

Monthly performance statistics, June 2016

Performance statistics for June 2016 were released at 9.30am on Thursday 11 August 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;
- delayed transfers of care; and
- early intervention in psychosis.

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 emergency admissions up 3.7%, diagnostic tests up 6.0% and consultant-led treatment up 4.0%. A&E attendances are up 3.3%.

In the case of urgent and emergency care in June 2016, the NHS constitution standards were not met for A&E waiting times.

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, two week wait referrals for patients with breast symptoms (where cancer not initially suspected) or 62-day wait from urgent GP referral to treatment for cancer.

This is the fifth time experimental data on early intervention in psychosis (EIP) has been published. More detail can be found in the mental health section of this document and in the EIP statistical release.

Urgent and Emergency Care

NHS 111

- There were 1,124,990 calls offered to the NHS 111 service in England in June 2016, a 14% increase on the 987,107 offered in June 2015.
- The proportion abandoned, after waiting longer than 30 seconds was 1.8%, an improvement on the 2.5% recorded in May 2016.
- Of calls answered by NHS 111, 90.6% were answered within 60 seconds, an improvement on the 88.2% reported in the previous month.
- Of calls answered, 13.4% were offered a call back in June 2016.

- Of call backs offered, 39.9% were within 10 minutes in June 2016, a drop on the 41.4% recorded in June 2015.
- Of calls answered, 21.4% were transferred to a clinical advisor in June 2016, the same proportion as recorded in both April and May 2016.
- Of calls triaged in June 2016, 13% had ambulances dispatched, 9% were recommended to A&E, 60% were recommended to primary care, 4% were recommended to another service, and 15% were not recommended to attend any other service.

Ambulance response times

- 69.2% of Red 1 calls¹ were responded to within 8 minutes in the 9 ambulance trusts providing data, the thirteenth month in a row in which the standard of 75% has not been met.
- 62.9% of Red 2 calls¹ were responded to within 8 minutes in the 9 ambulance trusts providing data. This standard has not been met since January 2014.
- 91.1% of Category A calls¹ received an ambulance response within 19 minutes in the 9 ambulance trusts providing data., the thirteenth month in a row in which the standard of 95% has not been met.

A&E attendances

- There were 1,950,754 attendances at A&E in June 2016, 2.1% more than in June 2015. Attendances over the latest twelve months are higher than levels in the preceding twelve month period (an increase of 3.3%).
- 90.5% of patients were admitted, transferred or discharged from A&E within four hours of arrival, below the 95% standard.

Emergency admissions

- There were 480,210 emergency admissions in June 2016, 4.7% more than in June 2015. Emergency admissions over the last twelve months are up 3.7% on the preceding twelve month period.

¹ As a result of the Ambulance Response Programme Clinical Coding Trial, data for Red 1, Red 2 and Category A are no longer available for South Western Ambulance Service and Yorkshire Ambulance Service. Data presented is for remaining 9 trusts not taking part in the trial (a partial month's data has been supplied for West Midlands Ambulance Service due to them commencing the ARP Clinical Coding Trial during June 2016).

Elective Care

Diagnostic tests

- A total of 1,816,662 diagnostic tests were undertaken in June 2016, an increase of 4.9% from June 2015 (adjusted for working days). The number of tests conducted over the last twelve months is up 6.0% (adjusted for working days) on the preceding twelve month period.
- 1.5% of the patients waiting at the end of the month had been waiting six weeks or longer from referral or 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

- 1,335,675 patients started consultant-led treatment in June 2016. The figure for the latest twelve months is up 4.0% on the preceding twelve month period (including estimates for trusts not submitting information and taking account of working days).
- 91.5% of patients on the waiting list at the end of June 2016 had been waiting less than 18 weeks, thus not meeting the 92% standard.
- 943 patients were waiting more than 52 weeks at the end of June 2016.

Cancer services

- Six of the eight cancer standards were met.
- The 85% standard for 62 day cancer waiting times was not met, with 82.7% of patients beginning a first definitive treatment within 62 days from an urgent GP referral for suspected cancer.
- The 93% standard for two week wait referrals for patients with breast symptoms (where cancer not initially suspected) was not met, with 91.9% of patients being seen by a consultant within 14 days from an urgent GP referral.

Delayed transfers of care

- There were 171,298 delayed days in June 2016, compared to 139,538 in June 2015.
- There were 6,105 patients delayed at midnight on the last Thursday of June 2016. This is the highest number since monthly data was first collected in August 2010.

Mental Health

- The EIP access and waiting time standard requires that, from 1 April 2016, more than 50% of people experiencing First Episode Psychosis (FEP) are treated with a NICE-recommended package of care within two weeks of referral. The data summarised here relates to the waiting time element of the standard.

- 73.3% of patients started treatment within two weeks in June 2016 (863 out of 1,177 patients started treatment within two weeks)
- The number of patients waiting to start treatment (incomplete pathways) was 1,047 at the end of June 2016. Of these 558 were waiting for more than two weeks.
- Providers are continuing to work on data quality, and issues identified by them may ultimately impact on performance against the standard – single month's data should therefore be treated with caution.
- This collection of data via Unify2 is an interim measure and is intended to continue until data collected by HSCIC via the Mental Health Services Dataset is considered to be robust.

Further information

More detail can be found within each individual release, available at:

<https://www.england.nhs.uk/statistics/statistical-work-areas/>.

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 (Central)

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.