

## Monthly performance statistics, January 2016

Performance statistics for January 2016 were released at 9.30am on Thursday 10 March 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 4.5% year-on-year, while emergency admissions are up 2.0%, diagnostic tests up 6.4% and consultant-led treatment up 4.4%. A&E attendances are up 0.6%.

In the case of urgent and emergency care in January 2016, 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 six of the eight cancer standards, but not for referral to consultant-led treatment within 18 weeks, diagnostic tests, 62-day wait from urgent GP referral to treatment for cancer or two week wait referrals for patients with breast symptoms (where cancer was not initially suspected).

## Urgent and Emergency Care

### NHS 111

- There were 1,366,094 calls offered to the NHS 111 service in England in January 2016, considerably higher than the 1,166,768 offered in January 2015.
- The proportion of calls abandoned after waiting longer than 30 seconds was 4.5%, higher than the average for 2015 and higher than the 1.7% recorded in January 2015.
- Of calls answered by NHS 111, 82.2% were answered within 60 seconds, down on the 86.1% reported in the previous month.
- Of calls answered, 13.2% were offered a call back in January 2016. This is the highest proportion of callers being offered a call back since this reporting began in August 2010. The number of callers offered a call back was also the highest recorded in January 2016 at 161,544 giving the highest daily average of 5,211.

- Of call backs, 38.9% were within 10 minutes, below the average for 2015/16 so far.
- The total number of callers that were transferred for ambulance dispatch was the highest ever recorded in January 2016 at 127,601. In addition to this the total number of callers recommended to attend A&E was also the highest ever recorded at 84,382 and the number recommended to attend another service was also the highest ever recorded at 41,770.
- Of calls offered to NHS 111 in January 2016, the proportion where 111 was dialled directly was 98.3%, the highest proportion recorded since the service started.
- Of calls not triaged, the number of calls where the caller terminated the call was the highest recorded at 54,754 in January 2016; this also gave the highest daily average of caller terminated calls at 1,766.
- The highest number of calls transferred to a clinical adviser was recorded in January 2016 at 266,164; this also gave the highest daily average number of 8,586.
- The total call handling time by call handlers for calls received to NHS 111 in January 2016 was the highest recorded at 5,723,044 minutes or 95,384 hours of calls taken. It should be noted that call handling time is only supplied by 21 of the 44 data sites.
- Of calls transferred, the proportion live transferred was 39.3% in January 2016. This is the lowest proportion reported since the service started in August 2010.

### **Ambulance response times**

- 69.9% of Red 1 calls were responded to within 8 minutes, the eighth month in a row in which the standard of 75% has not been met.
- 63.3% of Red 2 calls were responded to within 8 minutes. This standard has not been met since January 2014.
- 91.1% 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 number of Category A calls resulting in an ambulance arriving at the scene of the incident in January 2016 was 308,756 a large increase on the 273,270 reported in January 2015. This is the highest figure since records began.
- The total number of Category A Red 2 calls resulting in a fully equipped ambulance vehicle arriving at the scene of the incident was 293,484, the highest figure since recording began in June 2012.
- The proportion of incidents managed without need for transport to Accident and Emergency department was the highest since April 2011 at 38.1%

### **A&E attendances**

- There were 1,906,920 attendances at A&E in January 2016, 10.1% more than in January 2015. Attendances over the latest twelve months are slightly higher than levels in the preceding twelve month period (increase of 0.6%).
- 88.7% of patients were admitted, transferred or discharged from A&E within four hours of arrival, below the 95% standard. This is the lowest performance since monthly data became available in August 2010.

### **Emergency admissions**

- There were 484,568 emergency admissions in January 2016, 4.6% more than in January 2015. Emergency admissions over the last twelve months are up 2.0% on the preceding twelve month period.

## **Elective Care**

### **Diagnostic tests**

- A total of 1,684,031 diagnostic tests were undertaken in January 2016, an increase of 7.7% from January 2015 (adjusted for working days). The number of tests conducted over the last twelve months is up 6.4% on the preceding twelve month period.
- 2.1% 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**

- 1,213,757 patients started consultant-led treatment in January 2016. 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).
- 92.0% (91.995% to 3 decimal places) of patients on the waiting list at the end of January 2016 had been waiting less than 18 weeks. The 92% standard was missed last month (December 2015) for the first time since it was introduced in April 2012.
- 727 patients were waiting more than 52 weeks at the end of January 2016.

### **Cancer services**

- Six of the eight cancer standards were met.
- The 85% standard for 62 day cancer waiting times was not met, with 81.0% of patients beginning a first definitive treatment within 62 days from an urgent GP

referral for suspected cancer. This was met last month (December 2015) for the first time since April 2014.

- The 93% standard for two week wait referrals for patients with breast symptoms (where cancer was not initially suspected) was not met, with 92.4% of patients being seen by a consultant within 14 days from an urgent GP referral. This standard was last met in November 2015.

### **Delayed transfers of care**

- There were 159,089 delayed days in January 2016, compared to 150,392 in January 2015. This was the second highest number of total delayed days reported in a month since monthly data was first collected in August 2010.
- There were 5,799 patients delayed at midnight on the last Thursday of January 2016, the highest number patients delayed at midnight on the last Thursday of a month since monthly data was first collected in 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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