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**A Descriptive Analysis of General  
Acute Trust Star Ratings**

*Rowena Jacobs  
Peter C. Smith*

***DISCUSSION PAPER 189***



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## Abstract

This paper examines the relationship between acute NHS Trust star ratings in England (generated by the Department of Health) in 2000/01 and 2001/02 with various other Trust characteristics and performance indicators from a Trust level database maintained by the Centre for Health Economics. The Trust star ratings system is a composite performance measure which places Trusts into one of four categories: from three stars, awarded to Trusts with the highest levels of performance to zero stars, awarded to Trusts showing the poorest levels of performance. We examine the descriptive statistics for the various variables in the dataset over the two years, according to each star rating as well as one-way Analysis of Variance (ANOVA) using zero star Trusts as the reference category and then least squares to fit a linear model to each of the variables in the dataset.

Although zero star Trusts appear to perform better in terms of clinical outcomes such as death rates and readmissions, this is not statistically significant. However, zero star Trusts do worse than other Trusts across various patient satisfaction measures and financial and efficiency measures. Three star Trusts outperform others on two grounds fairly consistently: waiting times and financial balance suggesting either more efficient management or fewer capacity constraints. The labour market for consultants and nurses also appear to be utilised in different ways across the groups of Trusts. One hypothesis is that the different groups of Trusts focus on different elements of performance. The extent to which differences are due to exogenous factors or internal factors is a question for future research.



## 1. Introduction

The NHS Performance Assessment Framework (PAF), published in April 1999, introduced a new broader-based approach to assessing performance in the NHS by encouraging action across six areas (Health improvement; fair access; effective delivery of appropriate health care; efficiency; patient/carer experience; and health outcomes of NHS care). The PAF was supported by the publication in June 1999 of the first set of High Level Performance Indicators (HLPis) and Clinical Indicators (CIs) for both Health Authorities and NHS Trusts respectively (Department of Health, 2000). This was the first full range of indicators for NHS hospital Trusts and set in motion the process of publishing information on the performance of NHS organisations in order to provide comparisons and improve performance overall.

In September 2001, the first set of performance star ratings were published by the Department of Health for acute NHS Trusts 2000/01 (Department of Health, 2001). The star ratings are a composite index score given to each NHS organisation which are supposed to provide an overall assessment of performance across a number of indicators. In July 2002, the second set of star ratings were published by the Department of Health, now covering acute Trusts, specialist Trusts, ambulance Trusts and indicative ratings for mental health Trusts for 2001/02 (Department of Health, 2002). Primary Care Trusts (PCTs) received a separate publication, describing their performance against a range of suitable indicators, but not a rating. In July 2003, the most recent set of star ratings were published, covering again all types of NHS Trusts and PCTs. In this third round, the Commission for Health Improvement (CHI), the independent regulator of NHS performance, took over responsibility for performance ratings and indicators from the Department of Health (Commission for Health Improvement, 2003).

The methodology for the three years of star ratings has remained relatively constant, however with some important changes to the individual indicators covered. The Trust star ratings comprise similar areas of performance to the PAF which, taken together, should give a balanced view of the performance of NHS hospital Trusts. There were broadly four areas of indicators in 2000/01: clinical effectiveness and outcomes; efficiency; patient/carer experience; and capacity and capability. In the last two years of star ratings the key areas have been: key government targets; clinical focus; patient focus; capacity & capability; and CHI reviews.

The NHS Performance Ratings system places NHS Trusts in England into one of four categories:

1. Trusts with the highest levels of performance are awarded a performance rating of three stars;
2. Trusts that are performing well overall, but have not quite reached the same consistently high standards, are awarded a performance rating of two stars;
3. Trusts where there is some cause for concern regarding particular areas of performance are awarded a performance rating of one star;
4. Trusts that have shown the poorest levels of performance against the indicators are awarded a performance rating of zero stars meaning that performance must be improved in a number of key areas.

The key government targets are the most significant factors in determining overall performance ratings. The broader range of indicators make up a 'balanced scorecard' to refine the judgement on ratings and are combined in a complex 6-step process to

produce the star ratings. CHI reviews of Trust clinical governance arrangements also play an important role in determining star ratings since three star Trusts need to perform well on all key targets as well as the CHI clinical review.

This paper is based on a report prepared for the Commission for Health Improvement and examines the relationship between the Trust star ratings in 2000/01 and 2001/02 with various other Trust characteristics and performance indicators. The paper uses data from a Trust level database maintained by the Centre for Health Economics at the University of York with various Trust characteristics. Data sources include the CIPFA database, NHS Information Authority, HES, DH Executive, various DH websites and the Dr Foster Good Hospital Guide (Dr Foster, 2002). Most variables are available for both years. However for some just a single year's data is reported.

The paper first examines the change in star ratings over the two years and then looks at the descriptive statistics for the various variables in the dataset over the two years, according to each star rating. Finally it examines the Analysis of Variance (ANOVA) results for each of the variables, again according to each star rating over the two years, to measure the extent to which the variables have a significant statistical association with star ratings.

It should be noted that some of the variables have been drawn from the performance indicators used to derive the star ratings and one would therefore expect that these variables should be statistically significant in an analysis of star ratings. They have nevertheless been included, since they may indicate how strongly they are associated with the star ratings.

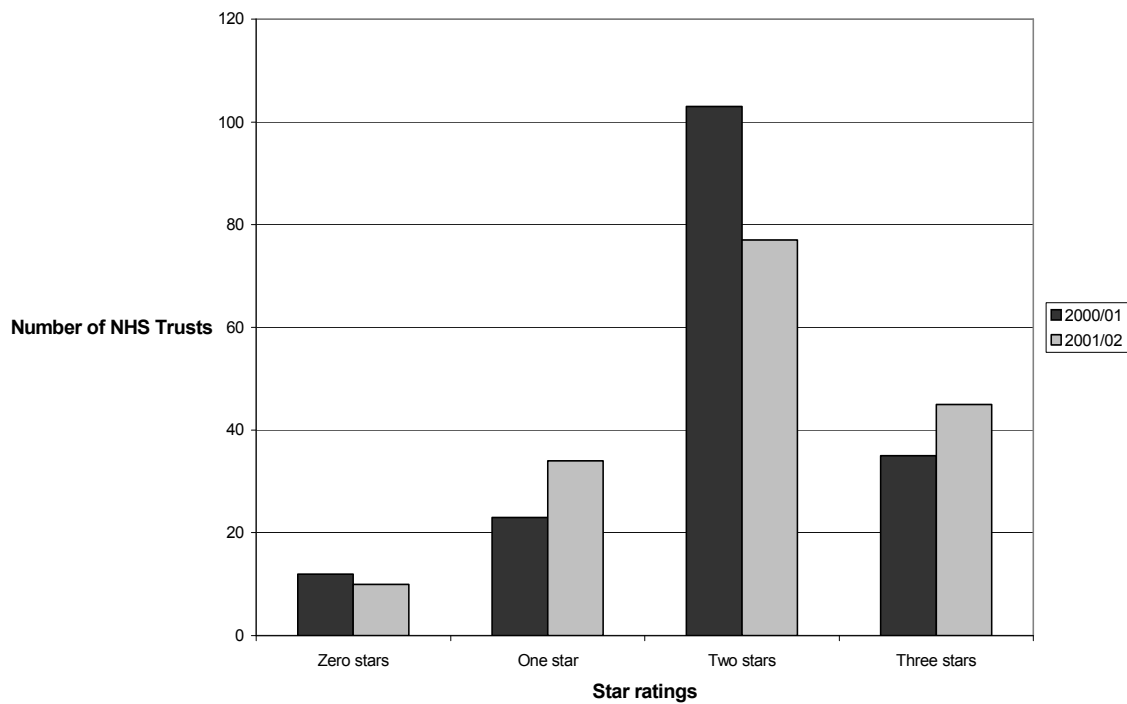
## 2. Trusts used in the analysis

While in 2000/01 only acute Trusts were used in the star ratings, the performance methodology was expanded in 2001/02 to include specialist and other Trusts as well. This paper only uses general acute Trusts over the two years since this group proved to be the most comparable. Table 1 shows a tabulation of these Trusts over the two years while Figure 1 shows this graphically.

**Table 1: Tabulation of star ratings for 2000/01 and 2001/02 for NHS Trusts in England**

Star ratings	2000/01	2001/02
	acute only	acute only
Zero stars	12	10
One star	23	34
Two stars	103	77
Three stars	35	45





**Figure 1: Star ratings for 2000/01 and 2001/02 for NHS acute Trusts in England**

It should be noted that there are missing data for some variables, giving rise to variations between indicators in the number of Trusts analysed. Given the large number of variables used, we do not give detailed variable definitions, but specific definitions can be made available on request.

### 3. Descriptive statistics of Trust variables

Table 2 shows descriptive statistics for the four groupings of general acute Trusts according to star rating. The descriptive statistics include the number of observations in each group, and the mean and the standard deviation for each variable, for each of the two years.

The variables have been grouped into the following broad categories: clinical outcome, responsiveness, process, human resources, waiting, structural, financial, and environment. There may be alternative ways to categorise these variables and some variables may fall into more than one category. The groupings are used merely for exposition purposes.

**Table 2: Descriptive statistics of Trust variables by star rating for 2000/01 and 2001/02 for NHS acute Trusts in England**

Trust variables	Year	0 star			1 star			2 star			3 star		
		n	Mean	Std. dev	n	Mean	Std. dev	n	Mean	Std. dev	n	Mean	Std. dev
<b>Clinical outcome</b>													
Mortality index	2000/01	10	99.40	6.62	22	98.05	8.96	94	100.03	9.48	34	101.18	6.86
	2001/02	10	96.20	8.72	26	98.77	7.97	64	99.97	8.69	38	100.55	10.04
Readmission rate	2000/01	11	5.69	1.03	22	5.91	0.99	97	5.91	0.92	34	5.91	0.84
	2001/02	9	5.59	0.56	28	5.98	1.01	71	6.01	0.90	42	6.20	0.90
Readmissions following hip fracture	2000/01	11	7.18	1.90	22	7.90	3.24	93	7.69	2.43	32	8.17	2.83
	2001/02	9	7.09	1.63	28	7.60	2.38	70	8.19	2.60	42	8.28	2.10
Readmissions following stroke	2000/01	10	6.76	1.92	21	8.19	3.17	95	7.21	2.38	33	6.69	2.11
	2001/02	9	7.35	1.34	28	7.33	2.75	70	7.39	2.57	42	7.20	2.04
Deaths from emergency surgery	2000/01	11	2973.5	572.4	23	2969.6	569.2	102	2951.8	732.4	35	2812.6	440.4
	2001/02	9	2646.0	378.3	27	3135.3	455.7	70	3010.8	511.1	43	2802.8	573.0
Discharge to usual residence following hip fracture	2000/01	10	48.42	4.65	21	48.27	11.02	93	45.71	8.97	32	46.40	9.27
	2001/02	10	49.26	9.89	27	49.51	8.32	69	46.81	8.51	42	48.43	7.62
Discharge to usual residence following stroke	2000/01	9	48.75	4.02	21	50.92	5.62	96	48.90	5.76	33	48.90	6.12
	2001/02	10	50.84	4.87	27	50.50	4.39	70	51.10	5.72	42	49.37	5.33
Clinical negligence expenditure	2000/01	12	1130.8	596.66	23	702.65	390.77	102	777.75	886.30	35	721.74	546.89
	2001/02	10	525.70	519.04	34	724.26	1226.9	76	633.72	1495.6	45	404.11	923.35
Clinical negligence (CNST)	2000/01	0			0			0			0		
	2001/02	10	0.800	0.789	31	1.032	0.547	71	1.042	0.491	39	1.128	0.469
Complaints	2000/01	12	563.50	180.24	23	453.70	156.61	103	413.75	229.90	35	376.03	163.18
	2001/02	0			0			0			0		
Complaints resolved	2000/01	12	51.88	16.52	23	49.27	17.24	103	52.17	18.18	35	56.13	20.61
	2001/02	0			0			0			0		
CHI review	2000/01	0			0			0			0		
	2001/02	7	1.286	0.488	21	2.190	0.512	40	2.200	0.516	15	3.733	0.458
<b>Responsiveness</b>													
Patients trust doctor	2000/01	8	80.25	5.85	18	80.61	4.96	84	81.69	4.18	31	83.06	3.86
	2001/02	10	83.00	4.08	21	81.48	5.15	55	81.55	4.10	33	83.06	4.14
Patients trust nurses	2000/01	8	80.25	3.77	18	77.61	4.05	84	79.04	4.25	31	79.48	3.87
	2001/02	10	80.80	2.66	21	78.86	4.19	55	78.87	4.57	33	79.39	3.92
Patients told doctor's name	2000/01	8	64.13	6.64	18	67.50	8.18	84	72.17	7.23	31	72.26	5.93
	2001/02	10	69.40	8.24	21	69.00	7.74	55	71.36	7.28	33	72.94	6.84
Patients stayed in single sex ward	2000/01	8	45.13	14.94	18	58.44	16.78	84	66.76	17.64	31	67.74	17.04
	2001/02	10	58.30	18.45	21	65.05	16.30	55	65.42	18.72	33	63.91	17.30
Patients satisfied with discharge procedure	2000/01	8	65.50	6.65	18	67.17	5.78	84	68.57	4.87	31	69.45	6.88
	2001/02	10	67.50	5.19	21	67.00	4.35	55	69.11	5.59	33	68.97	6.08
Inpatient survey coordination of care	2000/01	0			0			0			0		
	2001/02	10	66.05	2.76	32	66.09	3.46	74	67.28	3.76	43	68.98	3.58
Inpatient survey environment & facilities	2000/01	0			0			0			0		
	2001/02	10	71.98	4.39	32	70.31	5.68	74	72.16	5.50	43	74.09	4.73
Inpatient survey information & education	2000/01	0			0			0			0		
	2001/02	10	67.13	4.47	32	66.68	4.10	74	67.37	3.61	43	69.17	3.04
Inpatient survey physical & emotional needs	2000/01	0			0			0			0		
	2001/02	10	69.12	4.54	32	69.78	3.65	74	70.06	3.12	43	71.93	3.01
Inpatient survey prompt access	2000/01	0			0			0			0		
	2001/02	10	73.56	7.47	32	75.39	7.28	74	78.52	7.28	43	81.82	5.44
Inpatient survey respect & dignity	2000/01	0			0			0			0		
	2001/02	10	80.62	4.74	32	80.80	4.05	74	81.95	4.49	43	82.61	4.49
Cleanliness	2000/01	0			0			0			0		
	2001/02	10	3.400	0.516	31	3.258	0.445	71	3.310	0.466	39	3.487	0.506

<b>Process</b>													
ALOS	2000/01	12	3.893	0.546	23	4.500	1.104	102	3.939	0.743	35	3.731	0.764
	2001/02	10	3.721	0.535	34	4.180	0.772	76	3.979	0.782	45	4.019	0.757
Total spells	2000/01	12	69549	30041	23	50357	19637	102	59496	30427	35	61459	21063
	2001/02	10	58162	28824	34	57218	26647	76	61691	31184	45	67829	29747
Total episodes	2000/01	12	76652	33954	23	56325	20846	102	65608	33711	35	69058	24292
	2001/02	10	65702	33081	34	64067	30183	76	68988	34760	45	75803	32679
Total inpatient days (000)	2000/01	12	262.14	98.67	23	217.68	82.51	102	229.19	114.65	35	220.24	61.97
	2001/02	10	209.81	91.40	34	234.46	111.25	76	237.92	114.01	45	262.36	98.37
Electives	2000/01	12	45586	20697	23	31827	12820	102	38545	20946	35	40082	15397
	2001/02	10	37750	19324	34	36023	17202	76	39931	21376	45	43951	21387
Emergency admissions	2000/01	12	23963	10654	23	18530	7485	102	20950	10172	35	21377	6652
	2001/02	10	20412	10953	34	21195	9954	76	21760	10484	45	23878	9166
Emergency index	2000/01	11	0.018	0.008	21	0.016	0.005	96	0.020	0.014	35	0.019	0.011
	2001/02	10	0.017	0.003	27	0.019	0.008	66	0.018	0.011	38	0.018	0.013
Emergency admissions per inpatient spell	2000/01	12	0.352	0.063	23	0.370	0.053	102	0.358	0.053	35	0.356	0.050
	2001/02	10	0.359	0.061	34	0.374	0.055	76	0.358	0.054	45	0.360	0.050
Total outpatient attendances (000)	2000/01	12	283.13	104.32	23	210.12	112.75	102	238.80	141.89	35	230.28	87.51
	2001/02	10	247.17	160.28	34	239.88	114.76	76	264.42	137.57	45	272.08	151.40
Total first outpatient attendances	2000/01	12	87132	45150	23	58314	30552	102	68871	49331	35	67737	26198
	2001/02	10	65468	34236	34	69448	32309	76	69966	32336	45	74850	34542
Total outpatients per inpatient spell	2000/01	12	4.409	1.801	23	4.399	2.812	102	4.078	1.075	35	3.817	0.784
	2001/02	10	4.033	0.742	34	4.353	1.758	76	4.414	1.561	45	4.003	1.080
First outpatient attendances per inpatient spell	2000/01	12	1.323	0.577	23	1.179	0.450	102	1.186	0.452	35	1.122	0.247
	2001/02	10	1.121	0.190	34	1.280	0.428	76	1.169	0.268	45	1.125	0.224
Daycases per spell	2000/01	12	0.455	0.063	23	0.504	0.126	102	0.515	0.075	35	0.518	0.056
	2001/02	10	0.538	0.066	34	0.509	0.085	76	0.509	0.072	45	0.509	0.079
Percent delayed discharges	2000/01	0			0			0			0		
	2001/02	10	5.382	2.318	34	6.285	3.090	73	4.926	3.111	41	4.284	2.628
Occupancy rate	2000/01	12	86.011	5.705	23	85.962	4.519	102	83.404	4.619	35	80.710	5.194
	2001/02	10	85.708	7.234	34	86.564	4.750	76	84.216	5.385	45	83.619	5.330
Information governance	2000/01	0			0			0			0		
	2001/02	10	19.300	10.001	34	20.353	5.227	74	21.311	6.537	43	23.860	4.823
Data quality	2000/01	12	0.888	0.084	23	0.891	0.093	103	0.894	0.092	35	0.917	0.074
	2001/02	10	0.889	0.092	34	0.884	0.083	73	0.917	0.061	43	0.914	0.080
<b>Human resources</b>													
WTE consultants	2000/01	12	135.26	64.12	23	90.85	38.80	102	100.84	64.09	35	92.98	38.36
	2001/02	10	98.83	48.06	34	106.51	54.67	76	105.75	66.14	45	125.43	74.69
SHOs and HOs	2000/01	11	84.64	30.88	21	74.90	31.11	93	73.83	33.11	34	77.59	33.74
	2001/02	10	81.66	44.78	26	67.12	21.08	65	73.75	29.94	36	85.14	38.50
WTE staff	2000/01	12	3426	1447	23	2648	1140	102	2985	1681	35	2957	952
	2001/02	10	2729	1509	34	2900	1337	76	3127	1769	45	3593	1633
WTE medical staff	2000/01	12	378.38	175.80	23	252.24	121.35	102	284.54	187.14	35	256.11	106.73
	2001/02	10	287.79	158.91	34	295.37	153.35	76	296.79	198.37	45	342.28	203.77
WTE administrative staff	2000/01	12	704.17	265.63	23	539.00	233.44	102	611.05	356.83	35	594.89	190.82
	2001/02	10	571.20	312.75	34	613.21	299.67	76	652.14	359.95	45	725.71	344.47
WTE nursing staff	2000/01	12	1191.1	482.37	23	889.78	373.82	102	991.53	542.94	35	971.00	326.69
	2001/02	10	916.90	520.26	34	956.65	451.08	76	1027.9	539.43	45	1158.3	556.93
Proportion of medical staff	2000/01	12	11.02	1.42	23	9.73	3.13	102	9.40	2.01	35	8.68	1.95
	2001/02	10	10.49	1.75	34	10.19	1.82	76	9.45	2.57	45	9.29	2.42
Proportion of consultants	2000/01	12	3.93	0.62	23	3.48	0.74	102	3.38	0.69	35	3.14	0.72
	2001/02	10	3.78	0.86	34	3.66	0.60	76	3.41	0.83	45	3.41	0.85
Proportion of admin staff	2000/01	12	20.93	1.71	23	20.48	2.08	102	20.45	2.21	35	20.27	2.04
	2001/02	10	21.00	1.30	34	21.04	2.31	76	21.09	2.23	45	20.23	2.63

6 A Descriptive Analysis of General Acute Trust Star Ratings

Proportion of nursing staff	2000/01	12	35.01	3.46	23	33.96	4.00	102	33.52	3.39	35	32.80	3.05
	2001/02	10	33.47	3.89	34	32.98	3.20	76	33.33	3.62	45	32.24	4.05
Proportion of Scientific Technical Therapeutic staff	2000/01	12	14.84	2.19	23	14.79	2.52	102	14.68	2.51	35	14.24	2.12
	2001/02	10	14.47	2.01	34	14.36	2.42	76	14.74	2.45	45	14.50	2.47
Proportion of allied health professionals	2000/01	12	4.74	1.29	20	5.56	1.06	92	5.12	1.19	31	5.00	1.32
	2001/02	10	4.66	1.30	34	4.97	1.11	76	4.96	1.17	45	4.98	1.07
Consultants per bed	2000/01	12	15.28	3.89	23	13.12	3.80	102	12.69	3.21	35	11.89	3.15
	2001/02	10	13.95	2.56	34	13.48	3.15	76	13.24	3.79	45	14.04	4.76
Doctors per bed	2000/01	10	43.10	10.50	22	35.91	11.76	94	34.05	9.20	34	32.00	8.92
	2001/02	10	38.60	7.99	26	36.69	10.09	64	33.53	9.20	38	35.24	10.83
Nurses per bed	2000/01	10	134.70	21.01	22	113.00	21.56	94	119.18	19.53	34	115.44	16.42
	2001/02	10	123.90	20.72	26	118.15	19.93	64	118.06	19.40	38	120.00	19.77
Vacancy rate allied health professionals	2000/01	11	42.965	31.344	22	34.711	26.434	98	36.615	35.730	34	27.563	23.903
	2001/02	10	44.414	44.043	31	46.469	38.638	71	41.145	36.486	39	36.379	30.855
Vacancy rate nurses	2000/01	11	49.838	24.814	22	54.794	51.564	98	36.199	37.941	34	26.981	28.211
	2001/02	10	32.286	35.200	31	51.152	42.469	71	29.537	26.796	39	31.455	34.106
Vacancy rate consultants	2000/01	11	8.668	13.799	22	19.629	23.367	98	28.369	31.636	34	31.312	30.774
	2001/02	10	5.380	7.304	31	21.921	23.915	71	28.084	25.656	39	28.008	28.008
Sickness absence rate	2000/01	8	4.083	1.124	23	4.332	0.864	102	4.534	0.801	32	4.687	0.498
	2001/02	9	4.463	0.463	30	4.467	0.899	69	4.658	0.730	40	4.597	0.580
Staff satisfaction survey	2000/01	0			0			0			0		
	2001/02	10	3.160	0.153	31	3.144	0.133	71	3.179	0.146	38	3.232	0.102
Percent comply with junior doctors' hours	2000/01	0			0			0			0		
	2001/02	10	0.523	0.162	31	0.527	0.239	71	0.600	0.189	39	0.627	0.172
<b>Waiting</b>													
Median waiting time	2000/01	12	55.583	14.774	23	54.261	14.753	102	47.422	18.115	35	46.257	13.408
	2001/02	10	51.200	12.943	32	58.188	20.732	76	52.053	17.501	45	45.333	15.889
Percent waiting less than 6 months	2000/01	0			0			0			0		
	2001/02	10	74.46	9.13	34	72.01	7.08	74	79.30	7.30	43	81.82	7.83
Numbers waiting 6 months	2000/01	0			0			0			0		
	2001/02	10	4641.9	2298.9	34	4785.5	2270.5	74	4477.2	2399.2	43	4691.3	2403.7
Outpatient wait 13 weeks	2000/01	12	0.719	0.059	23	0.751	0.066	103	0.760	0.073	35	0.785	0.063
	2001/02	10	0.703	0.096	34	0.699	0.092	74	0.759	0.081	43	0.766	0.074
Outpatient wait 26 weeks	2000/01	0			0			0			0		
	2001/02	10	33.70	106.57	34	2.85	11.25	74	5.15	40.99	43	0.02	0.15
A&E 4 hour trolley wait	2000/01	0			0			0			0		
	2001/02	10	0.15	0.09	34	5.49	18.37	75	7.69	24.01	45	10.72	28.10
A&E 12 hour trolley wait	2000/01	0			0			0			0		
	2001/02	10	75.70	142.84	34	17.76	41.03	73	2.40	7.74	43	0.23	0.97
Cancer 2 week wait	2000/01	0			0			0			0		
	2001/02	10	0.919	0.079	34	0.892	0.072	74	0.941	0.054	43	0.971	0.036
Breast cancer 2 week wait	2000/01	11	0.893	0.196	22	0.963	0.056	98	0.946	0.097	34	0.960	0.077
	2001/02	10	0.962	0.049	30	0.947	0.135	68	0.924	0.155	38	0.990	0.023
Percent cancelled operations	2000/01	0			0			0			0		
	2001/02	10	0.032	0.026	34	0.317	1.048	77	0.103	0.371	45	0.105	0.254
Cancelled operations in 1 month	2000/01	0			0			0			0		
	2001/02	10	0.622	0.414	34	0.872	1.338	77	0.303	0.398	45	0.162	0.236
<b>Structural</b>													
Average beds	2000/01	12	872.29	304.46	23	708.01	288.81	102	780.15	379.41	35	775.15	223.20
	2001/02	10	706.09	330.65	34	790.88	351.54	76	796.86	402.16	45	869.58	328.40
Free beds	2000/01	12	130.69	87.18	23	101.02	56.20	102	127.28	63.17	35	151.53	64.43
	2001/02	10	114.67	106.29	34	108.80	65.65	76	126.24	75.87	45	143.00	69.96
Sites with more than 50 beds	2000/01	11	2.364	2.014	21	1.810	0.928	96	1.913	0.948	35	2.086	1.095
	2001/02	10	2.100	2.132	27	1.667	0.734	66	1.889	1.098	38	2.158	0.886

Percent research revenue expenditure	2000/01	11	1.270	1.692	21	1.348	1.988	96	1.656	4.360	35	0.785	1.909
	2001/02	10	0.761	1.197	27	0.865	1.318	66	1.596	4.452	38	1.993	4.110
Teaching status	2000/01	12	0.167	0.389	23	0.174	0.388	103	0.155	0.364	35	0.086	0.284
	2001/02	10	0.200	0.422	31	0.065	0.250	71	0.127	0.335	39	0.231	0.427
Students per spell	2000/01	11	0.0009	0.0011	21	0.0010	0.0017	96	0.0006	0.0012	35	0.0005	0.0011
	2001/02	10	0.0008	0.0010	27	0.0005	0.0009	66	0.0006	0.0013	38	0.0010	0.0016
SIFTR	2000/01	0			0			0			0		
	2001/02	10	7350	8171	34	5821	5742	76	8568	14251	45	11776	17117
Merged	2000/01	12	0.083	0.289	23	0.043	0.209	103	0.068	0.253	35	0.029	0.169
	2001/02	10	0.000	0.000	34	0.088	0.288	77	0.052	0.223	45	0.089	0.288
Specialisation index	2000/01	11	0.271	0.084	21	0.284	0.227	96	0.291	0.295	35	0.280	0.243
	2001/02	10	0.270	0.116	27	0.229	0.081	66	0.278	0.309	38	0.344	0.307
<b>Financial</b>													
Total expenditure (000)	2000/01	12	158.20	67.24	23	116.97	54.81	102	125.81	78.70	35	115.99	41.27
	2001/02	10	132.03	81.36	34	130.04	66.66	76	136.07	79.49	45	155.47	84.29
Unit cost	2000/01	12	1.482	0.187	23	1.517	0.357	102	1.410	0.367	35	1.358	0.318
	2001/02	10	1.280	0.258	34	1.319	0.302	76	1.298	0.300	45	1.356	0.344
Reference cost index	2000/01	12	101.16	6.89	23	96.72	13.24	102	95.53	9.50	35	91.36	9.57
	2001/02	10	100.20	13.60	34	99.94	9.99	76	98.06	8.37	45	96.40	8.56
Financial balance	2000/01	0			0			0			0		
	2001/02	10	-0.007	0.017	34	-0.007	0.014	74	0.001	0.005	43	0.001	0.003
Claiming financial support	2000/01	0			0			0			0		
	2001/02	10	1790.0	3949.7	34	894.1	2522.2	74	23.6	176.4	43	7.7	50.3
Retained surplus / deficit	2000/01	12	-450.1	2932.6	23	606.3	3150.0	102	350.6	1459.7	35	237.7	1073.4
	2001/02	10	-1000	2661.0	34	-982.6	2317.3	76	98.5	854.1	45	177.7	1007.0
Total income (000)	2000/01	12	164.62	70.91	23	123.19	57.73	102	128.88	82.31	35	120.78	42.58
	2001/02	10	136.19	82.67	34	133.96	68.76	76	141.18	82.07	45	161.66	87.86
Income private patients	2000/01	12	2420	2984	23	1314	1553	102	1405	2367	35	1054	1199
	2001/02	10	867	586	34	1582	2209	76	1496	2369	45	1892	2710
Capital expenditure per bed	2000/01	0			0			0			0		
	2001/02	10	8919	5413	34	5205	4646	76	7175	5277	45	9365	8748
Non-salary expenditure (000)	2000/01	12	57600	27800	23	40600	23400	102	44500	32900	35	38200	15900
	2001/02	10	47100	33900	34	42000	23300	76	44400	29700	45	50500	33100
Non healthcare expenditure (000)	2000/01	12	2404	2079	23	2892	2752	102	3033	2733	35	3207	3049
	2001/02	10	3335	2499	34	2787	2233	76	3133	3069	45	3855	3226
Salary expenditure per WTE	2000/01	12	28330	2295	23	27774	4423	102	26107	3348	35	25038	2136
	2001/02	10	29426	2333	34	28968	3326	76	28413	4242	45	27582	3731
Proportion management salaries	2000/01	12	4.348	0.896	23	4.396	1.155	102	4.224	1.209	35	4.414	1.250
	2001/02	10	4.184	0.583	34	4.803	1.272	76	4.241	1.253	45	4.270	1.471
Proportion consultant salaries	2000/01	12	13.102	1.293	23	12.087	1.384	102	12.419	1.628	35	12.057	1.756
	2001/02	10	13.525	1.569	34	12.786	0.930	76	12.510	1.467	45	12.384	1.867
Proportion nurses salaries	2000/01	12	36.954	3.285	23	36.630	4.167	102	37.381	5.086	35	39.352	4.444
	2001/02	10	37.474	3.578	34	35.135	4.409	76	36.894	4.275	45	37.587	5.002
Proportion total medical salaries	2000/01	12	24.277	2.121	23	23.007	2.958	102	23.150	2.849	35	22.527	3.000
	2001/02	10	24.660	2.338	34	24.417	1.908	76	23.721	2.514	45	23.406	3.541
Total NHS salaries (000)	2000/01	12	90500	37500	23	68600	29600	102	74400	43500	35	71700	24500
	2001/02	10	75400	42300	34	79600	40100	76	83700	47300	45	95100	47600
Non NHS salaries (000)	2000/01	12	6128	3683	23	4377	4109	102	3492	4454	35	2167	2104
	2001/02	10	5886	4947	34	5046	3687	76	4050	3684	45	4705	5686
Percent agency salary spend for medical staff	2000/01	12	3.523	2.398	20	5.281	4.210	96	3.383	2.429	34	3.882	3.132
	2001/02	10	4.298	3.045	34	5.481	3.523	76	4.131	2.690	45	4.415	6.078
Percent agency salary spend for nurses	2000/01	12	8.796	4.361	23	8.831	8.266	99	6.654	8.405	35	3.357	4.997
	2001/02	10	9.218	6.315	34	8.966	8.711	76	6.318	6.167	45	6.127	7.152

Total percent agency salary spend	2000/01	12	6.212	2.784	23	5.615	4.108	102	4.085	3.253	35	2.892	2.564
	2001/02	10	6.468	2.346	34	5.928	3.380	76	4.618	3.264	45	4.617	4.159
Total salaries (000)	2000/01	12	96700	39800	23	73000	31700	102	78000	45900	35	73900	25200
	2001/02	10	81400	46800	34	84700	42300	76	87800	49200	45	99900	50400
<b>Environment</b>													
Population density	2000/01	11	15.027	13.688	20	22.550	26.169	93	18.054	23.036	35	10.700	15.780
	2001/02	10	12.010	12.476	27	10.219	12.179	62	18.919	22.657	38	21.276	28.296
Market forces factor	2000/01	12	1.041	0.035	23	1.063	0.128	102	1.030	0.085	35	1.010	0.042
	2001/02	10	0.989	0.030	34	1.001	0.040	76	0.999	0.070	45	1.003	0.082
Herfindahl index	2000/01	11	0.312	0.253	21	0.269	0.264	96	0.370	0.317	35	0.433	0.324
	2001/02	10	0.414	0.309	27	0.445	0.344	66	0.331	0.276	38	0.354	0.314
Heated volume per bed	2000/01	11	13.21	30.04	21	5.50	5.92	96	3.68	1.21	35	3.42	1.00
	2001/02	10	13.41	31.76	27	3.61	1.01	66	3.94	2.51	38	4.33	3.50
HRG casemix index	2000/01	12	95.26	6.89	23	95.87	11.48	102	91.05	7.30	35	90.06	7.15
	2001/02	10	98.98	8.10	34	101.25	7.42	76	98.05	7.34	45	99.18	9.72
Patient transfers into hospital per spell	2000/01	11	0.024	0.009	21	0.020	0.012	96	0.019	0.012	35	0.021	0.012
	2001/02	10	0.025	0.015	27	0.022	0.010	66	0.019	0.012	38	0.022	0.012
Patient transfers out of hospital per spell	2000/01	11	0.011	0.011	21	0.010	0.011	96	0.010	0.009	35	0.008	0.009
	2001/02	10	0.008	0.011	27	0.010	0.008	66	0.010	0.009	38	0.011	0.011
Population under 15	2000/01	12	0.175	0.034	23	0.145	0.066	102	0.139	0.045	35	0.142	0.029
	2001/02	10	0.141	0.047	34	0.142	0.042	76	0.152	0.053	45	0.147	0.046
Population over 60	2000/01	12	0.379	0.044	23	0.406	0.065	102	0.402	0.064	35	0.410	0.050
	2001/02	10	0.479	0.065	34	0.470	0.068	76	0.449	0.082	45	0.446	0.076
Female population	2000/01	12	0.527	0.032	23	0.509	0.115	102	0.524	0.044	35	0.520	0.036
	2001/02	10	0.506	0.037	34	0.518	0.046	76	0.520	0.051	45	0.508	0.043

### 3.1 Clinical outcome

The mortality index is based on a four-year standardised mortality index adjusted for age, sex, primary diagnosis, length of stay and type of admission. It increases slightly with star rating, although the subsequent analysis (Table 3) shows this is not statistically significant. General readmission rates increase slightly with star rating, although the position for specific conditions is less clear. There is no clear pattern for discharges to usual residence following hip fracture or stroke.

Compliance with the clinical negligence scheme (CNST) is higher for three star Trusts than zero star Trusts, and there is some evidence that expenditure on clinical negligence is lower amongst higher rated Trusts. Rates of complaints also decrease with star rating, and a slightly higher proportion of complaints are also resolved in three star Trusts compared to zero and one star Trusts.

As expected, the CHI review is strongly associated with the star ratings.

### 3.2 Responsiveness

The percentage of patients that trust their doctor varies little between categories, but was slightly higher for three star Trusts compared to zero star Trusts. The percentage of patients that trust the nursing staff appears to be slightly higher amongst zero star Trusts. The percentage of patients that were told their doctors name increases with star rating. The percentage staying in a single sex ward for the duration of their stay was markedly lower amongst zero star Trusts, possibly suggesting fewer capacity constraints amongst higher rated Trusts. The remaining

patient satisfaction scores generally show a slight gradient in favour of higher rated Trusts. Hospital cleanliness was used in the construction of the star ratings and also suggests improvement across the star categories.

### **3.3 Process**

The process variables include various measures of inpatient, elective, outpatient, emergency and daycase activity. There is no clear picture of any differential volume or pattern of activity being performed by any particular star category. Average length of stay is measured by inpatient days per inpatient spell and is markedly lower in zero star Trusts in the second year. One star Trusts have longer lengths of stay than other groups. In the first year of results, daycase rates seem to increase with star ratings, but this is not the case in the second year. Daycase rates per inpatient spell show a large increase over the period for zero star Trusts.

The percentage of delayed discharges decreases markedly as the star ratings increase from one to three. (The variable was again used to construct the star ratings.) Occupancy rate generally declines with star rating, reinforcing a perception that the higher rated Trusts appear to be under less demand pressure than their lower rated counterparts.

Information governance and data quality were both used in the construction of the star ratings and suggest improvement in each of the variables across the star categories.

### **3.4 Human resources**

The numbers of whole-time equivalent (WTE) consultants and SHOs and HOs is higher in zero star Trusts compared to others, although this pattern changes in the second year, likely due to the movement of large Trusts into the three star category in the second year. The same pattern holds for WTE staff numbers in the other categories across the two years. Results for the proportion of WTE medical staff and the proportion of consultants suggest relatively higher staffing levels in these categories in zero star Trusts. There is also a slightly higher proportion of nursing staff in zero star Trusts. The number of doctors and nurses per bed are higher in zero star Trusts compared to others. Variations in staffing levels for allied health professionals and scientific and therapeutic staff are not as clear-cut across the two years.

Vacancy rates were all used in the construction of the star ratings in 2000/01. Vacancies for allied health professionals decrease (approximately) as star ratings increase. Vacancies appear to be lower for nurses in two and three star Trusts compared to zero and one star Trusts, but this finding is reversed for consultants. The sickness absence rate (again used in the construction of the star ratings) appears to be slightly higher for two and three star Trusts. The staff satisfaction survey and the percentage of junior doctors employed that are complying with the junior doctors' hours both show a reasonably consistent pattern of improving (albeit modestly) with the star ratings categories.

### **3.5 Waiting**

Most of the waiting time variables played an important role in the construction of the star ratings. It is therefore not surprising to find that they show a fairly consistent pattern regarding improvement across star categories. Cancelled operations were

also used in the construction of the star ratings and improve across star categories, as one would expect (except for one star Trusts).

### **3.6 Structural**

The structural variables that measure size confirm the absence of any clear link between hospital size and star rating. There are big changes between the two years, probably largely associated with the changes in ratings between the two years. The zero star group contained larger hospitals in the first year whilst the three star category contained larger hospitals in the second year. Free beds is a measure of spare capacity and suggests that the numbers of free beds increase with star rating.

The pattern of research expenditure changes markedly between 2000/01 and 2001/02, probably reflecting the big shifts in teaching status in year 2, when teaching hospitals appear to have secured markedly higher ratings.

Merger activity does not seem to explain differences in star ratings.

Three star Trusts also appear to be slightly more specialised than other Trusts in terms of the resources they devote to a narrower scope of activity (proportion of HRGs) than other Trusts, a phenomenon reinforced by the movement of teaching hospitals into this group in the second year.

### **3.7 Financial**

Unit costs are a casemix-adjusted cost weighted share of inpatient, outpatient and A&E activity and have been used in the NHS as a measure of 'productivity' (Jacobs and Dawson, 2003). In the first year there is some evidence of lower costs amongst higher rated Trusts, but there is little clear pattern in the second year. Three star Trusts also appear to be more 'efficient' than zero star Trusts, as measured by the overall reference cost index.

Financial balance is poorer for zero star Trusts and they claim more financial support as a result (both variables were used in the construction of the star ratings). Similarly, retained surplus appears to be higher for three star Trusts.

Salary expenditure per WTE is higher in zero star Trusts. Zero star Trusts also appear to pay a higher proportion of salary expenditure on consultant salaries (and medical salaries) compared to other Trusts. (This hints at an interesting association between levels of consultant salaries, vacancy rates, and Trust performance that deserves further analysis.)

Zero star Trusts generally employ more nurses per bed, have slightly higher vacancy rates for nurses compared to three star Trusts (though this pattern is not consistent) and have a distinctly higher percent agency salary spend for nurses. There is therefore clear evidence that use of the nursing labour market is related to star rating.

### **3.8 Environment**

Population density, the market forces factor and the Herfindahl competition index seek to measure factors such as metropolitan effects, land and building prices, differential wage rates and competitive pressures, but show no differential effect across star categories.



Heated volume per bed is higher in zero star Trusts than other Trusts. This variable may pick up high utility charges in running the hospital and may reflect the fact that some Trust have inherited older buildings that are more expensive to heat.

The casemix index is based on Healthcare Resource Groups (HRGs) weighted by reference costs standardised so that the average hospital casemix equals 100 and those Trusts dealing with more complex cases receive a number above 100. The descriptive statistics suggest that zero and one star Trusts saw a more complex casemix in 2000/01. There is less systematic difference between the categories in 2001/02.

Zero star Trusts receive a slightly higher proportion of transfers into their hospitals than other trusts. The position with transfers out is less clear-cut.

It is important to note that the descriptive statistics do not show whether variables display statistically significant differences across star categories (this is done in section 4 of the report). Also, even where differences exist, they may not always be material, in the sense of having a noticeable impact on patient care.

## 4. Analysis of Variance

Table 3, shown in the Appendix due to its length, gives analysis of variance (ANOVA) results for each of the Trust variables with the star rating variable which is categorical. The intention is to determine whether the variations between star ratings are statistically significant. The one-way ANOVA results use least squares to fit a linear model. The last column gives the number of observations (n) used in the regression, the significance level for the F statistic, whether the overall model is significant or not, and the R-squared or the proportion of variation explained.

The results are interpreted as follows (using the mortality index results as an example). The mean level on the mortality index for zero star Trusts (the omitted group) is 99.4 in 2000/01 (standard error 2.773). This corresponds with the mean of the variable given in the descriptive statistics for zero star Trusts in 2000/01 (Table 2). One star Trusts' mortality index is -1.355 lower (not significantly) at 98.045 (standard error 3.345) ( $p = 0.686$ ). Three star Trusts' mortality index is 1.776 higher than zero star Trusts (not significantly) at 101.176 (standard error 3.155) ( $p = 0.574$ ). Two star Trusts' mortality index is only slightly higher 0.632 than zero star Trusts (not significantly) at 100.032 (standard error 2.917) ( $p = 0.829$ ). The overall model for the regression with this variable is not significant ( $p = 0.627$ ) with  $n = 160$  and 0.011 (1.1%) of the variation in mortality explained by star rating.

All results that are significant at the 10 percent level (coefficients, constants and overall model results) are highlighted in bold for ease of recognition. The same variables are used in this analysis as in the descriptive statistics.

Variables that were used to construct the star ratings in either of the two years are marked with an asterisk since we would expect them to be more significant.

Since the omitted category in Table 3 is zero star Trusts which give small numbers for comparison (12 and 10 observations respectively across the two years), the results may be considered more conservative, since one is less likely to achieve statistical significance.

Variables that are significantly associated with star ratings in the ANOVA analysis *for 2000/01* include:

**Clinical outcome**

- Complaints (decrease with star rating),

**Responsiveness**

- Patients being told their doctor's name (increase with star rating),
- Patients staying in a single sex ward (increase with star rating),
- Patients satisfied with their discharge procedure (increase with star rating),

**Process**

- Average length of stay (variable),
- Total inpatient spells, episodes, electives, first outpatient attendances (decrease with star rating),
- Daycase rates per inpatient spell (increase with star rating),
- Occupancy rates (decrease with star rating),

**Human resources**

- WTE consultants, medical staff, nursing staff (decrease with star rating),
- Proportion of medical staff, consultants, nursing staff (decrease with star rating);
- Proportion of allied health professionals (increase with star rating),
- Doctors, consultants and nurses per bed (decrease with star rating),
- Vacancy rates for nurses\* (decrease with star rating),
- Vacancy rates for consultants\* (increase with star rating),
- Sickness absence rate\* (increase with star rating),

**Waiting**

- Outpatients waiting <13 weeks\* (increase with star rating),
- Breast cancer waiting <2 weeks\* (increase with star rating),

**Financial**

- Total expenditure, total income, income private patients (decrease with star rating),
- Reference cost index (decrease with star rating),
- Non-salary expenditure, salary expenditure per WTE (decrease with star rating),
- Non-NHS salaries, total salaries (decrease with star rating),
- Proportion consultant salaries, proportion total medical salaries (decrease with star rating),
- Percentage salary spend on agency medical staff (variable),
- Percentage salary spend on agency nursing staff and all salaries (decrease with star rating),

**Environment**

- Heated volume per bed (decrease with star rating),
- HRG casemix (decrease with star rating)
- Population under 15 years (decrease with star rating).

Variables that are significantly associated with star ratings in the table of ANOVA results *for 2001/02* include:

**Clinical outcome**

- Readmission rate (increase with star rating),
- Deaths from emergency surgery\* (increase with star rating),
- Clinical negligence\* (CNST) (increase with star rating),
- CHI review\* (increase with star rating),

**Responsiveness**

- Inpatient satisfaction measures on coordination of care\*, information and education\*, physical and emotional needs\*, prompt access\* and respect and dignity\* (all increase with star rating),

**Process**

- Information governance\* (increase with star rating),

**Human resources**

- Vacancy rates for nurses\* (variable)
- Vacancy rates for consultants\* (increase with star rating),
- Staff satisfaction survey\* (increase with star rating),

**Waiting**

- Percent patients waiting less than 6 months\*, outpatients waiting <13 weeks\*, cancer 2 week waits\* (all increase with star rating),
- Outpatients waiting 26 weeks\*, A&E 12 hour trolley waits\*, (decrease with star rating),
- Cancelled operations in 1 month\* (decrease with star rating),

**Financial**

- Financial balance\* (increase with star rating)
- Claiming financial support\* (decrease with star rating),
- Retained surplus / deficit (increase with star rating),
- Percentage salary spend on agency staff all salaries (decrease with star rating).

It is worth noting that the CHI review appears to be the single most important determinant of star rating and explained the most variation of all the variables.

## 5. Concluding comments

These data are presented as a very preliminary examination of Trust characteristics. They do not offer a coherent model of hospital behaviour or test hypotheses. Rather they are intended to inform debate and stimulate further research into the links between various dimensions of Trust performance. In the future, they may offer a quantitative basis for examining the impact of star ratings.

The results are nevertheless broadly suggestive of the following. Zero star Trusts appear to perform better in terms of clinical outcomes such as death rates and readmissions, although this is not statistically significant. However, zero star Trusts do worse than other Trusts across most patient satisfaction measures derived from inpatient survey questionnaires.

Vacancy rates for nurses are higher in lower star Trusts and the percentage of salary spend on agency nurses is higher compared to three star Trusts. As a result the total percent salary spend on agency staff is lower for three star Trusts. Elsewhere a higher proportion of agency nurses has also been associated with lower patient satisfaction (Audit Commission, 2001), a finding consistent with our results.

On the other hand consultant vacancy rates are significantly higher in higher star rated Trusts compared to zero star Trusts. Thus the use made by Trusts of the labour market for nurses and consultants appear to be very different. Numerous interesting research questions concerning the link between human resources and clinical outcomes are suggested by these data.

Zero star Trusts spend more on salaries and in general do worse on financial and efficiency measures. Three star Trusts on the other hand, outperform others on two grounds fairly consistently: waiting times and financial balance, which suggest either more efficient management or lower capacity constraints. Variables such as occupancy rates and length of stay are slightly lower in three star Trusts, they have shorter trolley waits and more patients staying in a single sex ward for the duration of their stay. One reading of these data is that the different categories of Trusts may be

focusing on different elements of performance (efficiency and patient satisfaction versus clinical outcomes). Again, an interesting research agenda is suggested.

It is clear from these preliminary results that lower star Trusts exhibit numerous signals of organisational stress that are less pronounced in their higher rated counterparts. The crucial policy and research question, which this preliminary analysis cannot address, is whether this difference is due to exogenous factors, such as funding levels, or internal factors, such as managerial competence. Our future research will seek to address this crucial question.

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## 6. References

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## 7. Appendix: Table of results

**Table 3: Analysis of variance of star ratings with Trust variables relative to zero star Trusts**

Trust variables	Year	0 star (dropped)	1 star	2 star	3 star	ANOVA regression statistics
		Constant Standard Error P >  t	Coefficient Standard Error P >  t	Coefficient Standard Error P >  t	Coefficient Standard Error P >  t	n Prob > F R-squared
<b>Clinical outcome</b>						
Mortality index	2000/01	<b>99.400</b>	-1.355	0.632	1.776	160
		<b>2.773</b>	3.345	2.917	3.155	0.627
		<b>0.000</b>	0.686	0.829	0.574	0.011
	2001/02	<b>96.200</b>	2.569	3.768	4.353	138
		<b>2.833</b>	3.334	3.047	3.184	0.534
		<b>0.000</b>	0.442	0.218	0.174	0.016
Readmission rate	2000/01	<b>5.688</b>	0.226	0.218	0.220	164
		<b>0.277</b>	0.339	0.293	0.319	0.899
		<b>0.000</b>	0.506	0.458	0.492	0.004
	2001/02	<b>5.595</b>	0.385	0.415	<b>0.608</b>	150
		<b>0.303</b>	0.347	0.321	<b>0.333</b>	0.298
		<b>0.000</b>	0.270	0.198	<b>0.070</b>	0.025
Readmissions following hip fracture	2000/01	<b>7.175</b>	0.725	0.516	0.990	158
		<b>0.787</b>	0.964	0.833	0.913	0.697
		<b>0.000</b>	0.453	0.536	0.280	0.009
	2001/02	<b>7.093</b>	0.506	1.096	1.185	149
		<b>0.794</b>	0.913	0.844	0.875	0.384
		<b>0.000</b>	0.581	0.196	0.178	0.021
Readmissions following stroke	2000/01	<b>6.762</b>	1.429	0.452	-0.069	159
		<b>0.766</b>	0.931	0.805	0.874	0.156
		<b>0.000</b>	0.127	0.576	0.937	0.033
	2001/02	<b>7.349</b>	-0.019	0.040	-0.148	149
		<b>0.805</b>	0.925	0.855	0.887	0.984
		<b>0.000</b>	0.983	0.962	0.868	0.001
Deaths from emergency surgery	2000/01	<b>2973.49</b>	-3.869	-21.744	-160.845	171
		<b>196.832</b>	239.316	207.174	225.653	0.712
		<b>0.000</b>	0.987	0.917	0.477	0.008
	2001/02	<b>2645.96</b>	<b>489.357</b>	<b>364.821</b>	156.793	<b>149</b>
		<b>171.441</b>	<b>197.963</b>	<b>182.129</b>	188.530	<b>0.013</b>
		<b>0.000</b>	<b>0.015</b>	<b>0.047</b>	0.407	<b>0.071</b>
Discharge to usual residence following hip fracture	2000/01	<b>48.423</b>	-0.157	-2.715	-2.024	156
		<b>2.889</b>	3.511	3.041	3.310	0.595
		<b>0.000</b>	0.964	0.373	0.542	0.012
	2001/02	<b>49.259</b>	0.247	-2.452	-0.833	148
		<b>2.633</b>	3.082	2.817	0.293	0.455
		<b>0.000</b>	0.936	0.386	0.777	0.018
Discharge to usual residence following stroke	2000/01	<b>48.755</b>	2.167	0.141	0.146	159
		<b>1.915</b>	2.289	2.003	2.161	0.517
		<b>0.000</b>	0.345	0.944	0.946	0.015
	2001/02	<b>50.837</b>	-0.336	0.267	-1.467	149
		<b>1.689</b>	1.977	1.805	1.878	0.424
		<b>0.000</b>	0.865	0.883	0.436	0.019

Clinical negligence expenditure	2000/01	<b>1130.750</b>	-428.098	-352.995	-409.007	172
		<b>219.106</b>	270.287	231.637	253.904	0.393
		<b>0.000</b>	0.115	0.129	0.109	0.017
	2001/02	525.700	153.994	110.141	-135.582	185
		391.301	442.323	412.936	427.948	0.655
		0.181	0.728	0.790	0.752	0.009
Clinical negligence (CNST)	2000/01					
	2001/02	<b>0.800</b>	0.230	0.248	<b>0.333</b>	171
		<b>0.162</b>	0.184	0.171	<b>0.178</b>	0.307
		<b>0.000</b>	0.213	0.149	<b>0.064</b>	0.021
Complaints	2000/01	<b>563.500</b>	-109.804	<b>-149.752</b>	<b>-187.471</b>	<b>173</b>
		<b>59.556</b>	73.468	<b>62.930</b>	<b>69.015</b>	<b>0.047</b>
		<b>0.000</b>	0.137	<b>0.018</b>	<b>0.007</b>	<b>0.046</b>
	2001/02					
Complaints resolved	2000/01	<b>51.885</b>	-2.615	0.284	4.246	173
		<b>5.333</b>	6.579	5.636	6.181	0.554
		<b>0.000</b>	0.692	0.960	0.493	0.012
	2001/02					
CHI review	2000/01					
	2001/02	<b>1.286</b>	<b>0.896</b>	<b>0.900</b>	<b>2.437</b>	<b>90</b>
		<b>0.186</b>	<b>0.214</b>	<b>0.200</b>	<b>0.219</b>	<b>0.000</b>
		<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.674</b>
<b>Responsiveness</b>						
Patients trust doctor	2000/01	<b>80.250</b>	0.361	1.440	2.815	141
		<b>1.527</b>	1.835	1.598	1.713	0.169
		<b>0.000</b>	0.844	0.369	0.103	0.036
	2001/02	<b>83.000</b>	-1.524	-1.455	0.061	119
		<b>1.363</b>	1.656	1.482	1.556	0.336
	<b>0.000</b>	0.359	0.328	0.969	0.029	
Patients trust nurses	2000/01	<b>80.250</b>	-2.639	-1.214	-0.766	141
		<b>1.457</b>	1.751	1.525	1.634	0.364
		<b>0.000</b>	0.134	0.427	0.640	0.023
	2001/02	<b>80.800</b>	-1.943	-1.927	-1.406	119
		<b>1.331</b>	1.617	1.447	1.519	0.577
	<b>0.000</b>	0.232	0.185	0.357	0.017	
Patients told doctor's name	2000/01	<b>64.125</b>	3.375	<b>8.042</b>	<b>8.133</b>	<b>141</b>
		<b>2.498</b>	3.002	<b>2.614</b>	<b>2.802</b>	<b>0.002</b>
		<b>0.000</b>	0.263	<b>0.003</b>	<b>0.004</b>	<b>0.099</b>
	2001/02	<b>69.400</b>	-0.400	1.964	3.539	119
		<b>2.316</b>	2.814	2.517	2.643	0.228
	<b>0.000</b>	0.887	0.437	0.183	0.037	

Patients stayed in single sex ward	2000/01	<b>45.125</b>	<b>13.319</b>	<b>21.637</b>	<b>22.617</b>	<b>141</b>
		<b>6.107</b>	<b>7.340</b>	<b>6.392</b>	<b>6.850</b>	<b>0.003</b>
		<b>0.000</b>	<b>0.072</b>	<b>0.001</b>	<b>0.001</b>	<b>0.097</b>
	2001/02	<b>58.300</b>	6.747	7.118	5.609	119
		<b>5.664</b>	6.881	6.157	6.465	0.709
	<b>0.000</b>	0.329	0.250	0.387	0.012	
Patients satisfied with discharge procedure	2000/01	<b>65.500</b>	1.667	3.071	<b>3.952</b>	141
		<b>1.973</b>	2.371	2.065	<b>2.213</b>	0.244
		<b>0.000</b>	0.483	0.139	<b>0.076</b>	0.029
	2001/02	<b>67.500</b>	-0.500	1.609	1.467	119
		<b>1.742</b>	2.116	1.894	1.988	0.429
	<b>0.000</b>	0.814	0.397	0.461	0.024	
Inpatient survey coordination of care	2000/01					
	2001/02	<b>66.051</b>	0.239	1.762	<b>3.825</b>	<b>171</b>
		<b>1.280</b>	1.462	1.359	<b>1.405</b>	<b>0.004</b>
		<b>0.000</b>	0.870	0.197	<b>0.007</b>	<b>0.102</b>
Inpatient survey environment & facilities	2000/01					
	2001/02	<b>71.980</b>	-1.705	0.570	2.866	<b>171</b>
		<b>1.695</b>	1.935	1.799	1.860	<b>0.0036</b>
		<b>0.000</b>	0.380	0.752	0.125	<b>0.082</b>
Inpatient survey information & education	2000/01					
	2001/02	<b>67.131</b>	-0.220	0.686	<b>3.275</b>	<b>171</b>
		<b>1.317</b>	1.503	1.398	<b>1.445</b>	<b>0.000</b>
		<b>0.000</b>	0.884	0.624	<b>0.025</b>	<b>0.097</b>
Inpatient survey physical & emotional needs	2000/01					
	2001/02	<b>69.115</b>	0.837	1.446	<b>3.988</b>	<b>171</b>
		<b>1.241</b>	1.417	1.317	<b>1.362</b>	<b>0.000</b>
		<b>0.000</b>	0.556	0.274	<b>0.004</b>	<b>0.105</b>
Inpatient survey prompt access	2000/01					
	2001/02	<b>73.556</b>	2.122	<b>5.791</b>	<b>9.351</b>	<b>171</b>
		<b>2.272</b>	2.593	<b>2.411</b>	<b>2.493</b>	<b>0.000</b>
		<b>0.000</b>	0.414	<b>0.017</b>	<b>0.000</b>	<b>0.139</b>
Inpatient survey respect & dignity	2000/01					
	2001/02	<b>80.620</b>	0.207	1.809	<b>2.839</b>	<b>171</b>
		<b>1.473</b>	1.681	1.564	<b>1.616</b>	<b>0.057</b>
		<b>0.000</b>	0.902	0.249	<b>0.081</b>	<b>0.044</b>



Cleanliness	2000/01					
	2001/02	<b>3.400</b>	-0.127	-0.026	0.111	171
		<b>0.154</b>	0.175	0.163	0.170	0.192
		<b>0.000</b>	0.470	0.871	0.515	0.028
<b>Process</b>						
ALOS	2000/01	<b>3.893</b>	<b>0.617</b>	0.046	-0.162	<b>172</b>
	2001/02	<b>0.229</b>	<b>0.282</b>	0.242	0.265	<b>0.004</b>
		<b>0.000</b>	<b>0.033</b>	0.850	0.544	<b>0.075</b>
		<b>3.721</b>	0.470	0.276	0.200	185
		<b>0.305</b>	0.345	0.322	0.333	0.461
		<b>0.000</b>	0.174	0.393	0.549	0.014
Total spells	2000/01	<b>69549</b>	<b>-19192</b>	-10053	-8091	172
	2001/02	<b>7937</b>	<b>9791</b>	8391	9198	0.233
		<b>0.000</b>	<b>0.052</b>	0.233	0.380	0.025
		<b>58162</b>	-3304	-2460	3704	185
		<b>10023</b>	11330	10577	10961	0.682
		<b>0.000</b>	0.771	0.816	0.736	0.008
Total episodes	2000/01	<b>76652</b>	<b>-20326</b>	-11044	-7594	172
	2001/02	<b>8827</b>	<b>10889</b>	9331	10229	0.253
		<b>0.000</b>	<b>0.064</b>	0.238	0.459	0.024
		<b>65701</b>	-4349	-3603	3208	185
		<b>11243</b>	12709	11865	12296	0.695
		<b>0.000</b>	0.733	0.762	0.794	0.008
Total inpatient days	2000/01	<b>262143</b>	-44467	-32951	-41899	172
	2001/02	<b>29168</b>	35981	30836	33800	0.609
		<b>0.000</b>	0.218	0.287	0.217	0.011
		<b>209808</b>	14446	3413	26785	185
		<b>37545</b>	42441	39621	41061	0.713
		<b>0.000</b>	0.734	0.931	0.515	0.008
Electives	2000/01	<b>45586</b>	<b>-13759</b>	-7040	-5504	172
	2001/02	<b>5487</b>	<b>6768</b>	5800	6358	0.196
		<b>0.000</b>	<b>0.044</b>	0.227	0.388	0.028
		<b>37750</b>	-3139	-1260	2805	185
		<b>6707</b>	7581	7078	7335	0.592
		<b>0.000</b>	0.679	0.859	0.703	0.011
Emergency admissions	2000/01	<b>23963</b>	-5433	-3013	-2586	172
	2001/02	<b>2676</b>	3301	2829	3101	0.409
		<b>0.000</b>	0.102	0.288	0.405	0.017
		<b>20412</b>	-165	-1199	899	185
		<b>3575</b>	4040	3772	3909	0.768
		<b>0.000</b>	0.967	0.751	0.818	0.006
Emergency index	2000/01	<b>0.018</b>	-0.001	0.002	0.002	163
	2001/02	<b>0.004</b>	0.004	0.003	0.004	0.629
		<b>0.000</b>	0.789	0.535	0.693	0.011
		<b>0.017</b>	0.003	0.002	0.002	161
		<b>0.003</b>	0.004	0.003	0.004	0.917
		<b>0.000</b>	0.509	0.544	0.660	0.003

Emergency admissions per inpatient spell	2000/01	<b>0.352</b>	0.018	0.006	0.003	172
		<b>0.015</b>	0.019	0.016	0.018	0.714
	2001/02	<b>0.000</b>	0.348	0.713	0.856	0.008
		<b>0.359</b>	0.005	-0.027	-0.025	185
		<b>0.029</b>	0.032	0.030	0.032	0.278
<b>0.000</b>	0.869	0.382	0.422	0.021		
Total outpatient attendances	2000/01	<b>283132</b>	-73011	-44333	-52851	172
		<b>36550</b>	45088	38640	42355	0.435
	2001/02	<b>0.000</b>	0.107	0.253	0.214	0.016
		<b>247171</b>	-16405	-8830	4750	185
		<b>45449</b>	51375	47962	49705	0.913
<b>0.000</b>	0.750	0.854	0.924	0.003		
Total first outpatient attendances	2000/01	<b>87132</b>	<b>-28817</b>	-18261	-19395	172
		<b>12441</b>	<b>15348</b>	13153	14417	0.318
	2001/02	<b>0.000</b>	<b>0.062</b>	0.167	0.180	0.021
		<b>65468</b>	877	-3209	3241	185
		<b>11349</b>	12829	11977	12413	0.775
<b>0.000</b>	0.946	0.789	0.794	0.006		
Total outpatients per inpatient spell	2000/01	<b>4.408</b>	-0.009	0.0331	-0.591	172
		<b>0.412</b>	0.511	0.438	0.481	0.407
	2001/02	<b>0.000</b>	0.985	0.452	0.221	0.017
		<b>4.033</b>	0.391	0.628	0.222	185
		<b>0.736</b>	0.832	0.777	0.805	0.708
<b>0.000</b>	0.639	0.420	0.782	0.008		
First outpatient attendances per inpatient spell	2000/01	<b>1.323</b>	-0.145	-0.137	-0.201	172
		<b>0.123</b>	0.153	0.131	0.143	0.574
	2001/02	<b>0.000</b>	0.345	0.296	0.163	0.012
		<b>1.121</b>	0.140	0.019	0.053	185
		<b>0.118</b>	0.133	0.124	0.128	0.413
<b>0.000</b>	0.294	0.875	0.684	0.016		
Daycases per spell	2000/01	<b>0.455</b>	<b>0.049</b>	<b>0.059</b>	<b>0.062</b>	<b>172</b>
		<b>0.023</b>	<b>0.028</b>	<b>0.024</b>	<b>0.027</b>	<b>0.093</b>
	2001/02	<b>0.000</b>	<b>0.084</b>	<b>0.015</b>	<b>0.020</b>	<b>0.037</b>
		<b>0.537</b>	-0.035	-0.048	-0.033	185
		<b>0.032</b>	0.036	0.033	0.035	0.486
<b>0.000</b>	0.341	0.155	0.345	0.013		
Percent delayed discharges	2000/01					
	2001/02	<b>5.382</b>	0.603	-0.708	-1.412	<b>170</b>
		<b>0.958</b>	1.084	1.018	1.060	<b>0.027</b>
		<b>0.000</b>	0.579	0.487	0.185	<b>0.054</b>
Occupancy rate	2000/01	<b>86.011</b>	-0.049	<b>-2.607</b>	<b>-5.300</b>	<b>172</b>
		<b>1.387</b>	1.711	<b>1.466</b>	<b>1.607</b>	<b>0.000</b>
	2001/02	<b>0.000</b>	0.977	<b>0.077</b>	<b>0.001</b>	<b>0.111</b>
		<b>85.708</b>	0.627	-2.573	-3.078	<b>185</b>
		<b>1.928</b>	2.179	2.035	2.108	<b>0.019</b>
<b>0.000</b>	0.774	0.208	0.146	<b>0.053</b>		

Information governance	2000/01					
	2001/02	<b>19.300</b>	0.811	2.374	<b>4.414</b>	<b>181</b>
		<b>1.888</b>	2.135	1.996	<b>2.073</b>	<b>0.024</b>
		<b>0.000</b>	0.704	0.236	<b>0.035</b>	<b>0.052</b>
Data quality	2000/01	<b>0.888</b>	0.003	0.006	0.028	173
		<b>0.025</b>	0.031	0.026	0.029	0.554
		<b>0.000</b>	0.923	0.831	0.333	0.012
	2001/02	<b>0.889</b>	-0.006	0.031	0.024	<b>180</b>
		<b>0.023</b>	0.025	0.024	0.025	<b>0.059</b>
		<b>0.000</b>	0.820	0.200	0.329	<b>0.041</b>
<b>Human resources</b>						
WTE consultants	2000/01	<b>135.264</b>	<b>-44.417</b>	<b>-34.428</b>	<b>-42.279</b>	172
		<b>16.415</b>	<b>20.249</b>	<b>17.354</b>	<b>19.022</b>	0.128
		<b>0.000</b>	<b>0.030</b>	<b>0.049</b>	<b>0.028</b>	0.033
	2001/02	<b>98.826</b>	5.181	-1.721	16.119	185
		<b>20.905</b>	23.631	22.061	22.863	0.498
		<b>0.000</b>	0.827	0.938	0.482	0.013
SHOs and HOs	2000/01	<b>84.636</b>	-9.732	-10.805	-7.045	159
		<b>9.905</b>	12.227	10.475	11.395	0.745
		<b>0.000</b>	0.427	0.304	0.537	0.008
	2001/02	<b>81.660</b>	-16.623	-14.888	-7.160	154
		<b>11.403</b>	13.349	12.139	12.688	0.428
		<b>0.000</b>	0.215	0.222	0.573	0.018
WTE staff	2000/01	<b>3426.167</b>	-778.297	-441.482	-469.567	172
		<b>427.131</b>	526.905	451.558	494.967	0.525
		<b>0.000</b>	0.142	0.330	0.344	0.013
	2001/02	<b>2728.700</b>	86.661	127.139	548.615	185
		<b>536.771</b>	606.760	566.449	587.449	0.466
		<b>0.000</b>	0.887	0.823	0.351	0.014
WTE medical staff	2000/01	<b>378.383</b>	<b>-126.143</b>	<b>-93.841</b>	<b>-122.272</b>	172
		<b>47.708</b>	<b>58.852</b>	<b>50.436</b>	<b>55.285</b>	0.131
		<b>0.000</b>	<b>0.034</b>	<b>0.065</b>	<b>0.028</b>	0.033
	2001/02	<b>287.791</b>	-0.218	-16.838	25.111	185
		<b>60.423</b>	68.302	63.764	66.082	0.669
		<b>0.000</b>	0.997	0.792	0.704	0.009
WTE administrative staff	2000/01	<b>704.167</b>	-165.167	-93.118	-109.281	172
		<b>89.291</b>	110.148	94.398	103.472	0.504
		<b>0.000</b>	0.136	0.325	0.292	0.014
	2001/02	<b>571.200</b>	22.800	25.322	95.996	185
		<b>111.179</b>	125.676	117.327	121.592	0.649
		<b>0.000</b>	0.856	0.829	0.431	0.009
WTE nursing staff	2000/01	<b>1191.167</b>	<b>-301.384</b>	-199.637	-220.167	172
		<b>139.151</b>	<b>171.655</b>	147.108	161.250	0.374
		<b>0.000</b>	<b>0.081</b>	0.177	0.174	0.018
	2001/02	<b>916.900</b>	14.128	23.748	136.453	185
		<b>173.544</b>	196.172	183.139	189.797	0.637
		<b>0.000</b>	0.943	0.897	0.473	0.009

Proportion of medical staff	2000/01	<b>11.018</b>	<b>-1.292</b>	<b>-1.617</b>	<b>-2.343</b>	<b>172</b>
		<b>0.619</b>	<b>0.765</b>	<b>0.655</b>	<b>0.718</b>	<b>0.012</b>
		<b>0.000</b>	<b>0.095</b>	<b>0.015</b>	<b>0.001</b>	<b>0.063</b>
	2001/02	<b>10.489</b>	-0.277	-1.045	-1.148	185
		<b>0.762</b>	0.861	0.804	0.833	0.205
		<b>0.000</b>	0.748	0.195	0.170	0.025
Proportion of consultants	2000/01	<b>3.934</b>	<b>-0.456</b>	<b>-0.556</b>	<b>-0.793</b>	<b>172</b>
		<b>0.202</b>	<b>0.248</b>	<b>0.213</b>	<b>0.233</b>	<b>0.008</b>
		<b>0.000</b>	<b>0.068</b>	<b>0.010</b>	<b>0.001</b>	<b>0.067</b>
	2001/02	<b>3.776</b>	-0.081	-0.317	-0.299	185
		<b>0.259</b>	0.293	0.273	0.283	0.360
		<b>0.000</b>	0.784	0.249	0.292	0.018
Proportion of admin staff	2000/01	<b>20.934</b>	-0.451	-0.482	-0.663	172
		<b>0.613</b>	0.757	0.649	0.711	0.831
		<b>0.000</b>	0.552	0.459	0.352	0.005
	2001/02	<b>21.005</b>	-0.026	0.089	-0.226	185
		<b>0.825</b>	0.932	0.870	0.902	0.924
		<b>0.000</b>	0.978	0.918	0.802	0.003
Proportion of nursing staff	2000/01	<b>35.014</b>	-1.054	-1.493	<b>-2.214</b>	172
		<b>0.9886</b>	1.216	1.042	<b>1.143</b>	0.242
		<b>0.000</b>	0.387	0.154	<b>0.054</b>	0.007
	2001/02	<b>33.467</b>	-0.343	-0.288	-1.630	185
		<b>1.382</b>	1.562	1.458	1.511	0.315
		<b>0.000</b>	0.826	0.843	0.282	0.003
Proportion of Scientific Technical Therapeutic staff	2000/01	<b>14.839</b>	-0.052	-0.160	-0.596	172
		<b>0.697</b>	0.861	0.737	0.808	0.773
		<b>0.000</b>	0.952	0.828	0.462	0.007
	2001/02	<b>14.475</b>	0.021	0.562	0.477	185
		<b>0.930</b>	1.051	0.981	1.017	0.781
		<b>0.000</b>	0.984	0.568	0.640	0.006
Proportion of allied health professionals	2000/01	<b>4.739</b>	<b>0.821</b>	0.376	0.259	155
		<b>0.348</b>	<b>0.441</b>	0.370	0.410	0.248
		<b>0.000</b>	<b>0.064</b>	0.311	0.527	0.027
	2001/02	<b>4.656</b>	0.422	0.416	0.600	185
		<b>0.579</b>	0.654	0.611	0.633	0.806
		<b>0.000</b>	0.520	0.496	0.345	0.005
Consultants per bed	2000/01	<b>15.279</b>	<b>-2.159</b>	<b>-2.587</b>	<b>-3.391</b>	<b>172</b>
		<b>0.962</b>	<b>1.186</b>	<b>1.016</b>	<b>1.114</b>	<b>0.025</b>
		<b>0.000</b>	<b>0.070</b>	<b>0.012</b>	<b>0.003</b>	<b>0.037</b>
	2001/02	<b>13.953</b>	0.492	0.214	1.831	185
		<b>2.177</b>	2.461	2.297	2.381	0.583
		<b>0.000</b>	0.842	0.926	0.443	0.011
Doctors per bed	2000/01	<b>43.100</b>	<b>-7.191</b>	<b>-9.046</b>	<b>-11.100</b>	<b>160</b>
		<b>3.038</b>	<b>3.664</b>	<b>3.196</b>	<b>3.456</b>	<b>0.014</b>
		<b>0.000</b>	<b>0.052</b>	<b>0.005</b>	<b>0.002</b>	<b>0.066</b>
	2001/02	<b>38.600</b>	-1.907	-5.068	-3.363	138
		<b>3.090</b>	3.636	3.322	3.473	0.312
		<b>0.000</b>	0.601	0.129	0.335	0.026
Nurses per bed	2000/01	<b>134.700</b>	<b>-21.700</b>	<b>-15.519</b>	<b>-19.258</b>	<b>160</b>
		<b>6.102</b>	<b>7.360</b>	<b>6.419</b>	<b>6.943</b>	<b>0.029</b>
		<b>0.000</b>	<b>0.004</b>	<b>0.017</b>	<b>0.006</b>	<b>0.059</b>
	2001/02	<b>123.900</b>	-5.746	-5.837	-3.900	138
		<b>6.227</b>	7.327	6.696	6.999	0.823
		<b>0.000</b>	0.434	0.385	0.578	0.007

Vacancy rate allied health professionals	2000/01	<b>42.964</b>	-8.254	-6.349	-15.401	165
		<b>9.716</b>	11.899	10.247	11.178	0.438
		<b>0.000</b>	0.489	0.536	0.170	0.017
	2001/02	<b>44.414</b>	2.230	-3.829	-7.522	171
		<b>12.054</b>	13.760	12.760	13.326	0.721
		<b>0.000</b>	0.871	0.764	0.573	0.008
Vacancy rate nurses	2000/01	<b>49.838</b>	4.955	-13.639	<b>-22.857</b>	<b>165</b>
		<b>11.343</b>	13.893	11.963	<b>13.050</b>	<b>0.038</b>
		<b>0.000</b>	0.722	0.256	<b>0.082</b>	<b>0.051</b>
	2001/02	<b>32.286</b>	<b>23.394</b>	-3.642	3.621	<b>171</b>
		<b>11.286</b>	<b>12.884</b>	11.947	12.478	<b>0.004</b>
		<b>0.005</b>	<b>0.071</b>	0.761	0.772	<b>0.076</b>
Vacancy rate consultants	2000/01	8.668	10.961	<b>19.700</b>	<b>22.644</b>	<b>165</b>
		8.945	10.955	<b>9.434</b>	<b>10.291</b>	<b>0.097</b>
		0.334	0.319	<b>0.038</b>	<b>0.029</b>	<b>0.038</b>
	2001/02	5.380	<b>17.419</b>	<b>21.572</b>	<b>18.894</b>	170
		8.366	<b>9.550</b>	<b>8.862</b>	<b>9.249</b>	0.114
		0.521	<b>0.070</b>	<b>0.016</b>	<b>0.043</b>	0.035
Sickness absence rate	2000/01	<b>4.083</b>	0.249	0.451	<b>0.604</b>	165
		<b>0.275</b>	0.319	0.286	<b>0.308</b>	0.152
		<b>0.000</b>	0.436	0.116	<b>0.051</b>	0.032
	2001/02	<b>4.463</b>	-0.045	0.210	0.029	168
		<b>0.247</b>	0.280	0.261	0.751	0.312
		<b>0.000</b>	0.870	0.422	0.913	0.022
Staff satisfaction survey	2000/01					
	2001/02	<b>3.159</b>	-0.019	0.021	<b>0.091</b>	<b>168</b>
		<b>0.044</b>	0.051	0.047	<b>0.049</b>	<b>0.006</b>
		<b>0.000</b>	0.709	0.650	<b>0.069</b>	<b>0.072</b>
Percent comply with junior doctors' hours	2000/01					
	2001/02	<b>0.523</b>	0.019	0.089	0.089	171
		<b>0.066</b>	0.076	0.071	0.073	0.251
		<b>0.000</b>	0.799	0.204	0.224	0.024
<b>Waiting</b>						
Median waiting time	2000/01	<b>55.583</b>	-1.322	-8.161	<b>-9.326</b>	172
		<b>4.799</b>	5.921	5.074	<b>5.562</b>	0.117
		<b>0.000</b>	0.824	0.110	<b>0.095</b>	0.034
	2001/02	<b>51.200</b>	7.741	-1.734	-2.788	<b>183</b>
		<b>6.154</b>	7.001	6.494	6.731	<b>0.072</b>
		<b>0.000</b>	0.270	0.790	0.679	<b>0.038</b>
Percent waiting less than 6 months	2000/01					
	2001/02	<b>74.456</b>	-2.061	<b>6.118</b>	<b>6.984</b>	<b>180</b>
		<b>2.542</b>	2.873	<b>2.686</b>	<b>2.794</b>	<b>0.000</b>
		<b>0.000</b>	0.474	<b>0.024</b>	<b>0.013</b>	<b>0.166</b>

Numbers waiting 6 months	2000/01					
	2001/02	<b>4641</b>	-16	-639	-267	180
		<b>778</b>	880	822	856	0.558
		<b>0.000</b>	0.986	0.438	0.755	0.012
Outpatient wait 13 weeks	2000/01	<b>0.718</b>	0.032	<b>0.041</b>	<b>0.066</b>	<b>173</b>
		<b>0.020</b>	0.025	<b>0.021</b>	<b>0.023</b>	<b>0.031</b>
		<b>0.000</b>	0.195	<b>0.057</b>	<b>0.005</b>	<b>0.051</b>
	2001/02	<b>0.702</b>	-0.003	<b>0.059</b>	<b>0.062</b>	<b>175</b>
		<b>0.027</b>	0.031	<b>0.029</b>	<b>0.031</b>	<b>0.001</b>
		<b>0.000</b>	0.917	<b>0.046</b>	<b>0.046</b>	<b>0.092</b>
Outpatient wait 26 weeks	2000/01					
	2001/02	<b>33.700</b>	<b>-31.006</b>	<b>-29.269</b>	<b>-33.679</b>	<b>181</b>
		<b>11.383</b>	<b>12.867</b>	<b>12.027</b>	<b>12.491</b>	<b>0.063</b>
		<b>0.003</b>	<b>0.017</b>	<b>0.016</b>	<b>0.008</b>	<b>0.040</b>
A&E 4 hour trolley wait	2000/01					
	2001/02	0.154	5.175	7.150	9.896	172
		7.283	8.258	7.730	8.005	0.594
		0.983	0.532	0.356	0.218	0.011
A&E 12 hour trolley wait	2000/01					
	2001/02	<b>75.700</b>	<b>-57.935</b>	<b>-73.303</b>	<b>-75.467</b>	<b>160</b>
		<b>12.495</b>	<b>14.213</b>	<b>13.322</b>	<b>13.872</b>	<b>0.000</b>
		<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.180</b>
Cancer 2 week wait	2000/01					
	2001/02	<b>0.919</b>	-0.023	0.024	<b>0.053</b>	<b>168</b>
		<b>0.017</b>	0.020	0.018	<b>0.019</b>	<b>0.000</b>
		<b>0.000</b>	0.244	0.192	<b>0.008</b>	<b>0.188</b>
Breast cancer 2 week wait	2000/01	<b>0.893</b>	<b>0.071</b>	<b>0.053</b>	<b>0.067</b>	165
		<b>0.029</b>	<b>0.036</b>	<b>0.031</b>	<b>0.034</b>	0.212
		<b>0.000</b>	<b>0.054</b>	<b>0.091</b>	<b>0.050</b>	0.028
	2001/02	<b>0.962</b>	-0.015	-0.037	0.028	<b>147</b>
		<b>0.039</b>	0.045	0.042	0.043	<b>0.068</b>
		<b>0.000</b>	0.735	0.370	0.512	<b>0.049</b>
Percent cancelled operations	2000/01					
	2001/02	0.032	0.269	0.058	0.061	186
		0.165	0.187	0.174	0.181	0.178
		0.846	0.152	0.740	0.736	0.026
Cancelled operations in 1 month	2000/01					
	2001/02	<b>0.622</b>	0.203	-0.333	<b>-0.478</b>	<b>184</b>
		<b>0.207</b>	0.234	0.219	<b>0.227</b>	<b>0.000</b>
		<b>0.003</b>	0.387	0.130	<b>0.036</b>	<b>0.127</b>

<b>Structural</b>						
Average beds	2000/01	<b>872.292</b>	-164.281	-92.139	-97.140	172
		<b>97.303</b>	120.032	102.867	112.757	0.588
	2001/02	<b>0.000</b>	0.173	0.372	0.390	0.011
		<b>706.088</b>	51.336	10.078	79.734	185
		<b>126.682</b>	143.199	133.686	138.546	0.775
		<b>0.000</b>	0.720	0.940	0.566	0.006
Free beds	2000/01	<b>130.687</b>	-29.665	-3.404	20.842	<b>172</b>
		<b>18.597</b>	22.941	19.661	21.551	<b>0.036</b>
	2001/02	<b>0.000</b>	0.198	0.863	0.335	<b>0.049</b>
		<b>114.672</b>	-10.205	0.785	15.820	185
		<b>23.893</b>	27.008	25.214	26.131	0.449
		<b>0.000</b>	0.706	0.975	0.546	0.015
Sites with more than 50 beds	2000/01	<b>2.363</b>	-0.554	-0.450	-0.277	163
		<b>0.324</b>	0.400	0.342	0.371	0.457
	2001/02	<b>0.000</b>	0.168	0.190	0.456	0.016
		<b>2.100</b>	-0.479	-0.348	-0.077	161
		<b>0.336</b>	0.389	0.356	0.371	0.307
		<b>0.000</b>	0.220	0.331	0.836	0.023
Percent research revenue expenditure	2000/01	1.270	0.078	0.386	-0.485	163
		1.079	1.332	1.139	1.237	0.673
	2001/02	0.241	0.953	0.735	0.695	0.009
		0.761	0.306	1.892	2.230	161
		1.883	2.184	2.000	2.086	0.431
		0.687	0.888	0.346	0.287	0.017
Teaching status	2000/01	0.167	0.007	-0.011	-0.081	173
		0.102	0.126	0.108	0.118	0.738
	2001/02	0.105	0.954	0.917	0.496	0.007
		<b>0.200</b>	-0.135	-0.073	0.031	151
		<b>0.111</b>	0.128	0.119	0.125	0.229
		<b>0.075</b>	0.292	0.539	0.806	0.029
Students per spell	2000/01	<b>0.0009</b>	0.0001	-0.0003	-0.0004	163
		<b>0.0003</b>	0.0004	0.0003	0.0004	0.357
	2001/02	<b>0.013</b>	0.823	0.410	0.310	0.020
		<b>0.0008</b>	-0.0003	-0.0002	0.0001	161
		<b>0.0004</b>	0.0004	0.0004	0.0004	0.296
		<b>0.038</b>	0.387	0.597	0.769	0.023
SIFTR	2000/01					
	2001/02	<b>7350</b>	-1611	970	3268	185
		<b>4173</b>	4717	4403	4563	0.398
		<b>0.080</b>	0.733	0.826	0.475	0.016
Merged	2000/01	0.083	-0.039	-0.015	-0.055	173
		0.067	0.083	0.072	0.078	0.812
	2001/02	0.222	0.635	0.831	0.488	0.006
		0.000	0.083	0.045	0.078	186
		0.075	0.084	0.079	0.082	0.649
		0.999	0.327	0.571	0.341	0.009
Specialisation index	2000/01	<b>0.271</b>	0.012	0.019	0.008	163
		<b>0.081</b>	0.099	0.085	0.092	0.993
	2001/02	<b>0.001</b>	0.901	0.819	0.929	0.001
		0.270	0.081	0.307	0.375	161
		0.236	0.273	0.250	0.261	0.239
		0.253	0.767	0.221	0.152	0.026

<b>Financial</b>						
Total expenditure (000)	2000/01	<b>158.196</b>	<b>-41.222</b>	-32.389	<b>-42.206</b>	172
		<b>19.911</b>	<b>24.562</b>	21.050	<b>23.074</b>	0.299
	2001/02	<b>0.000</b>	<b>0.095</b>	0.126	<b>0.069</b>	0.022
		<b>132.034</b>	-5.087	-6.275	10.937	185
		<b>25.097</b>	28.369	26.485	27.447	0.651
		<b>0.000</b>	0.858	0.813	0.691	0.009
Unit cost	2000/01	<b>1.481</b>	0.034	-0.072	-0.123	172
		<b>0.100</b>	0.123	0.105	0.116	0.341
	2001/02	<b>0.000</b>	0.778	0.499	0.287	0.019
		<b>1.280</b>	0.034	0.083	0.067	185
		<b>0.122</b>	0.138	0.129	0.134	0.876
		<b>0.000</b>	0.802	0.523	0.614	0.004
Reference cost index	2000/01	<b>101.164</b>	-4.441	<b>-5.630</b>	<b>-9.799</b>	<b>172</b>
		<b>2.870</b>	3.540	<b>3.034</b>	<b>3.325</b>	<b>0.019</b>
	2001/02	<b>0.000</b>	0.211	<b>0.065</b>	<b>0.004</b>	<b>0.057</b>
		<b>100.202</b>	2.862	0.029	-2.645	185
		<b>3.792</b>	4.286	4.002	4.147	0.216
		<b>0.000</b>	0.505	0.994	0.524	0.024
Financial balance	2000/01					
	2001/02	<b>-0.007</b>	0.003	<b>0.008</b>	<b>0.008</b>	<b>181</b>
		<b>0.003</b>	0.003	<b>0.003</b>	<b>0.003</b>	<b>0.000</b>
		<b>0.006</b>	0.906	<b>0.004</b>	<b>0.006</b>	<b>0.143</b>
Claiming financial support	2000/01					
	2001/02	<b>1790</b>	<b>-945</b>	<b>-1769</b>	<b>-1783</b>	<b>181</b>
		<b>447</b>	<b>505</b>	<b>472</b>	<b>490</b>	<b>0.001</b>
		<b>0.000</b>	<b>0.063</b>	<b>0.000</b>	<b>0.000</b>	<b>0.109</b>
Retained surplus / deficit	2000/01	-450.083	1056.388	800.652	687.776	172
		530.450	654.357	560.786	614.695	0.434
	2001/02	0.397	0.108	0.155	0.265	0.016
		<b>-1000.000</b>	72.250	<b>1094.034</b>	<b>1158.098</b>	<b>185</b>
		<b>434.956</b>	491.669	<b>459.005</b>	<b>475.692</b>	<b>0.000</b>
		<b>0.023</b>	0.883	<b>0.018</b>	<b>0.016</b>	<b>0.102</b>
Total income	2000/01	<b>164619</b>	-41426	<b>-35739</b>	<b>-43834</b>	172
		<b>20827</b>	25692	<b>22018</b>	<b>24135</b>	0.321
	2001/02	<b>0.000</b>	0.109	<b>0.106</b>	<b>0.071</b>	0.021
		<b>136187</b>	-5416	-5701	12488	185
		<b>25977</b>	29.64	27413	28410	0.625
		<b>0.000</b>	0.854	0.835	0.661	0.009
Income private patients	2000/01	<b>2419.907</b>	-1106.351	-1014.828	<b>-1365.460</b>	172
		<b>616.391</b>	760.373	651.642	<b>714.285</b>	0.300
	2001/02	<b>0.000</b>	0.148	0.121	<b>0.058</b>	0.022
		866.500	728.167	823.723	1514.931	185
		892.706	1009.105	942.064	976.312	0.314
		0.333	0.471	0.383	0.122	0.019
Capital expenditure per bed	2000/01					
	2001/02	<b>8918</b>	-3706	-918	1756	<b>185</b>
		<b>2309</b>	2610	2436	2525	<b>0.009</b>
		<b>0.000</b>	0.157	0.707	0.488	<b>0.062</b>



Non-salary expenditure (000)	2000/01	<b>57600</b>	<b>-17000</b>	-13100	<b>-19300</b>	172
		<b>8289</b>	<b>10200</b>	8763	<b>9605</b>	0.225
		<b>0.000</b>	<b>0.099</b>	0.137	<b>0.046</b>	0.026
		<b>47100</b>	-6854	-5868	-394	185
		<b>9374</b>	10600	9892	10300	0.658
2001/02	<b>0.000</b>	0.519	0.554	0.969	0.009	
	<b>2404</b>	488	629	802	172	
	<b>798</b>	984	843	925	0.848	
	<b>0.003</b>	0.621	0.457	0.387	0.005	
	<b>3334</b>	-699	-246	303	185	
2001/02	<b>900</b>	1018	950	985	0.435	
	<b>0.000</b>	0.493	0.796	0.759	0.015	
	<b>28329</b>	-555	<b>-2222</b>	<b>-3291</b>	<b>172</b>	
	<b>938</b>	1157	<b>992</b>	<b>1087</b>	<b>0.002</b>	
	<b>0.000</b>	0.632	<b>0.026</b>	<b>0.003</b>	<b>0.082</b>	
2001/02	<b>29426</b>	-1183	-754	-1562	185	
	<b>1384</b>	1565	1460	1513	0.638	
	<b>0.000</b>	0.451	0.606	0.304	0.009	
	<b>4.348</b>	0.047	-0.125	0.065	172	
	<b>0.344</b>	0.425	0.364	0.399	0.826	
2001/02	<b>0.000</b>	0.911	0.733	0.870	0.005	
	<b>4.184</b>	0.619	0.221	0.001	184	
	<b>0.496</b>	0.562	0.523	0.542	0.330	
	<b>0.000</b>	0.273	0.673	0.998	0.019	
	<b>13.102</b>	<b>-1.014</b>	-0.683	<b>-1.044</b>	184	
2001/02	<b>0.463</b>	<b>0.572</b>	0.490	<b>0.537</b>	0.554	
	<b>0.000</b>	<b>0.078</b>	0.165	<b>0.053</b>	0.012	
	<b>13.525</b>	-0.692	-0.762	-0.914	184	
	<b>0.583</b>	0.661	0.615	0.637	0.554	
	<b>0.000</b>	0.296	0.217	0.154	0.012	
Proportion nurses salaries	2000/01	<b>36.954</b>	-0.324	-0.426	2.398	172
		<b>1.370</b>	1.690	1.448	1.587	0.108
		<b>0.000</b>	0.848	0.769	0.133	0.035
		<b>37.474</b>	-2.334	-1.092	-0.734	184
		<b>1.598</b>	1.812	1.687	1.748	0.427
2001/02	<b>0.000</b>	0.199	0.518	0.675	0.015	
	<b>24.276</b>	-1.269	-1.126	<b>-1.749</b>	172	
	<b>0.823</b>	1.016	0.871	<b>0.954</b>	0.323	
	<b>0.000</b>	0.213	0.198	<b>0.069</b>	0.020	
	<b>24.659</b>	-0.316	-0.778	-1.016	184	
2001/02	<b>0.927</b>	1.052	0.979	1.014	0.612	
	<b>0.000</b>	0.764	0.764	0.318	0.010	
	<b>90500</b>	-21900	-16100	-18800	172	
	<b>11000</b>	13600	11700	12800	0.422	
	<b>0.000</b>	0.110	0.170	0.144	0.016	
2001/02	<b>75400</b>	370	1543	11600	185	
	<b>14900</b>	16900	15800	16300	0.607	
	<b>0.000</b>	0.983	0.922	0.479	0.010	

Non NHS salaries (000)	2000/01	<b>6128</b>	-1751	<b>-2636</b>	<b>-3961</b>	<b>172</b>		
		<b>1152</b>	1420	<b>1217</b>	<b>1334</b>	<b>0.019</b>		
		<b>0.000</b>	0.219	<b>0.032</b>	<b>0.003</b>	<b>0.057</b>		
		<b>5885</b>	-1050	-2163	-1528	185		
		<b>1353</b>	1529	1428	1479	0.324		
Percent agency salary spend for medical staff	2000/01	<b>3.522</b>	<b>1.758</b>	-0.139	0.359	<b>162</b>		
		<b>0.823</b>	<b>1.041</b>	0.873	0.957	<b>0.061</b>		
		<b>0.000</b>	<b>0.093</b>	0.873	0.708	<b>0.045</b>		
		<b>4.298</b>	1.056	-0.564	-0.213	184		
		<b>1.255</b>	1.423	1.325	1.373	0.243		
Percent agency salary spend for nurses	2000/01	<b>8.795</b>	0.035	-2.141	<b>-5.439</b>	<b>169</b>		
		<b>2.189</b>	2.699	2.317	<b>2.536</b>	<b>0.028</b>		
		<b>0.000</b>	0.990	0.357	<b>0.033</b>	<b>0.053</b>		
		<b>9.217</b>	-0.094	-2.695	-3.049	184		
		<b>2.171</b>	2.462	2.291	2.375	0.139		
Total percent agency salary spend	2000/01	<b>6.212</b>	-0.597	<b>-2.127</b>	<b>-3.320</b>	<b>172</b>		
		<b>0.931</b>	1.148	<b>0.984</b>	<b>1.079</b>	<b>0.002</b>		
		<b>0.000</b>	0.604	<b>0.032</b>	<b>0.002</b>	<b>0.082</b>		
		<b>6.467</b>	-0.437	<b>-1.907</b>	-1.806	<b>184</b>		
		<b>1.088</b>	1.233	<b>1.148</b>	1.190	<b>0.079</b>		
Total salaries (000)	2000/01	<b>96700</b>	-23700	-18700	<b>-22700</b>	172		
		<b>11700</b>	14400	12300	<b>13500</b>	0.355		
		<b>0.000</b>	0.103	0.131	<b>0.094</b>	0.019		
		<b>81400</b>	-669	-610	10100	185		
		<b>15700</b>	17700	16600	17200	0.637		
<b>Environment</b>	2000/01	<b>0.000</b>	0.970	0.971	0.559	0.009		
		<b>Population density</b>	2000/01	<b>15.027</b>	7.522	3.026	-4.327	159
		<b>6.506</b>	8.099	6.880	7.458	0.207		
		<b>0.022</b>	0.354	0.661	0.563	0.029		
		<b>12.010</b>	1.807	8.420	7.437	151		
Market forces factor	2000/01	<b>7.178</b>	8.323	7.673	7.968	0.456		
		<b>0.096</b>	0.828	0.274	0.353	0.075		
		<b>1.040</b>	0.022	-0.011	-0.031	172		
		<b>0.023</b>	0.029	0.025	0.027	0.117		
		<b>0.000</b>	0.455	0.658	0.260	0.034		
Herfindahl index	2000/01	<b>0.989</b>	0.012	0.011	0.020	185		
		<b>0.022</b>	0.026	0.024	0.025	0.828		
		<b>0.000</b>	0.632	0.620	0.411	0.005		
		<b>2001/02</b>	<b>0.311</b>	-0.042	0.057	0.121	163	
		<b>0.093</b>	0.115	0.098	0.107	0.256		
Herfindahl index	2000/01	<b>0.001</b>	0.710	0.558	0.256	0.025		
		<b>0.414</b>	0.005	-0.073	-0.030	161		
		<b>0.096</b>	0.111	0.102	0.106	0.625		
		<b>0.000</b>	0.960	0.478	0.775	0.011		

Heated volume per bed	2000/01	<b>13.206</b>	<b>-7.707</b>	<b>-9.523</b>	<b>-9.782</b>	<b>163</b>
		<b>2.379</b>	<b>2.936</b>	<b>2.511</b>	<b>2.727</b>	<b>0.002</b>
		<b>0.000</b>	<b>0.010</b>	<b>0.000</b>	<b>0.000</b>	<b>0.088</b>
		<b>13.409</b>	-9.728	-9.052	-3.339	161
		<b>6.926</b>	8.032	7.357	7.673	0.339
HRG casemix index	2000/01	<b>95.264</b>	0.605	<b>-4.215</b>	<b>-5.208</b>	<b>172</b>
		<b>2.286</b>	2.821	<b>2.417</b>	<b>2.649</b>	<b>0.014</b>
		<b>0.000</b>	0.830	<b>0.083</b>	<b>0.051</b>	<b>0.061</b>
		<b>98.975</b>	4.415	3.788	6.566	185
		<b>7.154</b>	8.087	7.550	7.824	0.823
Patient transfers into hospital per spell	2000/01	<b>0.023</b>	-0.004	-0.004	-0.002	163
		<b>0.004</b>	0.004	0.004	0.004	0.604
		<b>0.000</b>	0.386	0.243	0.562	0.012
		<b>0.025</b>	-0.004	-0.002	-0.003	161
		<b>0.005</b>	0.006	0.006	0.006	0.919
Patient transfers out of hospital per spell	2000/01	<b>0.011</b>	-0.001	-0.008	-0.003	163
		<b>0.002</b>	0.003	0.003	0.003	0.528
		<b>0.000</b>	0.743	0.778	0.293	0.014
		0.007	0.004	0.008	0.004	161
		0.007	0.008	0.007	0.008	0.673
Population under 15	2000/01	<b>0.175</b>	<b>-0.029</b>	<b>-0.036</b>	<b>-0.032</b>	<b>172</b>
		<b>0.013</b>	<b>0.016</b>	<b>0.013</b>	<b>0.015</b>	<b>0.073</b>
		<b>0.000</b>	<b>0.062</b>	<b>0.009</b>	<b>0.033</b>	<b>0.040</b>
		<b>0.141</b>	0.025	0.033	-0.001	185
		<b>0.042</b>	0.048	0.045	0.046	0.516
Population over 60	2000/01	<b>0.379</b>	0.027	0.022	0.031	172
		<b>0.017</b>	0.021	0.018	0.020	0.487
		<b>0.000</b>	0.204	0.214	0.128	0.014
		<b>0.479</b>	-0.029	-0.054	-0.034	185
		<b>0.035</b>	0.039	0.037	0.038	0.368
Female population	2000/01	<b>0.527</b>	-0.018	-0.003	-0.007	172
		<b>0.016</b>	0.020	0.017	0.019	0.679
		<b>0.000</b>	0.367	0.864	0.702	0.009
		<b>0.506</b>	0.010	0.014	-0.005	185
		<b>0.020</b>	0.022	0.021	0.022	0.583
Female population	2001/02	<b>0.000</b>	0.655	0.501	0.982	0.010