

**Gateway Reference: 08511**

**All NHS 111 Commissioners**

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28th September 2018

Dear colleague

### **Publication and Introduction of the Integrated Urgent Care Key Performance Indicators (IUC KPIs)**

A revised set of IUC KPIs were published on the 25<sup>th</sup> June 2018. These 2018 KPIs will replace:

- The National Quality Requirements in the Delivery of Out-of-Hours Services (July 2006) (NQRs)
- Integrated Urgent Care Key Performance Indicators 2016/17 (October 2016)

The new KPIs apply to the provision of telephony assessment via NHS 111 or a face to face consultation in a treatment centre or home residence outside of hospital (but exclude core in-hours primary care which is provided by general practices).

The NQRs will be replaced in the GP contracts, subject to directions from DHSC, from October this year. Therefore any GP practices which have remained 'opted in' with regard to the responsibility of the provision of out of hours primary care services will need to apply those IUC KPIs relevant to the service they provide.

Currently NHS England collects NHS 111 data weekly and publishes that data monthly and this will continue for the time being. The existing monthly IUC MDS collection will need to be revised in order to measure the full range of KPIs and those changes will be introduced later in the year, but it will continue to be collected in its current form until those changes can be implemented. It is important that throughout this period, data is supplied to both these mandatory collections to the appropriate monthly and weekly deadlines and that the IUC MDS data covers all IUC services commissioned. Looking forwards, once the IUC MDS has been revised and robust data is flowing monthly, the weekly 111 MDS will be discontinued and replaced by IUC MDS data items.

Commissioners must work with their providers to explore how to change from the current NHS 111 KPIs to the IUC KPIs as the data to report against these KPIs

becomes available. For many KPIs this data is available now, therefore any KPI which is either unchanged from the current NHS 111 KPI or for which data is available can be reported against straight away. Other indicators can be applied following the MDS changes later in the year.

Commissioners must discuss with their provider organisations any contract variations which the introduction of these new KPIs may require. It would be appropriate as far as possible to have provider KPI / performance targets that match the newly developed KPIs. As we are not asking for the immediate adoption of the whole KPI set commissioners may want to wait until later in the year to make contract changes. Commissioners may also wish to locally monitor performance against these KPIs prior to formal publication. The IUC KPIs must be applied (and contract changes complete) at the very latest by the end of March 2019.

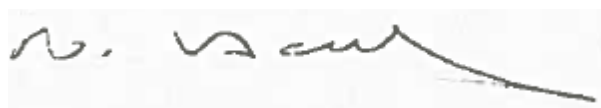
The IUC KPIs are designed to be used as a whole. No one KPI has predominance.

Some KPIs will require different organisations to cooperate to collect the required data for the MDS submission. As stated in the IUC Service Specification “The Commissioner shall ensure a lead Provider is appointed for the IUC Service and that they supply data at the frequency and quality required to comply with local and National requests.” Where a lead provider has already been agreed the commissioner should provide their details to [england.integratedurgentcare@nhs.net](mailto:england.integratedurgentcare@nhs.net) by 31<sup>st</sup> October 2018.

Any queries regarding the KPIs should be logged on the NHS Networks forum designed for this purpose: <https://www.networks.nhs.uk/nhs-networks/iuc-kpis-and-new-mds>. Alternatively, email [england.integratedurgentcare@nhs.net](mailto:england.integratedurgentcare@nhs.net)

NHS England will be supporting commissioners and providers in the implementation of the KPIs during the coming months at events and workshops.

Yours sincerely

A handwritten signature in black ink, appearing to read 'N. Hall', written on a light-colored background.

Nick Hall

Head of Integrated Urgent Care Delivery  
Operations & Information Directorate

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