

Monthly performance statistics, June and July 2017

Performance statistics for June and July 2017 were released at 9.30am on Thursday 10 August 2017 covering the following:

- the NHS 111 service;
- A&E attendances and emergency admissions;

Statistics for June 2017 were released covering the following:

- ambulance quality indicators;
- 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 3.7%, A&E attendances up 1.3%, emergency admissions up 2.4%, diagnostic tests up 4.6%, consultant-led treatment up 4.9%, and calls offered to NHS 111 up 2.8%.

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

In the case of elective care in June 2017, the standards were met for six of the eight cancer standards, but not for diagnostic tests, or referral to consultant-led treatment within 18 weeks.

Urgent and Emergency Care

NHS 111

- There were 1,257,616 calls offered to the NHS 111 service in July 2017 (an average of 40.6 thousand per day). June 2017 saw 1,165,074 calls offered (an average of 38.8 thousand per day).
- For the year ending July 2017, there were 14.9 million calls offered. Per day, this was 41.0 thousand, a 2.8% increase on the previous twelve months.
- The proportion abandoned after waiting longer than 30 seconds was 1.8% in July 2017, the lowest since September 2016.
- Of calls answered by NHS 111 in July 2017, 89.7% were answered within 60 seconds, about average for 2017.

- Of calls answered, the proportion that received any form of clinical input¹ was 35.8% in July 2017, an increase from 34.9% in June 2017.
- Of calls answered, 22.9% were transferred to or answered by a clinical advisor using NHS Pathways, the same as June 2017.
- Of calls answered, 14% were offered a call back, and of call backs, 42% were within 10 minutes. June 2017 also saw 14% offered a call back, but 39% made within 10 minutes.
- Of calls triaged, 13% had ambulances dispatched, 9% were recommended to A&E, 59% were recommended to primary care, 5% were recommended to another service and 14% were not recommended to attend any other service. These were all within 0.5 percentage points of June 2017 proportions.

A&E attendances

- There were 2,073,782 attendances at A&E in July 2017, 0.3% fewer than in July 2016. Attendances over the latest twelve months are higher than levels in the preceding twelve month period (an increase of 1.3%).
- 90.3% of patients were admitted, transferred or discharged from A&E in July 2017 within four hours of arrival, below the 95% standard. Performance on this measure in June 2017 was 90.7%.
- The standard of 95% of patients spending 4 hours or less in A&E was last achieved in July 2015.

Emergency admissions

- There were 500,498 emergency admissions in July 2017, 2.1% more than in July 2016. Emergency admissions over the last twelve months are up 2.4% on the preceding twelve month period.

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 June 2017:

- 68.8% of Red 1 calls had an emergency response within 8 minutes. The standard of 75% was last met in May 2015.
- 61.8% of Red 2 calls had an emergency response within 8 minutes. The standard of 75% was last met in January 2014.
- 90.0% of Category A calls had an ambulance response within 19 minutes. The standard of 95% was also last met in May 2015.

¹ This data item is an experimental statistic and may change markedly as providers develop their calculation methods.

There were 6,971,809 incidents receiving a face-to-face response in the year ending June 2017, or 19.0 thousand per day, which was 3.7% more than in the equivalent twelve month period prior.

Elective Care

Diagnostic tests

- A total of 1,872,569 diagnostic tests were undertaken in June 2017, an increase of 3.1% from June 2016 (adjusted for working days). The number of tests conducted over the last 12 months is up 4.6% (adjusted for working days) on the preceding 12 month period.
- 1.9% 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

- 1,383,522 patients started consultant-led treatment in June 2017. The figure for the latest twelve months is up 4.9% on the preceding twelve month period (including estimates for trusts not submitting information and taking account of working days).
- 90.3% of patients on the waiting list at the end of June 2017 had been waiting less than 18 weeks, thus not meeting the 92% standard.
- 1,544 patients were waiting more than 52 weeks at the end of June 2017.

Cancer services

- Six of the eight cancer standards were met.
- The 85% standard for 62 day cancer waiting times was not met, with 80.5% 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 91.6% of patients being seen by a consultant within 14 days from an urgent GP referral.

Delayed transfers of care

- There were 178,441 delayed days in June 2017, compared to 173,122 in June 2016.
- This equates to a daily average of 5,948 DTOC beds in June 2017, compared to 5,771 in June 2016.

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.
- 77.5% of patients started treatment within two weeks in June 2017 (873 out of 1,127 patients started treatment within two weeks)
- The number of patients waiting to start treatment (incomplete pathways) was 1,115 at the end of June 2017. Of these 611 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 months' 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.

Schedule change

For A&E and NHS 111, this publication contains data for both June 2017 and July 2017. The 14th September publication will contain A&E and NHS 111 data for August 2017, and subsequent publications will continue to include A&E and NHS 111 data one month ahead of other data.

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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