

NHS England and NHS Improvement Board meetings held in common

Paper Title:	Operational performance report
Agenda item:	4 (Public session)
Report by:	Amanda Pritchard, Chief Operating Officer
Paper type:	For discussion

Summary/recommendation:

This paper provides a summary of the already published data covering the period to February 2020. The Boards are asked to note the content of this report.

Urgent and emergency care

1. Four-hour A&E performance for February 2020 was 82.8%. For the year to date, 17.8 million people were assessed, treated and admitted or discharged within four hours in A&E, with NHS A&E departments seeing 786,000 more patients in 2019/20 than in 2018/19.
2. Patients continue to access a wider range of services. There are now 156 UTCs designated; of these, 120 are able to accept directly booked appointments from Integrated Urgent Care services (NHS 111 controlled centres). Digital standards for direct booking are in the final stages of development which will lead to all UTCs being able to accept them. A further 48 are planned to designate during 2020.
3. Delivery of Same Day Emergency Care (SDEC) continues to increase across England with 92% of providers with SDEC available for at least 12 hours per day, 7 days a week. There are 72% of providers with an acute frailty service available for at least 70 hours per week.
4. More than 7.5 million over 65's have received a flu vaccination so far this year, this is an increase of over 150,000 from this point in the previous year. The latest healthcare worker flu vaccination figures show that nearly 50,000 more healthcare workers have been vaccinated this year than at the same time last year.
5. Despite an increase in the number of incidents (8.0 million for the financial year to February 2020 compared to 7.7 million incidents to February 2019), we have seen similar performance delivery in the ambulance sector in category C1, with mean response times and 90th percentile times only slightly higher than the same period last year. National performance against the Category 1 mean standard was 7 minutes and 19 seconds in February 2020.

6. Partly as a result of successful implementation of our ambulance reforms, the proportion of ambulance callouts that led to a conveyance to an A&E department was 1.7% lower for February 2020 than February 2019, at 57.1%.
7. In February 2020, the NHS offered 1.6 million NHS 111 calls, and in the year-to-date (April 2019 – February 2020) there were over 1 million more calls than the same period last year. Clinical advice was provided in 51.9% of triaged calls in February 2020, above the target of 50%.
8. The NHS Community Pharmacist Consultation Service (CPCS) went live in October 2019 and has seen nearly 188,000 patients (as of 25 February) with minor illnesses or who need an urgent medicines supply directed from NHS 111 to a same-day appointment with their local pharmacist. These are patients who would have otherwise been directed to alternative primary care and GP-led services.
9. Additional capital funding was made available to trusts to enable increased winter resilience to increase bed capacity and greater use of same day emergency care. Over 110 schemes have been completed, with nearly 50 further schemes due for completion by the end of March.

Referral To Treatment

10. GPs continue to moderate elective demand growth, as evidenced by GP referral growth of –1.4% for the year to date. Performance against the Referral to Treatment (RTT) waiting time standard saw 83.5% of patients waiting less than 18 weeks in January 2020. The total waiting list (excluding non-reporting organisations) marginally increased by 800 from December 2019, to 4.4 million in January 2020. In the financial year-to-date to January 2020, there were just over 7.39 million total elective admissions, 169,460 or 2.3% more than in the previous year.
11. The NHS also continues to treat more patients than ever before, with a total of 16.6 million patients having completed RTT pathways in the twelve months to January 2020. Having taken account of trusts not submitting data, the total number of completed RTT pathways in this period is estimated to be 17.1 million, an increase of 2.3% on the number of patients completing pathways in the preceding twelve months.
12. The NHS remains committed to eradicating the number of patients inappropriately waiting 52 or more weeks. There has been a reduction of 53% in the number of patients waiting 52 weeks or more for treatment, from a peak last year in June 2018 (3,517), to the published January 2020 position of 1,643.
13. In line with the commitments in the *NHS Long Term Plan*, we are making progress to drive the re-design of outpatient care through a combination of delivering services outside hospital settings, increasing use of telephone or video consultation to cut down on patient travel, and removing appointments of limited clinical value.

Cancer

14. The number of people referred through the two-week wait urgent pathway has grown from 1 million in 2010/11 to 2.2 million in 2018/19. We are on track to see over 2.4 million people referred in this financial year. Over 192,000 more people were referred in the 12 months to January compared to the same period the year before.
15. Performance against the 62-day referral-to-treatment standard in January 2020 was 73.6%, however over 13,000 patients are now starting treatment every month, compared to around 10,000 a month five years ago and around 8,000 a month in 2010/11.
16. Cancer Alliances continue to set up new RDCs to improve the routes to diagnosis for cancer patients, particularly those with unclear symptoms in the first instance. Twenty RDC pathways have now been implemented, and between September 2019 and December 2019 they received over 1,000 referrals and 81 cancers were diagnosed.
17. The GP Contract was published in February 2020 and includes a new specification for Primary Care Networks to support the earlier diagnosis of cancer. Networks and Cancer Alliances are working collaboratively in preparing for implementation.
18. The Faecal Immunochemical Test (FIT) was introduced into the NHS Bowel Screening Programme to detect more cancers earlier through increased sensitivity and ease of use and so save more lives. December 2019 data suggests that the FIT has increased uptake of bowel screening by around 6% since its introduction in June 2019.
19. In September 2019 updated polyp surveillance guidance was published stating that for many patients, surveillance colonoscopies and bowel imaging can be stopped or conducted less frequently, supporting more efficient and effective use of endoscopy resources through a more targeted and personalised approach to surveillance. Full implementation of the guidance could reduce the demand for surveillance colonoscopies in the symptomatic service by up to 70%. £4 million has now been issued to Cancer Alliances, on a population basis, to support implementation of this guidance in both the screening and symptomatic service.

Primary Care and System Transformation

20. *Investment and Evolution: Update to the GP contract agreement 2020/21-2023/24* was agreed with the British Medical Association General Practitioners Committee in February 2020. It includes enhancements to the additional roles reimbursement scheme to help secure the target of 26,000 additional staff, including an expansion of the roles covered and an increase to 100% reimbursement for these additional roles.

The GP training place intake will increase by 500 to 4,000 a year from the 2021 recruitment round. The training programme will now include two years spent in general practice rather than the current 18 months. The contract also includes a raft of measures to aid GP recruitment and retention to help deliver the target of 6,000 extra doctors working in primary care, including a new to partnership payment and fellowships in general practice for newly qualified GPs.

Mental Health

21. Delivery of the mental health priorities and spending commitments set out in the *NHS Long Term Plan* and *Mental Health Implementation Plan 2019/20-2023/24* continues to progress.
22. The Mental Health Investment Standard (MHIS) was met nationally and regionally in 2018/19 and is forecast to be achieved in 2019/20.
23. Work is ongoing to ensure sufficient workforce expansion to meet the 25% IAPT access rate. The 50% recovery rate has continuously been exceeded since Quarter 1 2017/18. 88.6% of people entered treatment having waited less than six weeks (against a standard of 75%) and 98.4% of people entered treatment having waited less than 18 weeks (against a standard of 95%) in December 2019.
24. Every STP in England has an operational community perinatal mental health service.
25. NHS Digital published a bespoke data collection in July 2019 for access to children and young people's mental health services. The collection demonstrated that 377,866 children and young people accessed mental health services in 2018/19. NHS England and NHS Improvement analysis indicates that an access rate of 36.1% was achieved in 2018/19, meaning NHS services exceeded the target trajectory of 32%.
26. Quarter 3 2019/20 data shows the programme for children and young people accessing treatment for eating disorders to be on track to achieve a 95% standard, with 86.9% of patients accessing treatment within four weeks (routine) and 73.5% within one week (urgent).
27. The national standard for 56% of people to start treatment for Early Intervention in Psychosis (EIP) within two weeks was exceeded in December 2019, with performance of 74.4%. Ongoing improvement work is underway to enhance patients' access to the full range of NICE-recommended treatment in line with our commitments outlined in the *Five Year Forward View for Mental Health*.
28. In Quarter 3 2019/20, the programme distributed £8 million for in-year capital projects to support winter pressures.
29. It is an ambition that a minimum of two-thirds (66.7%) of people aged 65 and over living with dementia receive a formal diagnosis. This standard has been

consistently achieved since July 2016 and stands at 67.6% at the end of January 2020.

People with a learning disability, autism or both

30. The number of people in an inpatient setting has reduced by 24% from 2,890 in March 2015 to 2,185 as at the end of January 2020. While this reduction represents unprecedented progress, further effort is required to deliver the commitment to reduce the number of adults in an inpatient setting to 30 adults per million adults and 12-15 children and young people in an inpatient setting per million children by March 2024.
31. Over £20m has been invested in 2019/20 to support delivery of these inpatient reduction commitments, which will help local areas to improve the capacity and skills of community services with a further planned investment of £15 million in 2020/21. A 'Care Room' approach is now in operation in all seven regions to focus upon timely discharge. National support, resources and assurance has been made available to the three regions with the furthest to go to achieve the required reduction in inpatient numbers.
32. The number of Care (Education) Treatment Reviews (C(E)TRs) undertaken continues to grow year-on-year. Since April 2016, more than 5,190 community reviews have taken place, including more than 2,035 for children and young people. Over 14,080 inpatient reviews have been undertaken since April 2016, of which over 2,430 were for children and young people. The proportion of current inpatients recorded as never having had a C(E)TR was 5% in January 2020.
33. A programme of independent C(E)TRs of people in inpatient settings who are in long-term segregation or prolonged seclusion began in November 2019 and will continue. Each review has an independent chair as well as an independent clinician and an expert by experience.
34. There were 2,700 LeDeR notifications made between 1st January 2019 and 31st December 2019. £5m investment has been allocated across the regions for CCGs to complete any outstanding LeDeR reviews, including commissioning the North East Commissioning Support Unit to complete up to 2000 reviews notified to LeDeR and to improve overall LeDeR performance with a target that all historical cases will be completed by the end of the year.
35. A quality taskforce has been established to focus on Children and Adolescent Mental Health Services (CAMHS) Tier 4 inpatient care for children and young people and the associated work has begun. Chaired by Anne Longfield, Children's Commissioner for England, the Taskforce will deliver improvements in care over the next 18 months and make recommendations for next steps.
36. Q2 2019/20 data shows that 160,996 annual health checks were conducted over the previous 12 months for people with a learning difficulty who are 14 years or older.