

BOARD PAPER - NHS ENGLAND

Title: NHS Performance Report

From: Karen Wheeler, National Director: Transformation and Corporate Operations

Purpose of paper:

- To inform the Board of progress of the performance of NHS England and the NHS as a whole on a range of performance indicators and finance in the period to the end of August 2014.

Actions required by the Board:

- To note the contents of the NHS Performance Report.

NHS Performance Report

Introduction

1. This report provides an update to the NHS England Board on indicators covering
 - NHS performance on Constitution Standards and other commitments; and
 - NHS England performance.

Summary – NHS Performance

2. The increase in the number of RED and AMBER indicators is partly the result of data for additional indicators becoming available, and also more challenging performance against some NHS Constitution indicators.
3. **Experience.** Friends and Family Test data fluctuates from month to month. Following NHS England's review of the Friends and Family indicators, future reports will change the presentation of FFT results, and further work will explore options for improving data quality.
4. **Outcomes.** Levels of MRSA bacteraemia and C Difficile infections continue to fluctuate but remain above the very challenging national objective on C Difficile and zero tolerance on MRSA.
5. **Inequalities.** Data on six inequalities indicators, all relating to primary care access, are included for the first time. These are not yet rated but ratings will be provided for future Board reports after further work on RAG-rating methodology.
6. **NHS Constitution.** Five waiting times indicators are below the operational standard:
 - Admitted patients to start treatment within a maximum of 18 weeks from referral;
 - The number of patients waiting more than 52 weeks for treatment;
 - Patients waiting for a diagnostic test less than six weeks from referral;
 - Maximum two month (62-day) wait from urgent GP referral to first definitive treatment for cancer
 - Maximum two week wait for first outpatient appointment for patients referred urgently with breast symptoms (where cancer was not initially suspected).
7. £250m of additional funding has been made available to fund additional activity and where relevant provider level recovery plans are in place to ensure waiting times standards are met by the autumn. For Cancer, maximum two month wait from urgent GP referral to first definitive treatment, remedial action, in conjunction with TDA and Monitor, is focused on the 30 Trusts with the highest number of

breaches.

8. All three Ambulance Indicators are below operational standard. £18m of operational resilience funding has been allocated to CCGs who commission ambulance services, to support their ambulance services plans to address system pressures. Again, TDA and Monitor are pursuing improvements, in partnership with local commissioners.
9. **Finance.** Since the July Board, balanced plans have been finalised and agreed. Expenditure is £16m (0.1%) and £15m (0.0%) below these final plans in the year to date and full year forecast outturn position respectively.

2014/15 Month 4 £m or %	Net expenditure							
	Plan	YTD	Under/(over) spend		Plan	FOT	Under/(over) spend	
CCGs	21,732	21,745	(13)	-0.1%	66,098	66,112	(13)	0.0%
Social care	250	250	0	0.0%	1,100	1,100	0	0.0%
Direct Commissioning	9,189	9,179	10	0.1%	28,231	28,216	15	0.1%
Running, programme costs and other	397	378	19	4.9%	1,863	1,849	14	0.7%
Reserves and drawdown	0	0	0		0	0	0	
Total before technical adjustments	31,568	31,552	16	0.1%	97,292	97,277	15	0.0%

These result in a cumulative surplus of £482m against a plan of £467m representing a £385m reduction in the cumulative surplus of £837m brought forward from 2013/14. Further supplementary finance tables are within Annex C.

10. Across all 211 CCGs there is a small forecast overspend of £13m. Whilst 204 CCGs are forecasting in line with plan and 2 will slightly exceed their plans, 5 CCGs are forecasting overspends against plan; these include 2 CCGs with unplanned deficits. Financial Recovery Plans are being prepared by these CCGs and assured by the relevant Area Team. Direct Commissioning spend is currently slightly favourable in the forecast despite pressures within Specialised Commissioning which continue to be monitored. At this stage of the year there is limited robust activity information on which to base accruals for actual provider costs and to identify trends for forecasting the balance of year. As a consequence, there is a degree of estimation in the reported year to date spend and in the forecast outturn for the year across CCGs and specialised commissioning.
11. Savings of £2,075m through QIPP are planned for 2014/15, with current projected delivery of £1,959m, £237m ahead of 2013/14 final delivery. The majority of schemes continue to be transactional and these have been the most successful schemes; transformational schemes form the balance and, together with an element of unidentified schemes, are responsible for the projected shortfall.
12. Over and above the forecast position, the risks identified by CCGs, our Area and Regional teams, and the national team amount to (£381)m after allowing for mitigations currently in place. These risks predominantly relate to specialised

commissioning, including spending on the Cancer Drugs Fund, and the impact of expenditure against historic continuing healthcare provisions. Work is underway to develop further mitigating/compensating strategies and will be formalised as part of an in-depth stocktake at Month 6.

Karen Wheeler

National Director, Transformation and Corporate Operations

Integrated Board Report

September 2014



NHS England Board Report – Sept 14

Annex A

Performance Summary for NHS England - September 2014

Business area delivery this month

Business area delivery last month

Major Programmes this month

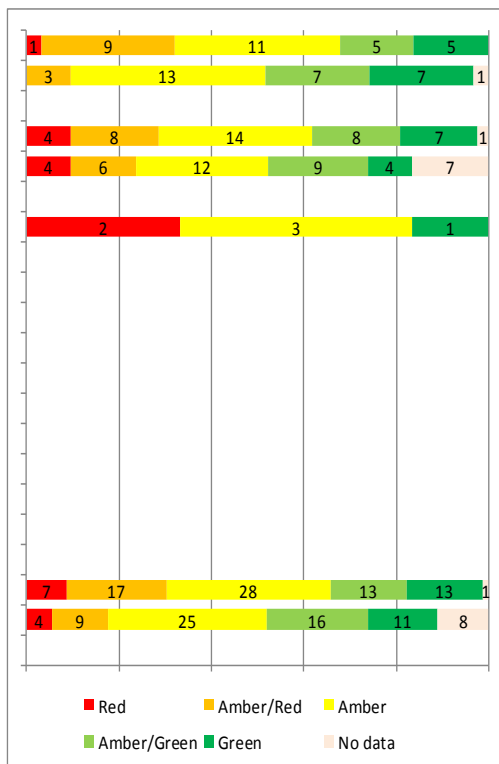
Major Programmes last month

Performance on customer contact this month

Performance on customer contact last month

This report's total this month

This report's total last month



Performance Summary for NHS - September 2014

Experience (Patient & Staff) this period

Experience (Patient & Staff) last period

Outcomes this period

Outcomes last period

Inequalities this period *

Inequalities last period

NHS Constitution this period

NHS Constitution last period

Finance this period

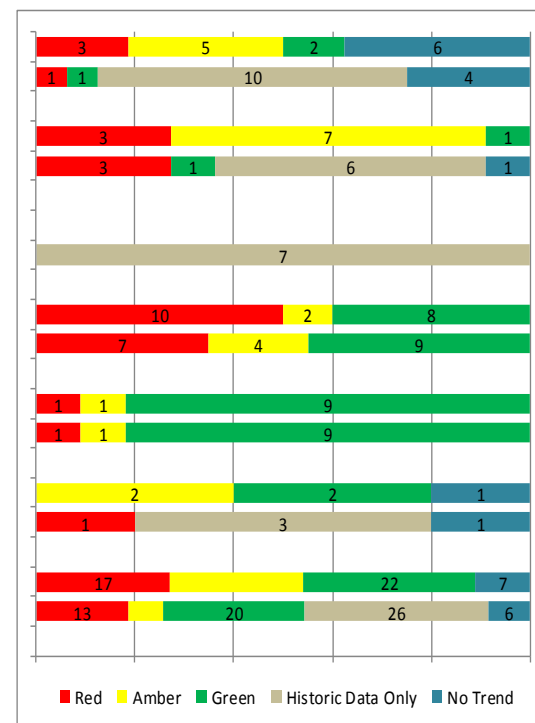
Finance last period

Other this period

Other last period

This report's total this period

This report's total last period



* work is currently underway to establish a Rag methodology for these indicators



**Annex
B: Indicators of
NHS
Performance**

NHS - NHS Constitution (1)

Summary of measures relating to NHS Constitution as reported in the NHS			
Aspects of NHS Constitution		Latest Performance	Change on previous performance
The percentage of patients on Care Programme Approach (CPA) who were followed up within 7 days after discharge from psychiatric inpatient care	2014-15 Q1	97.0%	↓
Non-admitted patients to start treatment within a maximum of 18 weeks from referral	Jun-14	96.3%	↓
Patients on incomplete non-emergency pathways (yet to start treatment) should have been waiting no more than 18 weeks from referral	Jun-14	93.8%	↑
Maximum one month (31-day) wait from diagnosis to first definitive treatment for all cancers	2014-15 Q1	97.7%	↓
Maximum 31-day wait for subsequent treatment where that treatment is surgery	2014-15 Q1	96.3%	↓
Maximum 31-day wait for subsequent treatment where that treatment is an anti-cancer drug regimen	2014-15 Q1	99.7%	↑
Maximum 31-day wait for subsequent treatment where the treatment is a course of radiotherapy	2014-15 Q1	97.0%	↓
Maximum 62-day wait from referral from an NHS screening service to first definitive treatment for all cancers	2014-15 Q1	93.8%	↓
Patients should be admitted, transferred or discharged within 4 hours of their arrival at an A&E department	2014-15 Q1	95.1%	↓
Maximum two-week wait for first outpatient appointment for patients referred urgently with suspected cancer by a GP	2014-15 Q1	93.5%	↓

NHS - NHS Constitution (2)

Aspects of NHS Constitution		Latest Performance	Change on previous performance
Admitted patients to start treatment within a maximum of 18 weeks from referral	Jun-14	89.7%	↓
Number of patients waiting more than 52 weeks	Jun-14	521	↑
Patients waiting for a diagnostic test should have been waiting less than 6 weeks from referral	Jun-14	98.1%	↑
Maximum two-week wait for first outpatient appointment for patients referred urgently with breast symptoms (where cancer was not initially suspected)	2014-15 Q1	90.3%	↓
Maximum two month (62-day) wait from urgent GP referral to first definitive treatment for cancer	2014-15 Q1	83.9%	↓
Category A calls resulting in an emergency response arriving within 8 minutes (Red 1)	Jun-14	72.5%	↓
Category A calls resulting in an emergency response arriving within 8 minutes (Red 2)	Jun-14	70.7%	↓
Category A calls resulting in an ambulance arriving at the scene within 19 minutes	Jun-14	94.8%	↓
Mixed Sex Accommodation Breaches	Jul-14	170	↓
All patients who have operations cancelled, on or after the day of admission (including the day of surgery), for non-clinical reasons to be offered another binding date within 28 days, or the patient's treatment to be funded at the time and hospital of the patient's choice	2014-15 Q1	5.1%	↓
Maximum 62-day wait for first definitive treatment following a consultant's decision to upgrade the priority of the patient (all cancers)	2014-15 Q1	90.0%	

NHS - Experience (1)

Summary of measures relating to Patient Experience as reported in the NHS

Aspect of Experience		Latest Performance	Change on previous performance
Inpatient Friends and Family test	Jun-14	74.0	↑
Staff friends and family test (Currently using "Staff recommendation of the trust as a place to work or receive treatment" average score from NHS Staff Survey as a proxy for Staff FFT)	2013	3.67	↑
Proportion of people feeling supported to manage their condition	2013-14	65.1%	↓
Patient experience of primary care - GP Services	2013-14	85.7%	↓
Patient experience of primary care - NHS Dental Services	2013-14	84.2%	↑
Responsiveness to in-patients' personal needs	2013-14	68.7	↑
Patient experience of community mental health services	2013	85.8	↓
Patient experience of primary care - GP Out of Hours Services	2013-14	66.2%	↓
A&E Friends and Family test	Jun-14	53.0	↓
Bereaved carers' views on the quality of care in the last 3 months of life	2014	75.9%	↓

NHS - Experience (2)

Aspect of Experience		Latest Performance	Change on previous performance
Patient experience of hospital care	2013-14	76.9	
Maternity Friends and Family test - Antenatal Care (Question 1)	Jun-14	67.0	
Maternity Friends and Family test - Birth (Question 2)	Jun-14	77.0	
Maternity Friends and Family test - Postnatal Ward (Question 3)	Jun-14	67.0	
Maternity Friends and Family test - Postnatal Community Provision (Question 4)	Jun-14	77.0	
Women's experience of maternity services	2013	78.9	

NHS - Outcomes

Summary of measures relating to Outcomes as reported in the NHS			
Aspect of Outcomes		Latest Performance	Change on previous performance
Employment of people with mental illness	2013-14 Q4	36.6%	↑
Health related quality of life for people with long-term conditions	2013-14	0.74	↓
Health-related quality of life for carers	2013-14	80.4%	↓
Total health gain as assessed by patients for elective procedures: Hip replacement	2013-14	0.436	↓
Total health gain as assessed by patients for elective procedures: Knee replacement	2013-14	0.324	↑
Total health gain as assessed by patients for elective procedures: Groin hernia	2013-14	0.085	↕
Total health gain as assessed by patients for elective procedures: Varicose veins	2013-14	0.093	↕
Proportion of Older People (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	2013-14	81.9%	↑
Employment of people with long-term conditions	2013-14 Q4	13.9%	↓
Incidence of MRSA	Jun-14	68	↓
Incidence of C difficile	Jun-14	1,193	↓

NHS - Inequalities

Summary of measures relating to Inequalities as reported in the NHS			
Aspect of Inequalities	Latest Performance		Change on previous performance
Patient experience of primary care - GP Services - Gender comparison	2013-14	0.9%	
Patient experience of primary care - GP Services - White British compared to Asian or Asian British	2013-14	-9.9%	
Patient experience of primary care - GP Services - White British compared to Black or Black British	2013-14	0.3%	
Patient experience of primary care - GP Services - White British compared to Mixed	2013-14	-5.0%	
Patient experience of primary care - GP Services - White British compared to Other White ethnicity	2013-14	-5.2%	
Patient experience of primary care - GP Services - White British compared to Other Ethnic Group	2013-14	-4.1%	

NHS - Others

Summary of measures relating to Other measures as reported in the NHS			
		Latest Performance	Change on previous performance
Patient safety incident reporting	2013-14 Q3	738	↓
Access to GP services	2013-14	74.6%	↓
Proportion offered rehabilitation following discharge from acute or community hospital	2013-14	3.3%	↑
Access to NHS Dental services	2013-14	93.0%	↑
Safety incidents resulting in severe harm or death	2013-14 Q2	4.4	

Finance

Summary of measures relating to high quality financial management as reported in the NHS

There is one measure rated as RED, in line with the previous month. Within this measure the actual number of CCGs forecasting a deficit remained unchanged at 20.

The Clinical Commissioning Group - management cost measure is rated as GREEN overall; however within this position 2 CCGs are forecasting to breach their target by up to 5%.

Cumulative Surplus	Planned £m	Actual/FOT £m	Variance £m	Variance % allocation	RAG	Change on previous performance
1 Clinical Commissioning Groups - year to date	193.1	180.0	(13.1)	0.0%	Green	↕
2 Clinical Commissioning Groups - full year forecast outturn	693.6	680.3	(13.4)	0.0%	Green	↕
3 Direct Commissioning - year to date	75.9	86.0	10.1	0.0%	Green	↕
4 Direct Commissioning - full year forecast outturn	218.9	233.7	14.8	0.1%	Green	↕
5 NHS England (total) - full year forecast outturn *	467.0	482.0	15.1	0.0%	Green	↕

*Forecast outturn excluding Technical adjustments and before any adjustment for net risk

QIPP (excluding implied provider efficiencies)	Planned £m	FOT £m	Variance £m	Variance % allocation	RAG	Change on previous performance
6 Clinical Commissioning Groups - full year forecast outturn delivery	1,609.4	1,495.3	(114.1)	(0.2%)	Amber	↕
7 Direct Commissioning - full year forecast outturn delivery	465.2	463.6	(1.6)	0.0%	Green	↕

Costs management*	Planned within allocation	Forecast within allocation	Variance £m	Variance % allocation	RAG	Change on previous performance
8 Central - management costs	Y	N	(0.2)	0.0%	Green	↕
9 Central - programme costs	Y	Y	22.5	2.4%	Green	↕
10 Clinical Commissioning Groups - management costs	Y	Y	27.6	2.1%	Green	↕

*Full year forecast outturn

Deficit reporting	Planned number	Forecast number	Variance	RAG	Change on previous performance
11 Number of CCGs forecasting a deficit position	18	20	-2	Red	↕

Annex C: Supplementary Finance Tables (1)

Summary of year to date and forecast surpluses by area of commissioning

Summary of year to date and forecast surpluses by area of commissioning

Month 4 Surplus	Year to Date Surplus				Forecast Surplus			
	Plan £m	Actual £m	Var £m	Var % of allocation	Plan £m	Forecast £m	Var £m	Var % of allocation
Local Surplus								
North	107.9	107.2	(0.7)	(0.0%)	310.2	305.6	(4.7)	(0.0%)
Midlands & East	27.5	14.9	(12.6)	(0.1%)	96.5	83.2	(13.3)	(0.1%)
London	34.2	37.7	3.5	0.0 %	153.5	158.1	4.6	0.0 %
South	23.5	20.1	(3.4)	(0.0%)	85.4	85.4	0.0	0.0 %
Quality Premium	0.0	0.0	0.0	0.0 %	48.0	48.0	0.0	0.0 %
Total Local Surplus	193.1	180.0	(13.1)	(0.0%)	693.6	680.3	(13.4)	(0.0%)
Direct Commissioning								
Specialised Commissioning	(0.3)	3.8	4.1	0.0 %	0.0	15.0	15.0	0.1 %
Armed Forces	0.0	0.1	0.0	0.0 %	0.4	0.4	0.0	0.0 %
Health & Justice	2.6	3.8	1.1	0.2 %	8.4	8.5	0.0	0.0 %
Primary Care & Secondary Dental	73.6	77.5	3.9	0.0 %	212.2	213.1	0.9	0.0 %
Public Health	(0.0)	0.9	0.9	0.1 %	(2.1)	(3.3)	(1.2)	(0.1%)
Total Direct Commissioning Surplus	75.9	86.0	10.1	0.0 %	218.9	233.7	14.8	0.1 %
Other (excluding Technical)								
NHS England Running Costs	0.0	(1.1)	(1.1)	(0.2%)	(75.0)	(75.2)	(0.2)	(0.0%)
CSUs	0.0	6.8	6.8		0.0	(0.0)	(0.0)	
Other (including Central Programme)	0.0	13.5	13.5	1.1 %	0.0	13.8	13.8	1.1 %
Use of Draw down	(123.6)	(123.6)	0.0	0.0 %	(370.6)	(370.6)	0.0	0.0 %
Total Other (excluding Technical)	(123.6)	(104.4)	19.3	1.4 %	(445.6)	(432.0)	13.6	1.0 %
Grand Total before Technical Budgets	145.4	161.6	16.2	0.0 %	467.0	482.0	15.1	0.0 %

Annex C: Supplementary Finance Tables (2)

QIPP Summary

	Year To Date QIPP				Forecast QIPP				
	Plan £m	Actual £m	Var £m	Achieved %	Plan £m	As % of Allocation	Forecast £m	Var £m	Achieved %
Local QIPP									
North	92.0	97.6	5.6	106.1 %	338.1	1.6%	323.3	(14.9)	95.6 %
Midlands and East	130.8	114.3	(16.5)	87.4 %	519.7	2.7%	476.1	(43.7)	91.6 %
London	91.5	87.2	(4.4)	95.2 %	314.7	3.0%	302.6	(12.1)	96.2 %
South	111.7	99.9	(11.8)	89.4 %	436.9	2.7%	393.4	(43.5)	90.0 %
Total Local QIPP	426.0	398.9	(27.1)	93.6 %	1,609.4	2.4%	1,495.3	(114.1)	92.9 %
Direct Commissioning QIPP									
Specialised	93.5	93.0	(0.5)	99.5 %	308.5	2.2%	311.0	2.4	100.8 %
Health & Justice	1.4	1.4	0.0	102.7 %	5.1	1.1%	5.1	0.0	100.1 %
Armed Forces	0.0	0.0	0.0		0.0	0.0%	0.0	0.0	
Primary Care and Secondary Dental	33.4	32.8	(0.6)	98.3 %	133.3	1.0%	128.7	(4.6)	96.5 %
Public Health	6.7	7.3	0.5	108.1 %	18.3	2.0%	18.8	0.6	103.1 %
Total DC QIPP	135.0	134.5	(0.5)	99.6 %	465.2	1.2%	463.6	(1.6)	99.6 %
TOTAL QIPP	561.0	533.4	(27.6)	95.1 %	2,074.7	2.2%	1,958.9	(115.8)	94.4 %

Annex C: Supplementary Finance Tables (3)

NHS England Running Costs 2014/15

	Year to Date Net Expenditure				Forecast Net Expenditure			
	Plan £m	Actual £m	Var £m	Var %	Plan £m	Forecast £m	Var £m	Var %
Medical	5.0	4.2	0.8	15.5%	15.9	15.1	0.8	4.8%
NHS IQ	4.1	3.6	0.5	11.3%	12.2	12.3	(0.0)	(0.1%)
Nursing	4.3	4.0	0.2	5.5%	12.5	12.5	0.0	0.0%
Commissioning Operations	75.2	71.7	3.5	4.7%	232.3	231.6	0.6	0.3%
Commissioning Development	1.5	1.4	0.1	8.7%	8.2	8.2	0.0	0.0%
Patients & Information	5.9	5.3	0.6	9.8%	18.5	18.5	0.0	0.0%
Finance	12.4	12.7	(0.3)	(2.3%)	50.2	50.2	(0.0)	(0.0%)
Commissioning Strategy	6.3	4.5	1.8	28.1%	19.4	19.3	0.1	0.4%
Transformation & Corp Office	19.6	18.7	0.9	4.4%	60.8	60.8	0.0	0.0%
Chair & Chief Executive Office	0.5	0.4	0.0	5.9%	1.4	1.4	0.0	0.0%
Reserves / transition costs	0.0	(0.0)	0.0	0.0%	21.6	42.0	(20.5)	(94.9%)
Depreciation/Other	4.3	1.5	2.9	66.1%	13.0	13.5	(0.5)	(4.2%)
TOTAL excl PCS	139.1	128.2	10.9	7.9%	465.9	485.5	(19.6)	(4.2%)
PCS	20.1	32.1	(12.0)	(59.9%)	135.2	115.8	19.4	14.4%
TOTAL Running Costs	159.2	160.2	(1.1)	(0.7%)	601.1	601.3	(0.2)	(0.0%)

Annex C: Supplementary Finance Tables (4)

NHS England Programme Costs 2014/15

	Year to Date Net Expenditure				Forecast Net Expenditure			
	Plan £m	Actual £m	Var £m	Var %	Plan £m	Forecast £m	Var £m	Var %
Medical	27.8	26.3	1.5	5.3%	107.8	107.8	0.0	0.0%
Innovation Health & Wealth	3.5	3.3	0.2	5.7%	25.6	25.6	0.1	0.3%
Improvement Body	6.0	6.0	0.0	0.0%	34.2	34.2	0.0	0.0%
Nursing	1.5	0.9	0.7	43.0%	22.1	22.1	0.0	0.0%
Commissioning Operations	28.6	25.9	2.7	9.6%	84.1	83.1	1.0	1.2%
Commissioning Development	1.8	1.5	0.3	18.7%	7.6	7.6	0.0	0.0%
Patients & Information	17.0	12.8	4.2	24.5%	60.0	60.0	0.0	0.0%
NHS Direct/111	9.9	8.2	1.7	17.2%	46.8	46.8	0.0	0.0%
Finance	0.1	0.0	0.1	98.6%	2.0	2.0	0.0	0.0%
Commissioning Strategy	0.7	0.1	0.6	84.9%	2.4	2.4	0.0	0.0%
Transformation & Corp Office	3.5	3.5	0.0	0.0%	8.6	8.6	0.0	0.0%
Leadership Academy	29.1	29.1	0.0	0.0%	67.7	67.7	0.0	0.0%
Clinical Excellence Awards	12.1	12.1	0.0	0.0%	174.0	174.0	0.0	0.0%
Provider Support	80.3	80.3	0.0	0.0%	206.0	206.0	0.0	0.0%
Other Programmes	10.7	10.8	(0.1)	(1.4%)	51.1	29.6	21.5	42.0%
Other Reserves	0.0	0.0	0.0	0.0%	(1.5)	(1.5)	0.0	0.0%
Contingency	0.7	0.7	0.0	0.0%	34.0	34.0	0.0	0.0%
TOTAL NHSE PROGRAMME COSTS	233.3	221.5	11.9	5.1%	932.5	910.0	22.5	2.4%