

Monthly performance statistics, November 2015

Performance statistics for November 2015 were released at 9.30am on Thursday 14 January 2016 covering the following:

- the NHS 111 service;
- ambulance quality indicators;
- A&E attendances and emergency admissions;
- waiting times for diagnostic tests, referral to treatment for consultant-led elective care, cancer services; and
- delayed transfers of care

This document provides an overview of those results. More detail can be found within each individual release.

The long-term trend is one of greater volumes of both urgent and emergency care and elective activity, with the number of Category A ambulances arriving on the scene up 5.6% year-on-year, A&E attendances up 0.3%, emergency admissions up 1.9%, diagnostic tests up 6.8% and consultant-led treatment up 4.1%.

In the case of urgent and emergency care in November 2015, the NHS constitution standards were not met for A&E waiting times or for the ambulance standards.

In the case of elective care, the standards were met for referral to consultant-led treatment within 18 weeks and for seven of the eight cancer standards, but not for diagnostic tests, treatment within 62 days from urgent GP referral for suspected cancer.

Urgent and Emergency Care

NHS 111

- There were 1,160,300 calls offered to the NHS 111 service in England in November 2015. This was an average of 38.7 thousand per day.
- The proportion of calls abandoned after waiting longer than 30 seconds was 1.8%, higher than the average for 2015.
- Of calls answered by NHS 111, 89.6% were answered within 60 seconds, lower than the 90.6% reported for November 2014.
- Of call backs, 39.6% were within 10 minutes, below the average for 2015/16 so far.
- Of calls offered to NHS 111 in November 2015, the proportion where 111 was dialled directly was 98.3%, the highest figure since the service began.

Ambulance response times

- The number of Category A calls resulting in an ambulance arriving at the scene of the incident in November 2015 was 282,022. Such calls over the latest twelve months are up 5.6% on the preceding twelve-month period.
- 71.9% of Red 1 calls were responded to within 8 minutes, the sixth month in a row in which the standard of 75% has not been met.
- 67.4% of Red 2 calls were responded to within 8 minutes. This standard has not been met since January 2014.
- 92.6% of Category A calls received an ambulance response within 19 minutes, the eighth month in 2015 in which the standard of 95% has not been met.
- In November 2015, the proportion of calls resolved through telephone assessment was 10.6%, a significant¹ increase on last year, and the highest proportion since monthly data collection began in April 2011.
- Of emergency calls resolved with telephone advice, the proportion where the patient subsequently re-contacts 999 within 24 hours was 6.1% in November 2015 a significant¹ decrease on last year, and the lowest since monthly data collection began.

A&E attendances

- There were 1,851,172 attendances at A&E in November 2015, 1.1% more than in November 2014. Attendances over the latest twelve months are up 0.3% on the preceding twelve month period.
- 91.4% of patients were admitted, transferred or discharged from A&E within four hours of arrival, below the 95% standard. This is lower than the same month last year (93.5%).

Emergency admissions

- There were 470,911 emergency admissions in November 2015, 1.4% more than in November 2014. Emergency admissions over the last twelve months are up 1.9% on the preceding twelve month period.

Elective Care

Diagnostic tests

- A total of 1,729,292 diagnostic tests were undertaken in November 2015, an increase of 4.9% from November 2014 (adjusted for working days). The number of tests conducted over the last twelve months is up 6.8% on the preceding twelve month period.

¹ Significance calculations for ambulance response times use t-tests with 95% confidence.

- 1.6% of the patients waiting at the end of the month had been waiting six weeks or longer from referral for one of the 15 key diagnostic tests, higher than the standard of 1%. The 1% operational standard was last met in November 2013.

Referral to treatment for consultant-led elective care

- 1,277,064 patients started consultant-led treatment in November 2015. The figure for the latest twelve months is up 4.1% on the preceding twelve month period (including estimates for trusts not submitting information and taking account of working days).
- 92.4% of patients on the waiting list at the end of November 2015 had been waiting less than 18 weeks, thus meeting the 92% standard.
- 834 patients were waiting more than 52 weeks at the end of November.

Cancer services

- Seven of the eight cancer standards were met.
- The 85% standard for 62 day cancer waiting times was not met, with 83.5% of patients beginning a first definitive treatment within 62 days from an urgent GP referral for suspected cancer.

Delayed transfers of care

- There were 153,191 delayed days in November 2015, compared to 140,949 in November 2014. This was the second highest number of total delayed days reported in a month since monthly data was first collected for August 2010.
- There were 5,583 patients delayed at midnight on the last Thursday of November 2015. This was the highest number reported since monthly data was first collected for August 2010.

We welcome feedback on the content of this summary. If you have any comments or further information about the published statistics, please contact us at:

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