H 9SN 1.1 miles away Get directions		 Cooking provided	 Domestic cleaning provided	 Household administration provided	 Hairdressing not provided	 Can arrange a meals at home service
Sevacare Westminster		Remove				
Suite 20 Redan House 23-27 Redan Place London W2 4SA 1.6 miles away Get directions		 Cooking provided	 Domestic cleaning provided	 Household administration provided	 Hairdressing provided	 Can arrange a meals at home service
Immediate Social Care Limited		Remove				

TUETTU ASUMINEN - EI SAIRAANHOIDON PALVELUJA



Topics

- Key facts
- General
- Residential - your room
- Residential - shared spaces
- Residential - health and lifestyles

Sort by

- Nearest
- NHS Choices user ratings
- CQC inspection ratings
- Registered manager in post
- Annual staff turnover
- Food hygiene rating

◀ Add more organisations or start new search						
Your shortlist						
2 organisations See results on a map						
Topics	Key facts ▼	NHS Choices users rating	Care Quality Commission inspection ratings	Registered manager in post	Annual staff turnover	Food hygiene rating
Sort by	Nearest ▼					
Update results						
Compton Lodge Remove						
Tel: 02077221280 7 Harley Road London NW3 3BX 1.7 miles away Get directions		★★★★★ No ratings yet Rate it yourself	 Good Visit CQC profile	 YES Yes registered manager in post	n/a Data not supplied	5 Very good
						Medium 34 beds
Flat C 291 Harrow Road Remove						
Tel: 02089687376 291 Harrow Road London W9 3RN 1.9 miles away Get directions		★★★★★ No ratings yet Rate it yourself	 Requires Improvement Visit CQC profile	 YES Yes registered manager in post	 OK Within the typical range with a value of 14%	No rating available
						Small 5 beds

Your shortlist

2 organisations | [See results on a map](#)

Email  Print  Export 

Topics

Sort by

Update results

Care Quality
Commission
inspection
ratings



Accepting
referrals from
Local
Authority(s)



Accepting
self-funded
clients



Emergency
care



Respite care



Day care



St Mungo's Housing Association - 53 Chichester Road

[Remove](#)

St Mungo's
53 Chichester Road
London
NW6 5QW
2.1 miles away | [Get directions](#)



Requires
Improvement
**Visit CQC
profile**



Accepts Local
Authority
referrals



Accepting self-
funded clients



Emergency care
not available



Does not offer
shared support /
respite care



Does not offer
day care and
support

Westmead Residential Care Home

[Remove](#)

Tel: 02038265505
4 Tavistock Road
Westbourne Park
London
W11 1BA
2.2 miles away | [Get directions](#)



Requires
Improvement
**Visit CQC
profile**

n/a

Data not
available

n/a

Data not
available

n/a

Data not
available

n/a

Data not
available

n/a

Data not
available

Your shortlist

2 organisations | [See results on a map](#)

Email  Print  Export 

Topics

Residential – your 

Update results

Emergency call
systems



Shared rooms
available for
couples



Rooms with full
en-suite
bathroom



Smoking allowed



Pets allowed



St Mungo's Housing Association - 53 Chichester Road

Remove

St Mungo's
53 Chichester Road
London
NW6 5QW

2.1 miles away | [Get directions](#)



Emergency call
system installed



No shared rooms
available for couples



En-suite bathrooms
not available



Smoking allowed



Pets not allowed

Westmead Residential Care Home

Remove

Residential -
your room

Your shortlist

Email  Print  Export 

2 organisations | [See results on a map](#)

Topics

Residential – shar 

Update results

Gardens or
secure outside
space

Overnight visitor
facilities

Secure access to
the building

Disabled access
throughout the
home and
gardens

Access to kitchen
facilities



St Mungo's Housing Association - 53 Chichester Road

Remove

St Mungo's
53 Chichester Road
London
NW6 5QW
2.1 miles away | [Get directions](#)



Gardens or secure
outside space



Overnight visitor
facilities not available



Has secure access to
the building



Disabled access
throughout the home
and gardens



Access to kitchen
facilities provided

St Teresa's Care Home

Remove

Tel: 02073735820
40-46 Roland Gardens
London
SW7 3PW
2.4 miles away | [Get directions](#)



Gardens or secure
outside space



Overnight visitor
facilities not available



Has secure access to
the building



Disabled access not
available throughout
the home and
gardens



Access to kitchen
facilities provided

Residential -
shared spaces

3. Valinnanvapaus ja tiedolla johtaminen - oppia Suomeen?

Mitä Englannista kannattaa katsoa?

- Miten tieto on esitetty
- Miten tieto selitetään asiakkaalle
- Miten eri tiedot linkittyy yhteen eri tasoilla
- Käytettävyys
- Yksittäiset indikaattorit - monet jo pitkän käytössä

Mutta myös miten tietoa hyödynnetään ohjauksessa

Vaihtelevuus!

<https://www.england.nhs.uk/rightcare/products/>

NHS RightCare Intelligence products



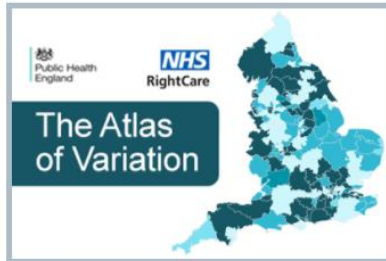
CCG data packs



STP packs



Long term condition scenarios



Atlases



Casebooks



NHS RightCare Pathways

Data Providers

Data providers

Health and care data on My NHS is compiled by the Department of Health and NHS England in collaboration with Public Health England and the Care Quality Commission. The indicators selected for inclusion by these organisations show on data that has been previously validated and published. Consultant outcome data has been compiled and published by the relevant speciality associations.

Consultant outcome data

The following organisations publish consultant outcome data within My NHS:



Speciality outcome data

The following organisations publish speciality outcome data within My NHS:



<https://www.nhs.uk/service-search/Performance/Search>

Choose a speciality



Psychological therapies (IAPT)



Neurosurgery



Head and neck cancer surgery



Emergency Abdominal Surgery



Stroke



Vascular surgery



Endocrine and thyroid surgery



Cardiac surgery



Interventional cardiology



Heart attack



Ankle replacement



Elbow and shoulder replacement



Knee replacement



Hip fracture



Hip replacement



Major trauma surgery



Urological surgery



Oesophago-gastric cancer surgery



Bariatric surgery



Colorectal surgery



Lung cancer



Maternity

My NHS - yksityiskohtaisempia indikaattoreita

<https://www.nhs.uk/service-search/Performance/Search>

Highlights



A&E attendances



Ambulance response times



Cancer services



Delayed transfers of care



Diagnostic tests



Emergency admissions

Choose a service



Care homes



CCGs



Consultants



GP Practices



Dentists



Digital maturity



Hospitals



Mental Health

Health and wellbeing information



Health and wellbeing outcomes



Integrated health and social care



Public health programmes



Social care



Performance of

Social care

Metric Group

Key facts (7)



Filter

by name

in a location

by location or postcode

England

sort by

Users' quality of life

Reverse sort



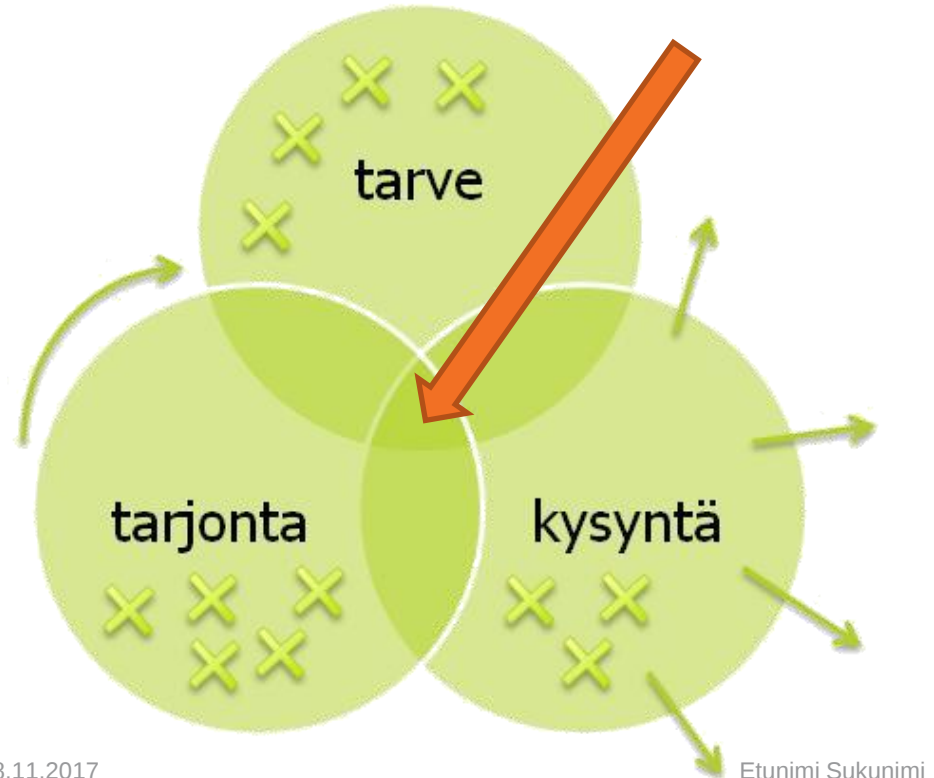
Update Results

Showing 1-10 of 353 results	Users' quality of life	Carer's quality of life	Permanent admissions to care homes: younger adults	Permanent admissions to care homes: older people	User satisfaction	Carer satisfaction	The proportion of people aged 65 and over who use social care services who feel safe
Results per page 10							
	⬇						
Blackburn with Darwen Borough Council King William Street Town Hall Blackburn Lancashire BB1 7DY Tel: 01254 585 585	 Above average: 20.5 out of 24	 Average: 8.5 out of 12	 23.7 admissions per 100,000 younger adults in the highest 20%	1118.6 permanent admissions	 Above average: 72.2 of users are satisfied with their care and support	 Above average: 51.40% of carers are satisfied with their care and support	 Above average: 81.8% of users of social care services felt safe
London Borough of Redbridge PO Box No.2 Town Hall Ilford Essex IG1 1DD Tel: 020 8554 5000	 Above average: 20.1 out of 24	 Above average: 8.6 out of 12	 6.7 admissions per 100,000 younger adults in the lowest 20%	331.3 permanent admissions	 Above average: 76.5 of users are satisfied with their care and support	 Average: 46.50% of carers are satisfied with their care and support	 Above average: 71.4% of users of social care services felt safe
Brighton and Hove City Council Kings House Grand Avenue Hove East Sussex BN3 2LS Tel: 01273 290000	 Above average: 19.7 out of 24	 Average: 7.8 out of 12	 10.5 admissions per 100,000 younger adults in the middle 60%	723.3 permanent admissions	 Average: 68.2 of users are satisfied with their care and support	 Below average: 37.00% of carers are satisfied with their care and support	 Above average: 75.5% of users of social care services felt safe

Miten tiedon läpinäkyvyys haastaa palvelujärjestelmää ja ammattihenkilöitä

Tavoite=kaikki kohdallaan eri elämäntilanteissa!

1. Palvelutarjonnan on kohdattava palveluntarve → mitä väestömme oikeasti tarvitsee
2. Sitä saa, mitä mittaa → tietoa on oltava päätöksenteon tueksi oikeista asioista





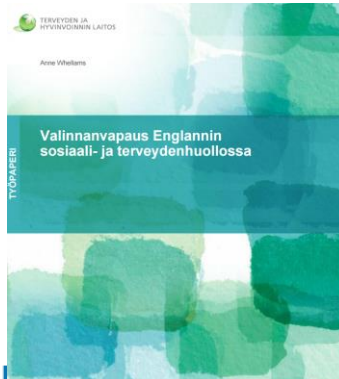
Asiakaslähtöisyys on tahtotila.

Se on kaikkia toimijoita
yhdistävä voimavara,
päättöksenteon ja toiminnan
lähtökohta!

Lisälukemista suomeksi



- Hallintoalmaisesta aktiiviseksi valitsijaksi
- https://www.julkari.fi/bitstream/handle/10024/130823/RAP2016_011verkko.pdf?sequence=3



- Valinnanvapaus Englannin sosiaali- ja terveydenhuollossa
- https://www.julkari.fi/bitstream/handle/10024/129795/URN_ISB_N_978-952-302-605-6.pdf?sequence=1



Kiitos!

alueuudistus.fi

SOSAALI- JA TERVEYSMINISTERIÖ • VALTIOVARAINMINISTERIÖ