

To: • All NHS 111/IUC commissioners and providers

NHS England
Wellington House
133-155 Waterloo Road
London
SE1 8UG

18 May 2023

Dear Colleagues,

Integrated urgent care key performance indicators 2023/24

This letter sets out changes we are making to [IUC key performance indicators](#) (KPIs) for 2023/24. These new KPIs will replace the 2022/23 KPIs from 01 April 2023.

It is essential that commissioners ensure arrangements are in place for the collection and provision of data covering the end-to-end integrated urgent care (IUC) service for each contract area. This requirement is outlined in the [IUC Service Specification \(2017\)](#). If any commissioner cannot meet this commitment, they should contact the central IUC team at england.IntegratedUrgentCare@nhs.net without delay.

The KPIs have been designed to measure the performance of the whole of the IUC system using data supplied in the monthly [Integrated urgent care aggregate data collection \(IUC ADC\)](#). Although some KPIs may be attributable to a single organisation, many KPIs reflect the performance of two or more organisations working together. The KPIs should be considered as a set reflecting the different aspects of the service, no single indicator having predominance over another.

Changes to the IUC ADC to underpin the revised KPIs were assured by the Data Alliance Partnership Board (DAPB) in March (ref DAPB3031 Amd 3/2023) and the documentation is now available on the [NHS England website](#), including descriptions of the changes. The monthly ADC will be collected using the revised specification for the first time in relation to April 2023 data (collected in May 2023). Monthly ADC data, including KPI monitoring and data quality commentary, will continue to be published on the above web page as official statistics in the month following collection (e.g. April data published in June).

These KPIs are the national standards by which IUC service should be measured. As such the KPIs should be referenced in provider contracts, although commissioners

should only hold providers to account for their achievement where they are directly responsible for the whole of that end-to-end service.

Annex 1 gives details of the thresholds that will be applied to KPI attainment.

Commissioners and providers need to be jointly responsible for KPI achievement, it is the performance of the whole urgent and emergency system which we seek to maintain and improve for the benefit of patients.

We will continue dialogue with commissioners and providers to understand if any future KPI changes are required.

Yours sincerely,

A handwritten signature in black ink that reads "MRC Thomas". The signature is written in a cursive, slightly slanted style.

Marc Thomas

Director of Policy for Emergency and Elective Care

Annex 1: 2023/24 IUC KPI Thresholds

	KPI Title	Standard	RAG Thresholds		
			Red	Amber	Green
1	Proportion of calls abandoned	≤ 3%	$x > 5$	$3 < x \leq 5$	$x \leq 3$
2	Average speed to answer calls	≤ 20 seconds	$x > 30$	$20 < x \leq 30$	$x \leq 20$
3	95th centile call answer time	≤ 120 seconds	$x > 180$	$120 < x \leq 180$	$x \leq 120$
4	Proportion of calls assessed by a clinician or Clinical Advisor	≥ 50%	$x < 45$	$45 \leq x < 50$	$x \geq 50$
5a &b	Proportion of call backs assessed by a clinician in agreed timeframe	≥ 90%	$x < 80$	$80 \leq x < 90$	$x \geq 90$
6	Proportion of callers recommended self-care at the end of clinical input	≥ 15%	$x < 10$	$10 \leq x < 15$	$x \geq 15$
7	Proportion of calls initially given a category 3 or 4 ambulance disposition that receive remote clinical intervention	≥ 75%	$x < 70$	$70 \leq x < 75$	$x \geq 75$
8	Proportion of calls initially given an ETC disposition that receive remote clinical intervention	≥ 50%	$x < 45$	$45 \leq x < 50$	$x \geq 50$
9	Proportion of callers allocated the first service type offered by Directory of Services	≥ 80%	$x < 75$	$75 \leq x < 80$	$x \geq 80$
10	Proportion of calls where the caller was booked into a GP practice or GP access hub	≥ 75%	$x < 70$	$70 \leq x < 75$	$x \geq 75$
11	Proportion of calls where the caller was booked into an IUC Treatment Service or home residence	≥ 70%	$x < 65$	$65 \leq x < 70$	$x \geq 70$
12	Proportion of calls where the caller was booked into a UTC	≥ 70%	$x < 65$	$65 \leq x < 70$	$x \geq 70$
13	Proportion of calls where caller given a booked time slot with a Type 1 or 2 Emergency Department	≥ 70%	$x < 65$	$65 \leq x < 70$	$x \geq 70$
14	Proportion of calls where the caller was booked into a Same Day Emergency Care (SDEC) service	N/A	N/A	N/A	N/A