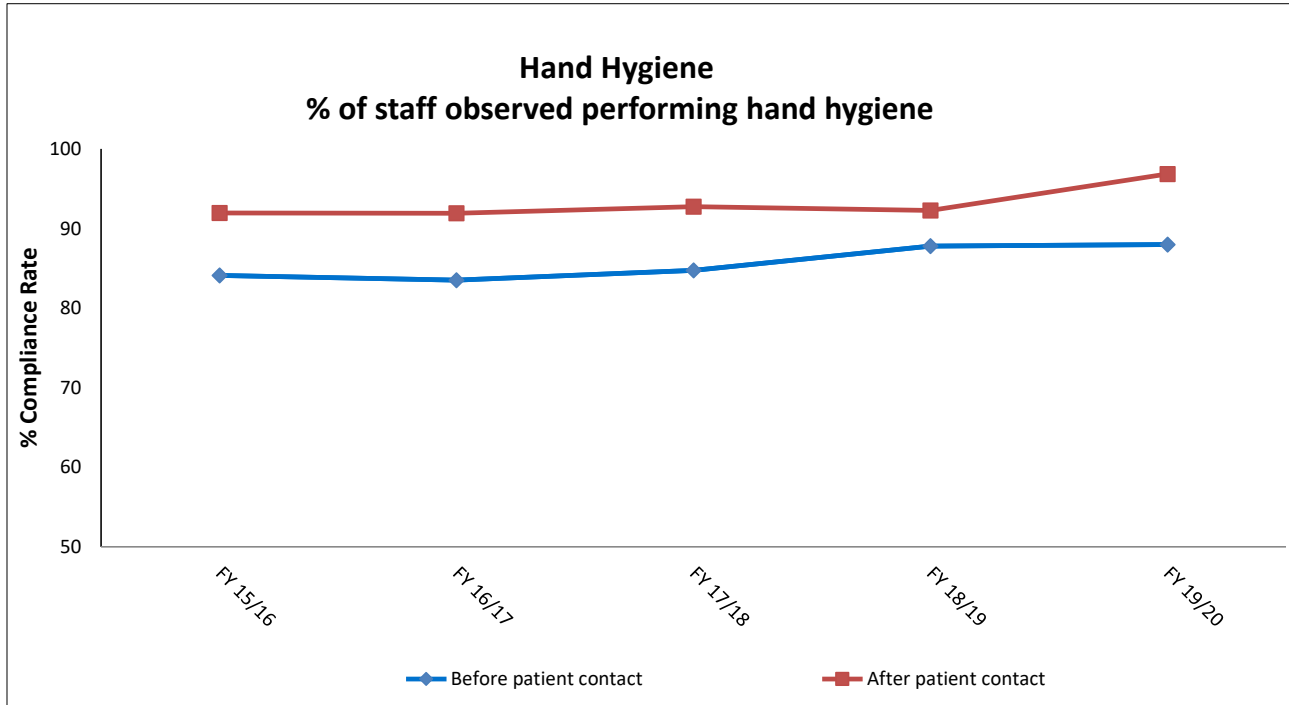




**NORTH  
YORK  
GENERAL**

*Making a World  
of Difference*



	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
<b>Before patient contact</b>	<b>84.10</b>	<b>83.51</b>	<b>84.72</b>	<b>87.78</b>	<b>87.98</b>
<b>After patient contact</b>	<b>91.95</b>	<b>91.91</b>	<b>92.75</b>	<b>92.27</b>	<b>96.85</b>