

Monthly performance statistics, January 2017

Performance statistics for January 2017 were released at 9.30am on Thursday 9 March 2017 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 (EIP).

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 ambulance calls receiving a face-to-face response up 7.6%, A&E attendances up 4.1%, emergency admissions up 3.3%, diagnostic tests up 4.6% and consultant-led treatment up 4.3%.

In the case of urgent and emergency care in January 2017, the NHS constitution standards were not met for Category A ambulance responses (where applicable) or for A&E waiting times.

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

Urgent and Emergency Care

NHS 111

- In January 2017, there were 1,378,117 calls offered to the NHS 111 service in England, 1% more than January 2016 (1,366,094).
- The proportion abandoned after waiting longer than 30 seconds was 2.7%, less than in January 2016 (4.5%).
- Of calls answered by NHS 111, 88.1% were answered within 60 seconds, greater than 82.2% reported in January 2016.
- Of calls answered, 22.4% were transferred to or answered by a clinical advisor using NHS Pathways, similar to 22.1% in December 2016.
- Of calls answered, 13% were offered a call back.
- Of call backs offered, 39% were within 10 minutes, similar to December 2016 (38%).

- Of calls triaged, 13% had ambulances dispatched, 8% were recommended to A&E, 60% were recommended to primary care, 5% were recommended to another service and 14% were not recommended to attend any other service.

Ambulance response times

In England, since June 2016, only eight of the eleven Ambulance Services, covering 70% of the population, still use the Red 1 and Red 2 classification. In those eight Trusts in December 2016:

- 66.7% of Red 1 calls had an emergency response within 8 minutes. The standard of 75% was last met in May 2015.
- 58.5% of Red 2 calls had an emergency response within 8 minutes. The standard of 75% was last met in January 2014.
- 87.6% of Category A calls had an ambulance response within 19 minutes. The standard of 95% was also last met in May 2015.

A&E attendances

- There were 1,892,404 attendances at A&E in January 2017, 0.8% less than in January 2016. Attendances over the latest twelve months are higher than levels in the preceding twelve month period (an increase of 4.1%).
- 85.1% 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 reporting began in 2010. The standard of 95% of patients spending 4 hours or less in A&E was last achieved in July 2015

Emergency admissions

- There were 492,231 emergency admissions in January 2017, 1.5% more than in January 2016. Emergency admissions over the last twelve months are up 3.3% on the preceding twelve month period.

Elective Care

Diagnostic tests

- A total of 1,826,886 diagnostic tests were undertaken in January 2017, an increase of 3.2% from January 2016 (adjusted for working days). The number of tests conducted over the last twelve months is up 4.6% (adjusted for working days) 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

- 1,349,857 patients started consultant-led treatment in January 2017. The figure for the latest twelve months is up 4.3% on the preceding twelve month period (including estimates for trusts not submitting information and taking account of working days).
- 89.9% of patients on the waiting list at the end of January 2017 had been waiting less than 18 weeks, thus not meeting the 92% standard.
- 1,433 patients were waiting more than 52 weeks at the end of December 2016.

Cancer services

- Seven of the eight cancer standards were met.
- The 85% standard for 62 day cancer waiting times was not met, with 79.7% of patients beginning a first definitive treatment within 62 days from an urgent GP referral for suspected cancer.

Delayed transfers of care

- There were 197,054 delayed days in January 2017, compared to 159,641 in January 2016.
- There were 7,106 patients delayed at midnight on the last Thursday of January 2017. This is the highest number of delayed patients 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.
- 76.2% of patients started treatment within two weeks in January 2017 (853 out of 1,119 patients started treatment within two weeks)
- The number of patients waiting to start treatment (incomplete pathways) was 1,046 at the end of January 2017. Of these 491 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 NHS Digital via the Mental Health Services Dataset is considered to be robust.

Further information

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

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