

Monthly performance statistics, October 2015

Performance statistics for October 2015 were released at 9.30am on Thursday 10 December 2015 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 6.0% year-on-year, A&E attendances up 0.6%, emergency admissions up 2.2%, diagnostic tests up 6.2% and consultant-led treatment up 4.4%.

In the case of urgent and emergency care in October 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 1,083,628 calls offered to the NHS 111 service in England in October 2015. This was an average of 35.0 thousand per day.
- The proportion of calls abandoned after waiting longer than 30 seconds was 1.5%, the same as the average for 2015.
- Of calls answered by NHS 111, 91.4% were answered within 60 seconds, similar to the proportion for September 2015.
- Of call backs, 42.6% were within 10 minutes, similar to the average for 2015/16 so far.
- The daily average for the number of calls not triaged as the caller terminated the call in October 2015 was 1,532, the highest recorded since monthly recording began.

Ambulance response times

- The number of Category A calls resulting in an ambulance arriving at the scene of the incident in October 2015 was 281,094. Such calls over the latest twelve months are up 6.0% on the preceding twelve-month period.
- 73.3% of Red 1 calls were responded to within 8 minutes, the fifth month in a row in which the standard of 75% has not been met.
- 68.8% of Red 2 calls were responded to within 8 minutes. This standard has not been met since January 2014.
- 93.0% 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.
- The proportion of calls resolved with telephone advice was 10.3% in October 2015, the highest 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 October 2015, the lowest since monthly data collection began.
- The proportion of suspected stroke patients assessed face to face who received an appropriate care bundle was 97.9%, the highest figure since monthly data collection began.

A&E attendances

- There were 1,923,326 attendances at A&E in October 2015, 1.6% more than in October 2014. Attendances over the latest twelve months are up 0.6% on the preceding twelve month period.
- 92.3% 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 (93.7%).

Emergency admissions

- There were 479,313 emergency admissions in October 2015, 2.1% more than in October 2014. Emergency admissions over the last twelve months are up 2.2% on the preceding twelve month period.

Elective Care

Diagnostic tests

- A total of 1,755,939 diagnostic tests were undertaken in October 2015, an increase of 9.5% from October 2014 (adjusted for working days). The number of tests conducted over the last twelve months is up 6.2% on the preceding twelve month period.

- 1.7% 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

- 1,270,137 patients started consultant-led treatment in October 2015. The figure for the latest twelve months is up 4.4% on the preceding twelve month period (including estimates for trusts not submitting information and taking account of working days).
- 92.3% of patients on the waiting list at the end of October 2015 had been waiting less than 18 weeks, thus meeting the 92% standard.
- 867 patients were waiting more than 52 weeks at the end of October.

Cancer services

- Seven of the eight cancer standards were met.
- The 85% standard for 62 day cancer waiting times was not met, with 81.8% of patients beginning a first definitive treatment within 62 days from an urgent GP referral for suspected cancer.

Delayed transfers of care

- There were 160,094 delayed days in October 2015, compared to 142,927 in October 2014. This was the highest number of total delayed days reported in a month since monthly data was first collected for August 2010
- There were 5,328 patients delayed at midnight on the last Thursday of October.

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:

Operational Information for Commissioning (National)
NHS England
Room 5E15
Quarry House
Leeds LS2 7UE
Email: unify2@dh.gsi.gov.uk

For press enquiries, please e-mail the NHS England media team at nhsengland.media@nhs.net or call 0113 825 0958 or 0113 825 0959.