

Review of NHS performance and delivery: data annex

27 March 2025

Key facts and figures about the NHS in England

13,135 buildings covering 27.2km² equivalent to 3,800 football pitches

Employs over 1.5m people, and is one of the world's largest employers

One baby delivered every minute

Delivers 1.7m patient interactions per day, or 1,100 every minute

Have 140,000 patients sleep in our beds each night

Almost 7,000 GP practices, 11,500 community pharmacies, 5,800 optometrists, and 9,000 dental contracts

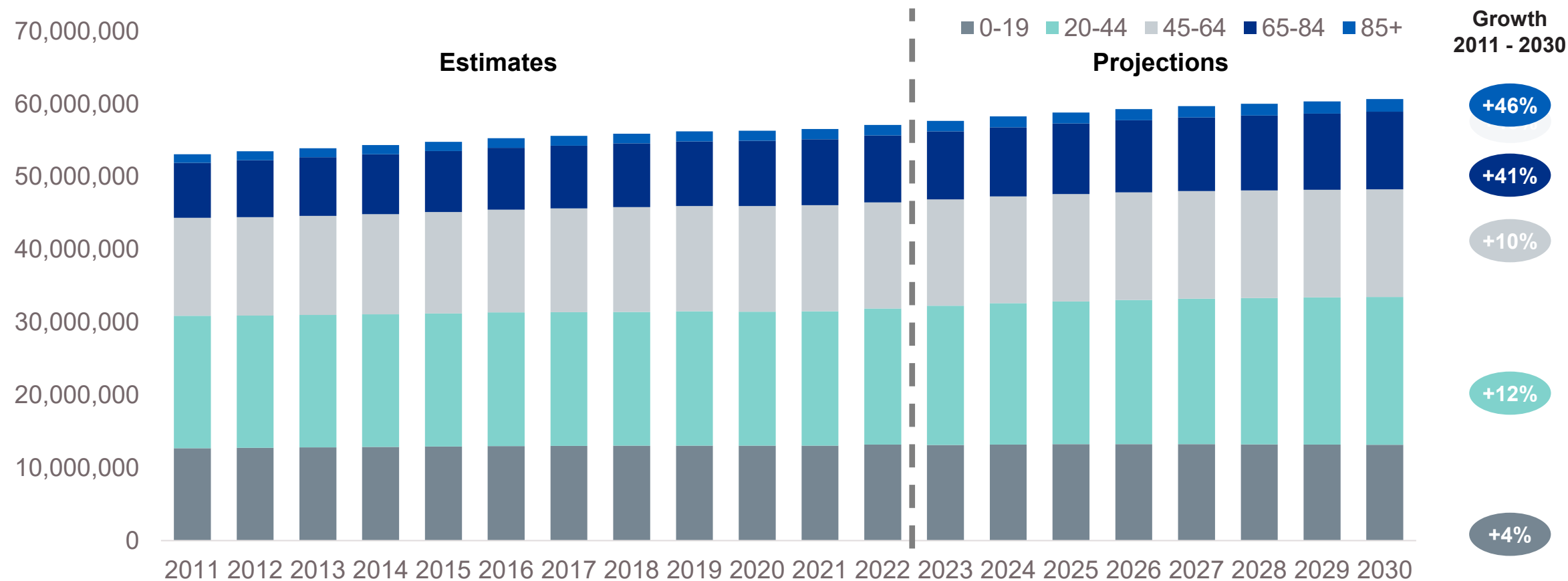
555 hospital sites, including general acute, specialist and community sites

With over 48 million visits per month, nhs.uk is the UK's biggest health website

NHS App has twice as many users as Netflix in England, with 75% of adults now signed up

There is an increasing demand on NHS services from demographic growth. The population has grown by 1.8m (2.7%) since 2021/22, versus a forecast of 800k (1.1%) in October 2021

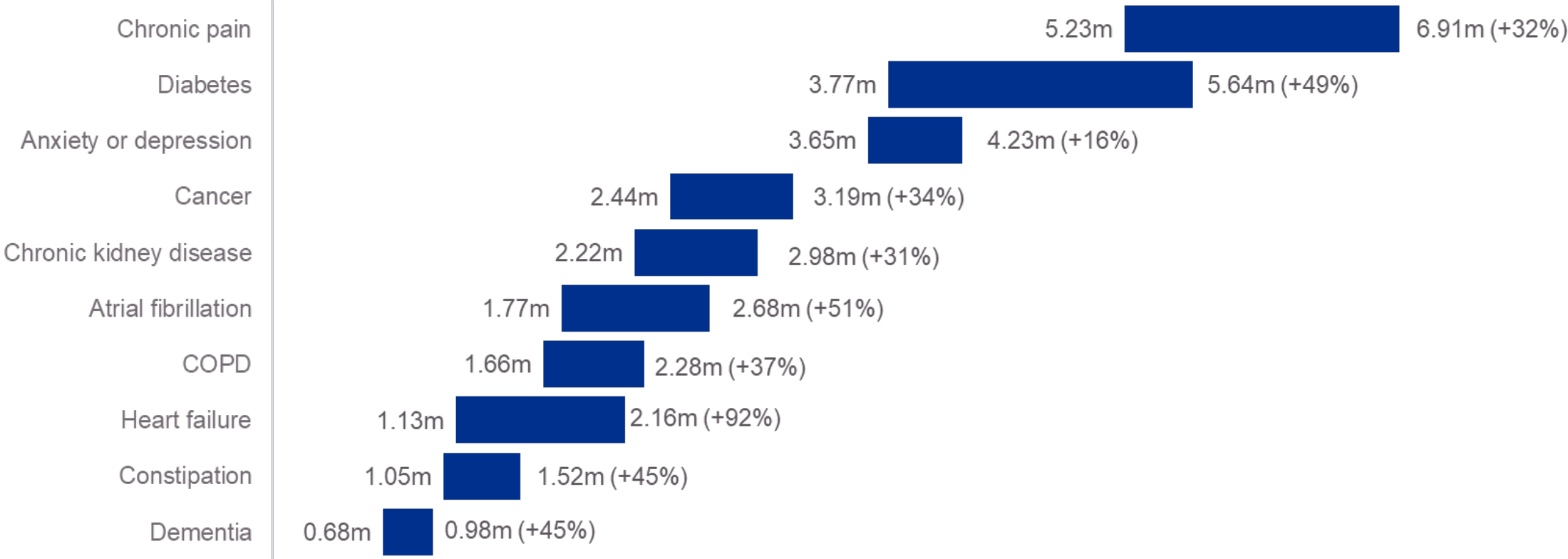
ONS population estimates and projections, by age band and year, 2011 to 2030



Source: ONS population estimates [\[link\]](#) and projections [\[link\]](#)

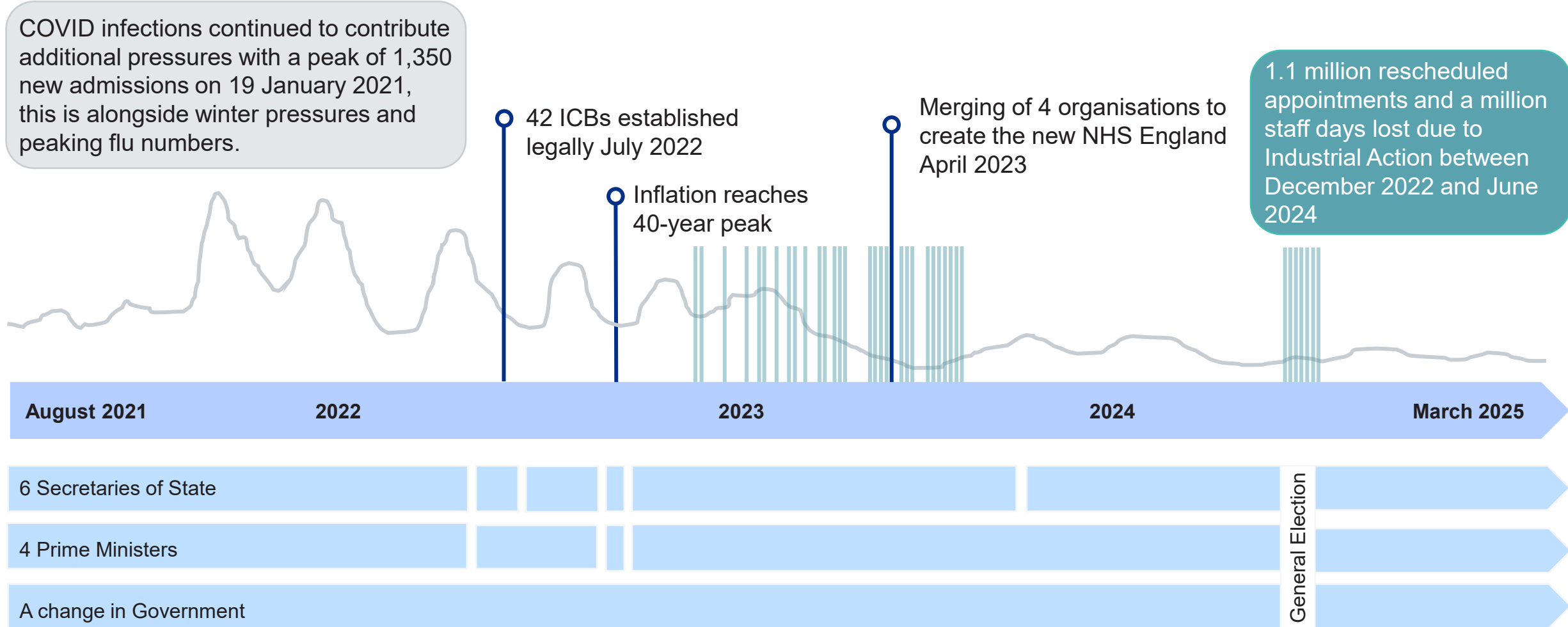
The number of people with one of the top ten chronic conditions is forecast to increase from 2.5m in 2019 to 9.1m in 2040 with AF, diabetes and heart failure seeing the largest increases

Diagnosed cases for the top 10 conditions for those aged 30 years and older, 2019 and projected for 2040



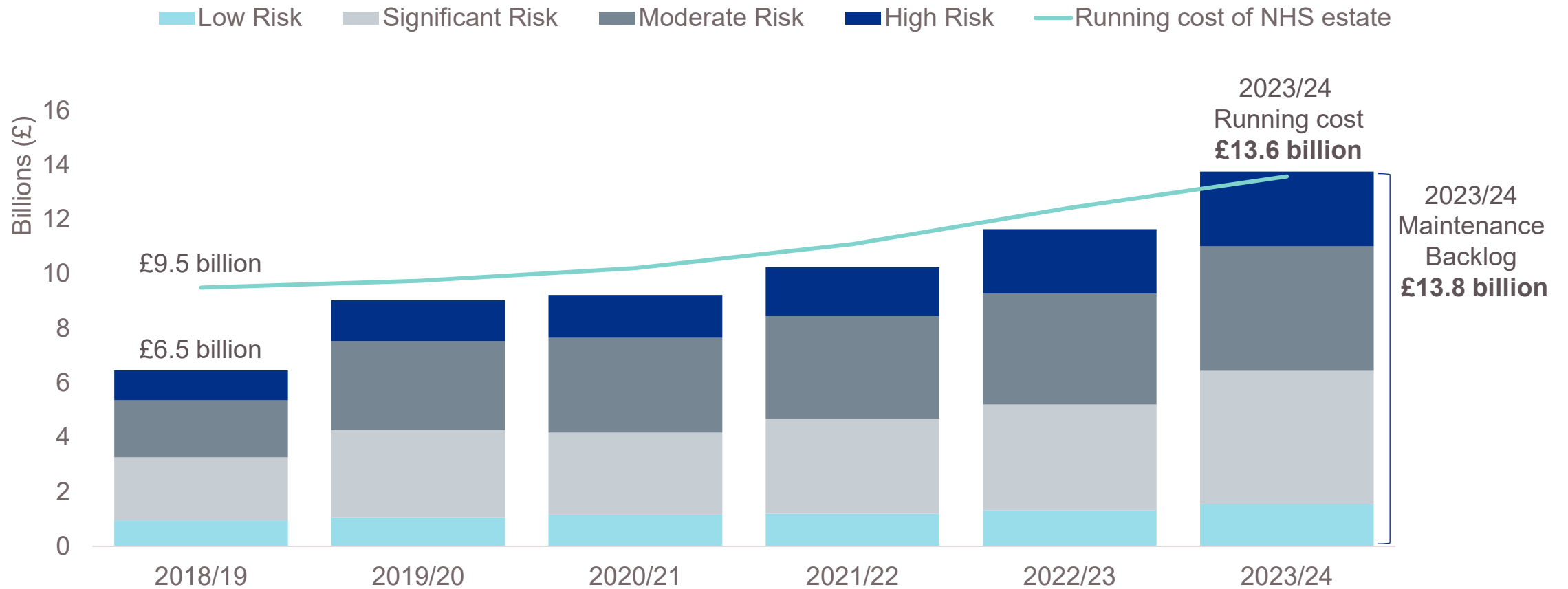
Source: Health in 2040, The Health Foundation [\[link\]](#)

Over the last three and half years – since August 2021 – the NHS has navigated an unprecedented operating environment and continual political change



The total running cost of the NHS estate is currently at £13.6 billion, with maintenance cost now exceeding the cost of running the estate

Maintenance backlog, by risk category and year, and running cost of NHS estate, by year, 2018/19 to 2023/24



Source: Estates Returns Information Collection [\[link\]](#)

There were 13,700 patients who had their discharge delayed in January 2025, affecting flow through hospitals

Patients remaining in hospital who no longer meet criteria to reside, by month, from April 2021 to January 2025



Source: Acute Discharge Data [\[Link\]](#)

The management of the Covid-19 pandemic required a rapid step-change in how care was delivered across the NHS, treating 380,000 Covid-positive patients



Rapidly scaled up acute hospital capacity

Expanding critical care capacity by around 50% above usual capacity, with some areas surging to over 80% above their usual capacity. At the peak of the pandemic in January 2021, around 4,000 Covid-19 patients were being looked after in critical care every day.



Delivered a rapid and precise vaccination programme

The first health service in the world to deliver the Pfizer and Oxford Astra-Zeneca vaccines outside of a research trial. NHSEI led the largest and most precise vaccination programme globally, and has delivered 175m vaccinations since December 2020.



Rapidly moving to innovative ways of delivering care

Rolling out COVID Oximetry@home and COVID Virtual Wards (CVW) models to allow identification of silent hypoxia and supported discharge of COVID inpatients respectively.

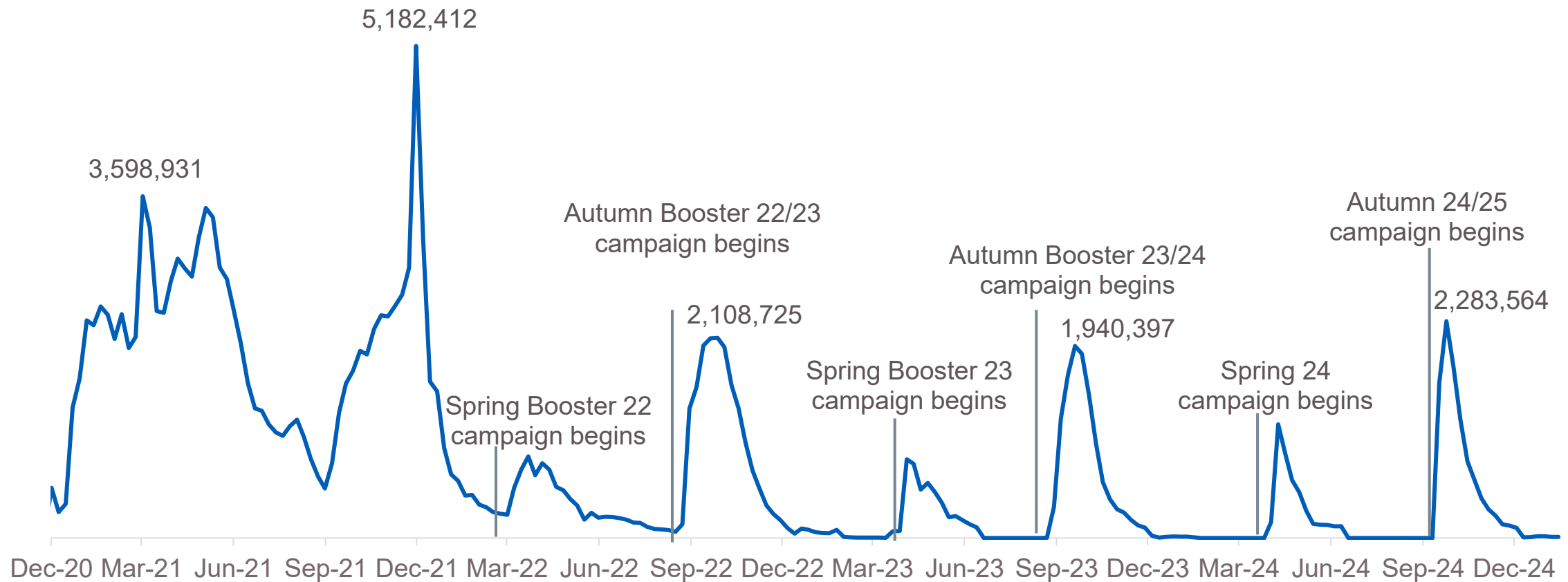


Supported mental health, particularly given isolation challenges

Establishing 24/7 mental health crisis support phone lines nationally by May 2020 – one year ahead of target. By July 2020, almost 100% of Improving Access to Psychological Therapies (IAPT) appointments were delivered virtually.

175m COVID-19 vaccinations have been delivered since December 2020. Within 10 weeks of the first vaccination, everyone in the top four priority cohorts had been offered a vaccination

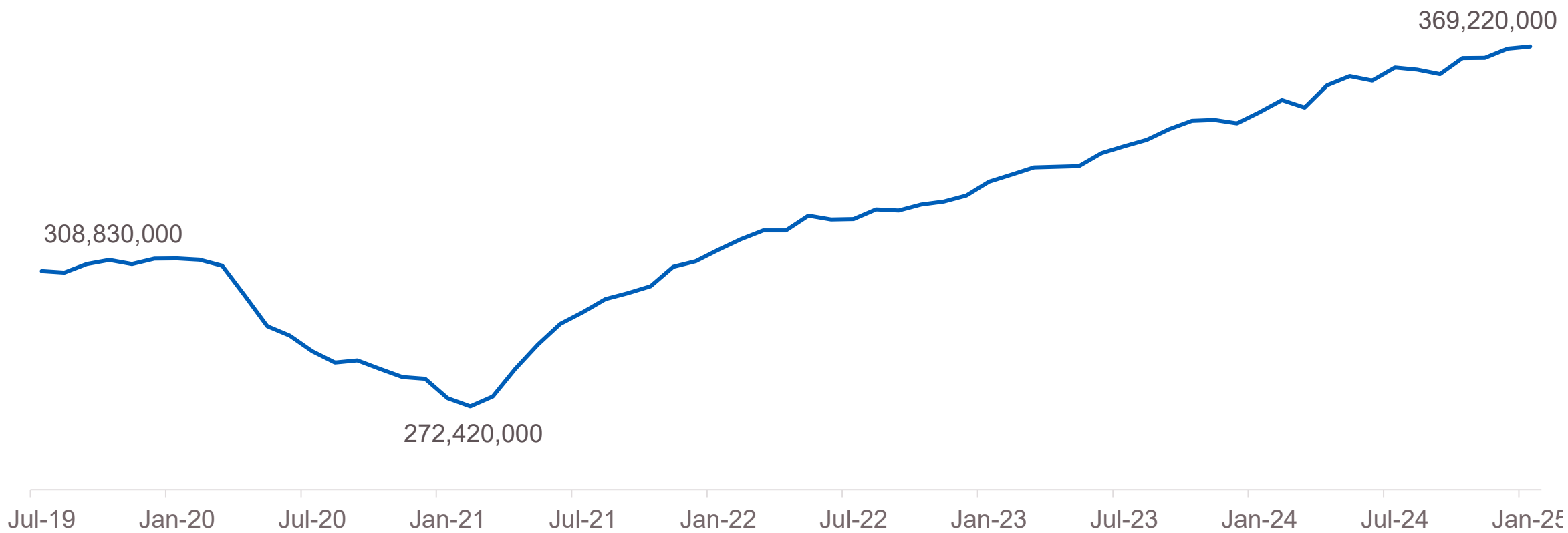
COVID-19 vaccinations, by week, December 2020 to February 2025



Source: Published COVID-19 Vaccinations [\[link\]](#)

Record numbers of GP appointments have been delivered with 369 million appointments – excluding those for COVID-19 vaccinations – delivered in the 12 months up to January 2025

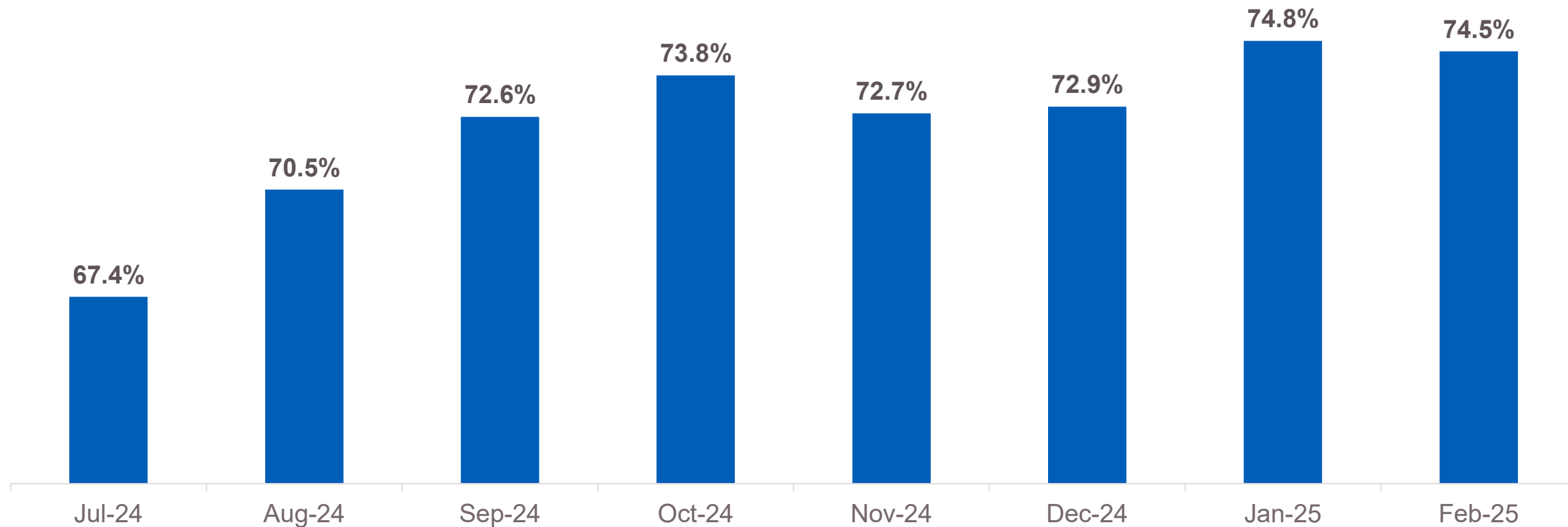
Estimated 12-month rolling count of GP practice appointments (excluding vaccinations), by month, July 2019 to January 2025



Source: Published Appointments in General Practice [\[link\]](#)

Over the last eight months, experience of GP practices has improved with three out of four people contacting their GP having good overall experience in February 2025

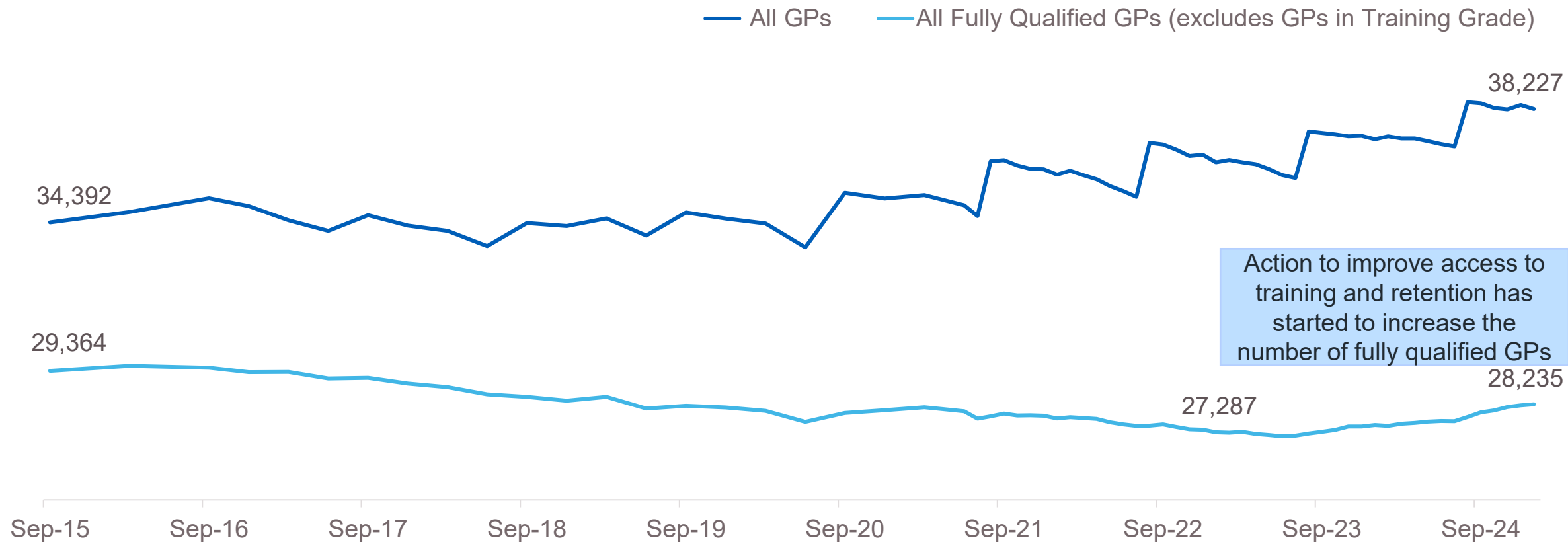
Overall good experience, for those who tried to contact their GP practice in the last 28 days, by month, July 2024 to February 2025



Source: Published Experiences of NHS healthcare services in England - Office for National Statistics [\[link\]](#)

In the last 18 months, the number of fully qualified GPs has increased for the first time since 2015, as a result of work to improve training and retention

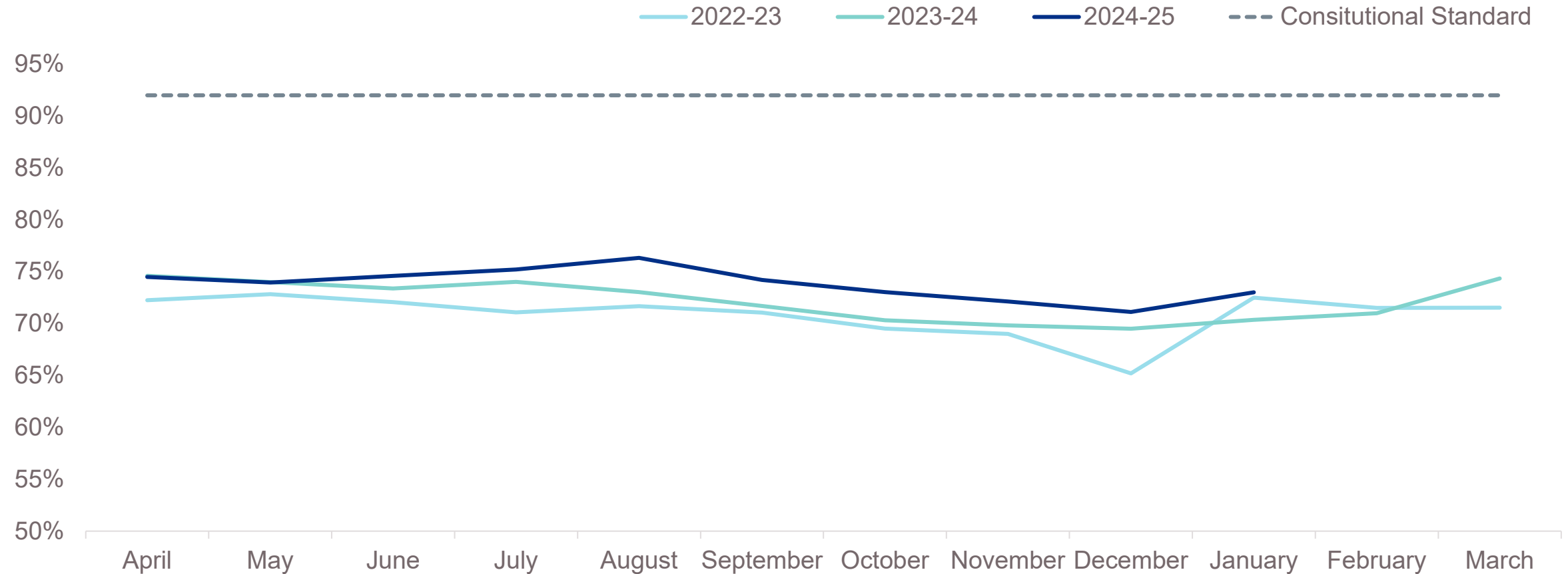
Number of GPs and fully qualified GPs, by month, September 2015 to January 2025



Source: Published General Practice workforce [\[link\]](#)

Following the Omicron wave of COVID-19 pandemic, the NHS has made gradual improvements to A&E performance, although there is some distance to recover the constitutional standard

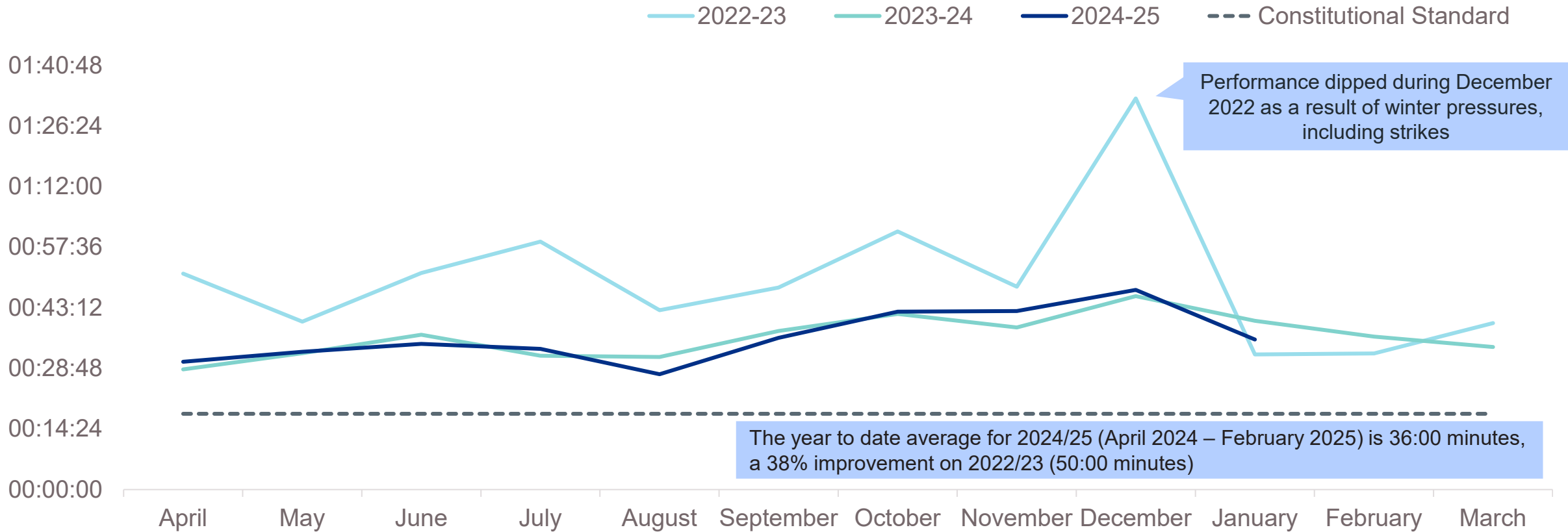
Proportion of patients seen within 4 hours in A&E, by month, April 2022 to January 2025



Source: Published A&E Waiting Times and Activity [\[link\]](#)

Over the last two years, there have been gradual improvements to ambulance response times with a nine minute improvement in January 2025 compared to January 2024

Average ambulance response time (Category 2) in hours and minutes, by month, April 2022 to January 2025



Source: Published A&E Waiting Times and Activity [\[link\]](#)

In response to urgent and emergency care demands, urgent community response teams have delivered around 314,000 contacts in January 2025, having been established in July 2020

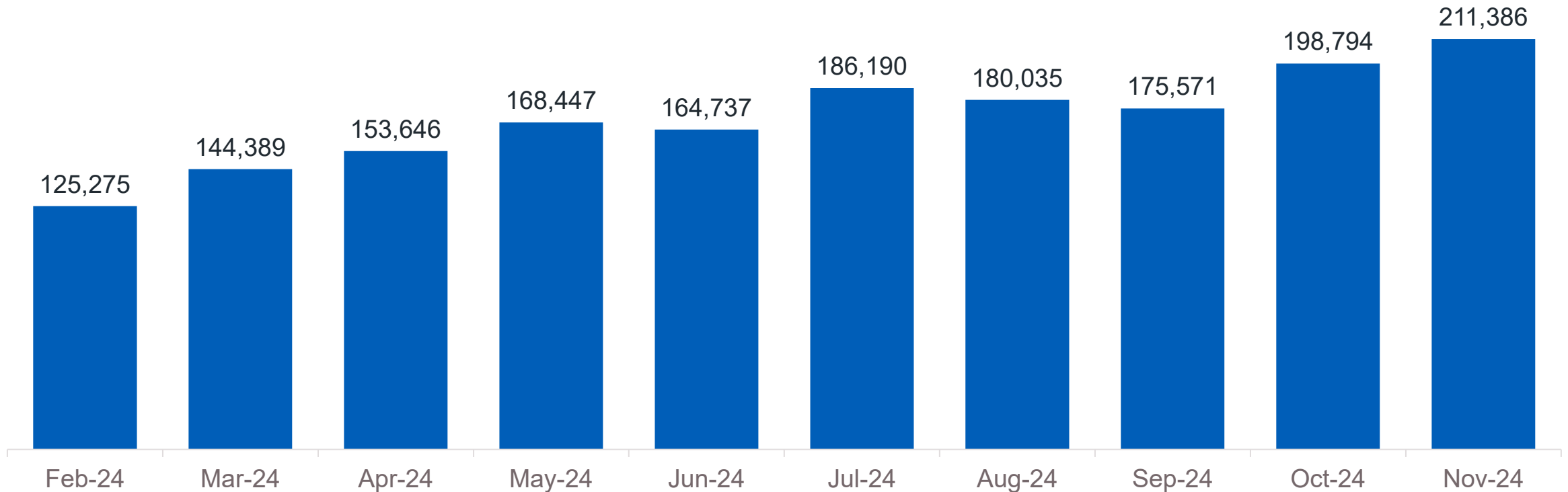
Community Urgent Care Responses, by month, July 2020 to January 2025



Source: Published Community Urgent Care Response activity [\[link\]](#)

Pharmacy First has been supporting primary urgent care with the number of consultations increasing steadily since implementation

Pharmacy First Consultations, by month, February 2024 to November 2024

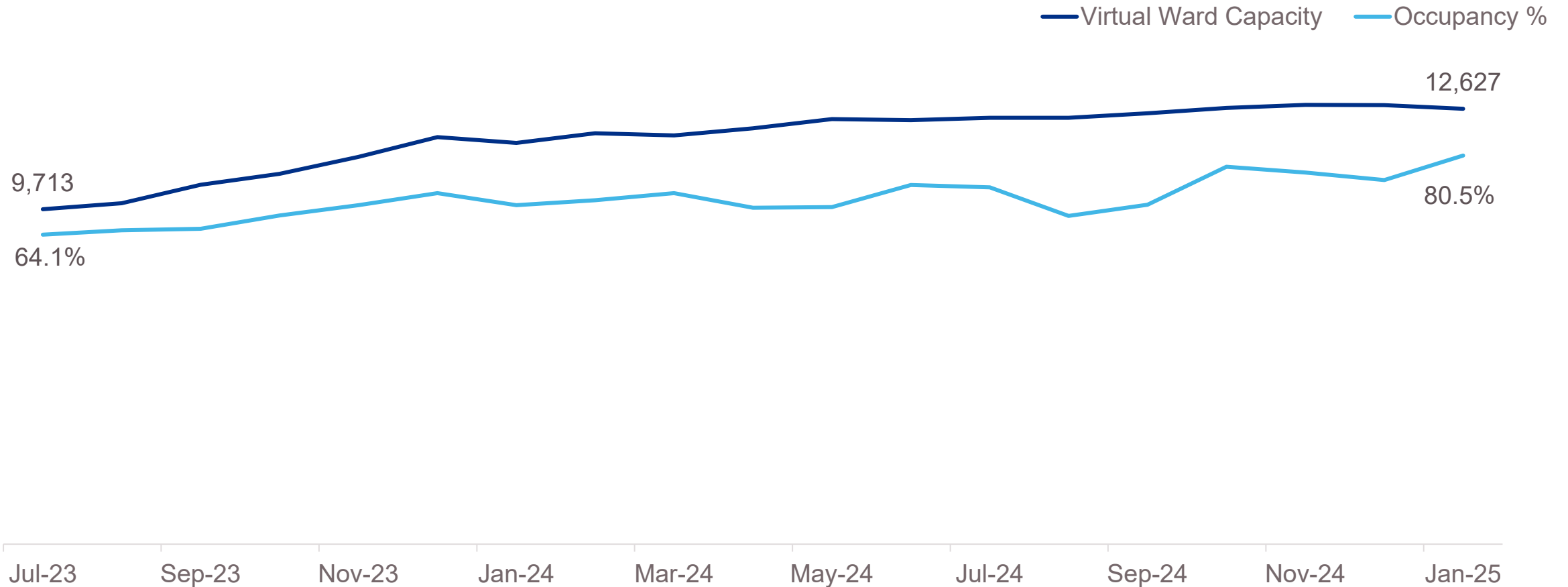


Pharmacy First was an initiative launched in January 2024 to offer advice to patients and supply NHS medicines, where clinically appropriate, to treat 7 common health conditions with the aim of freeing up GP appointments

Source: Published Pharmacy First Data [\[link\]](#)

Almost 12,000 virtual ward beds have been created since the pandemic with recent occupancy levels remaining consistent at between 70% to 80%

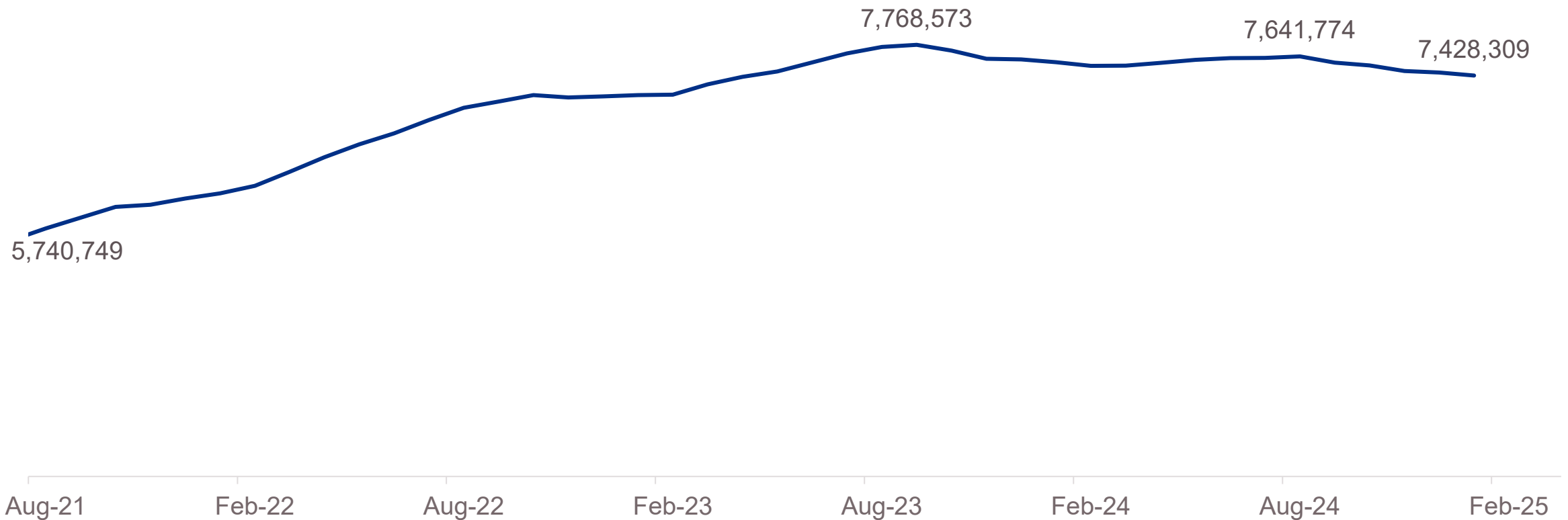
Virtual ward capacity (number of beds) and occupancy, by month, July 2023 to February 2025



Source: Published Virtual Ward Capacity and Occupancy [\[link\]](#)

The elective referral to treatment waiting list has started to decrease with a sustained reduction for 6 months, with 7.4 million pathways waiting to start treatment as of January 2025

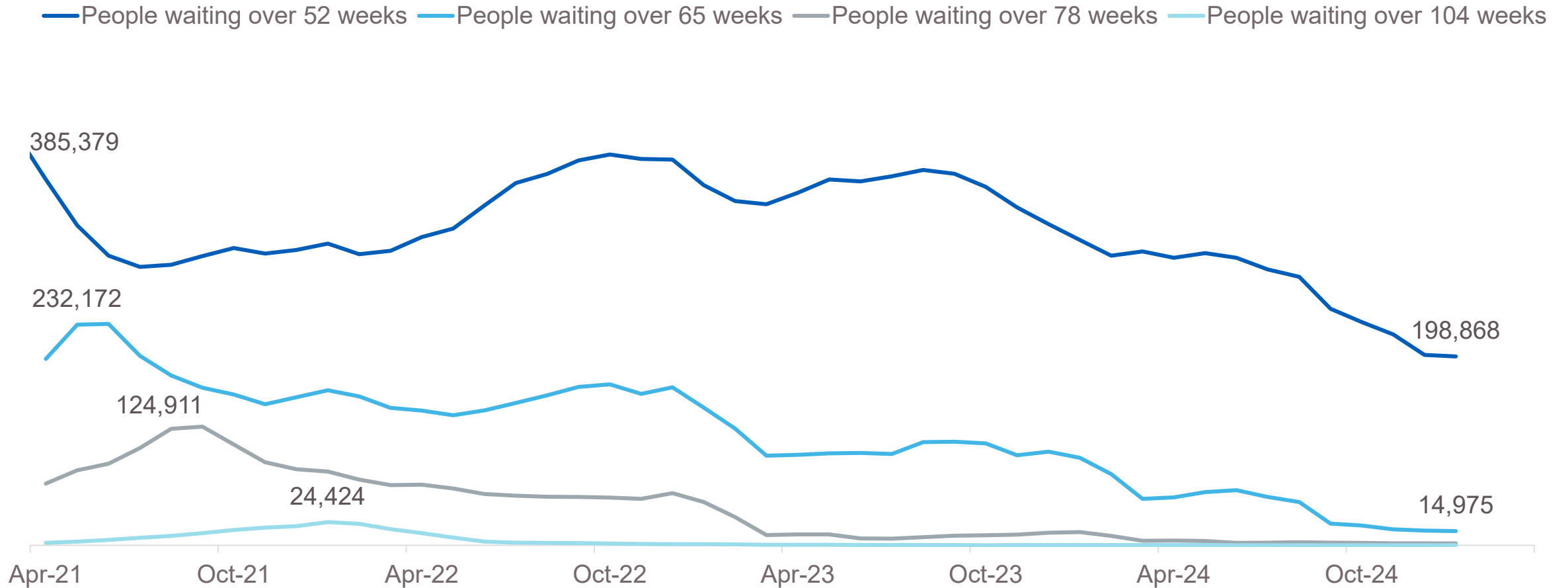
Consultant led referral to treatment waiting list size – number of incomplete pathways, by month, July 2021 to January 2025



Source: Published Referral to Treatment (RTT) Waiting Times [\[link\]](#)

The number of people waiting longer than a year for treatment has reduced by 54% since the peak in March 2021 with 78+ week and 104+ week waiters virtually eliminated

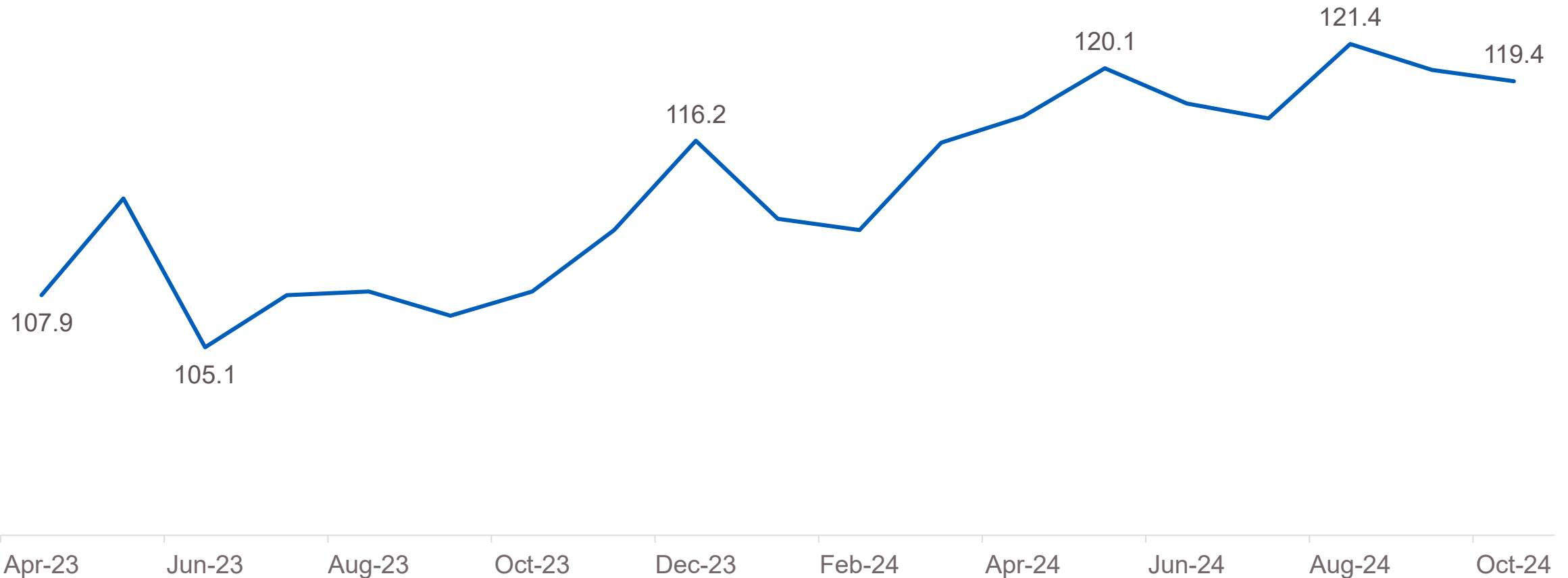
Number of people waiting longer than a year for treatment by length of time waiting, by month, April 2021 to November 2024



Source: Published Referral to Treatment (RTT) Waiting Times [\[link\]](#)

When weighted by value, elective activity has increased to 120% of pre-pandemic levels including interventions such as advice and guidance

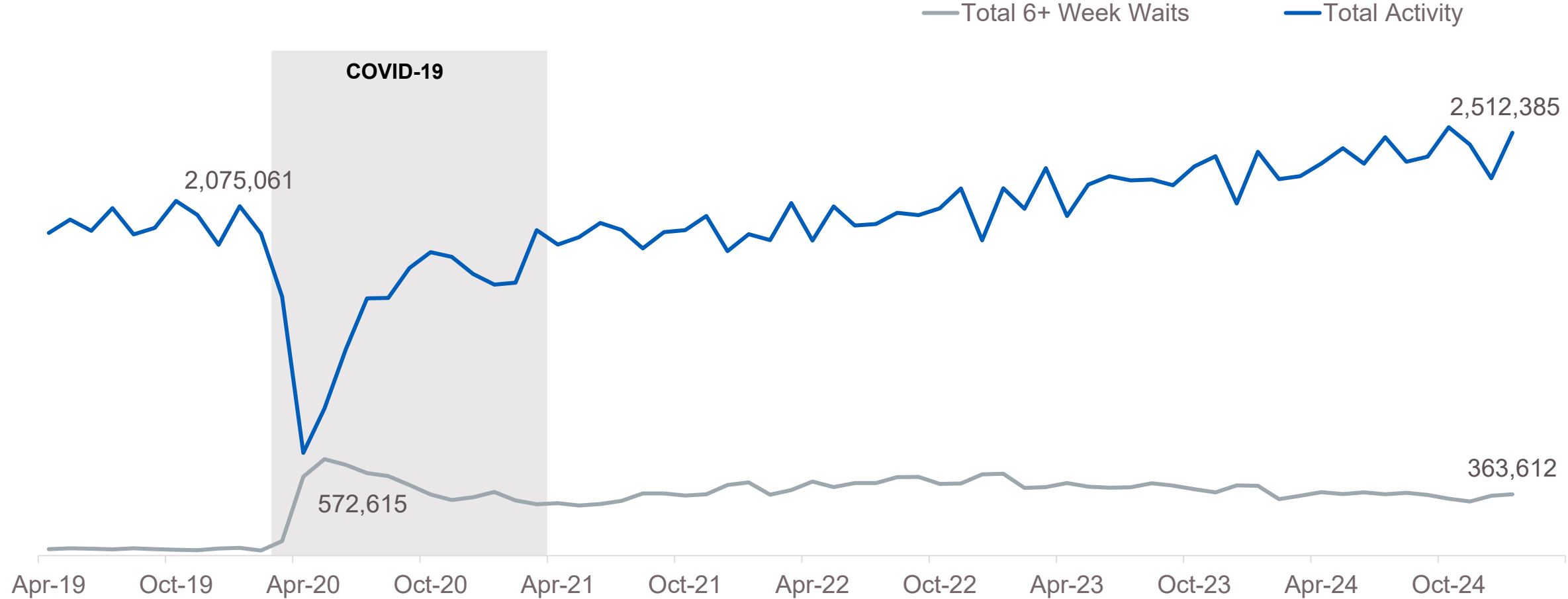
Value Weighted Activity including specialist advice and guidance as a proportion of 2019/20, by month, April 2023 to November 2024



Source: Published Recovery of Elective Activity [\[link\]](#)

Diagnostics activity has recovered to pre-pandemic levels with the number of people waiting longer than six weeks coming down gradually

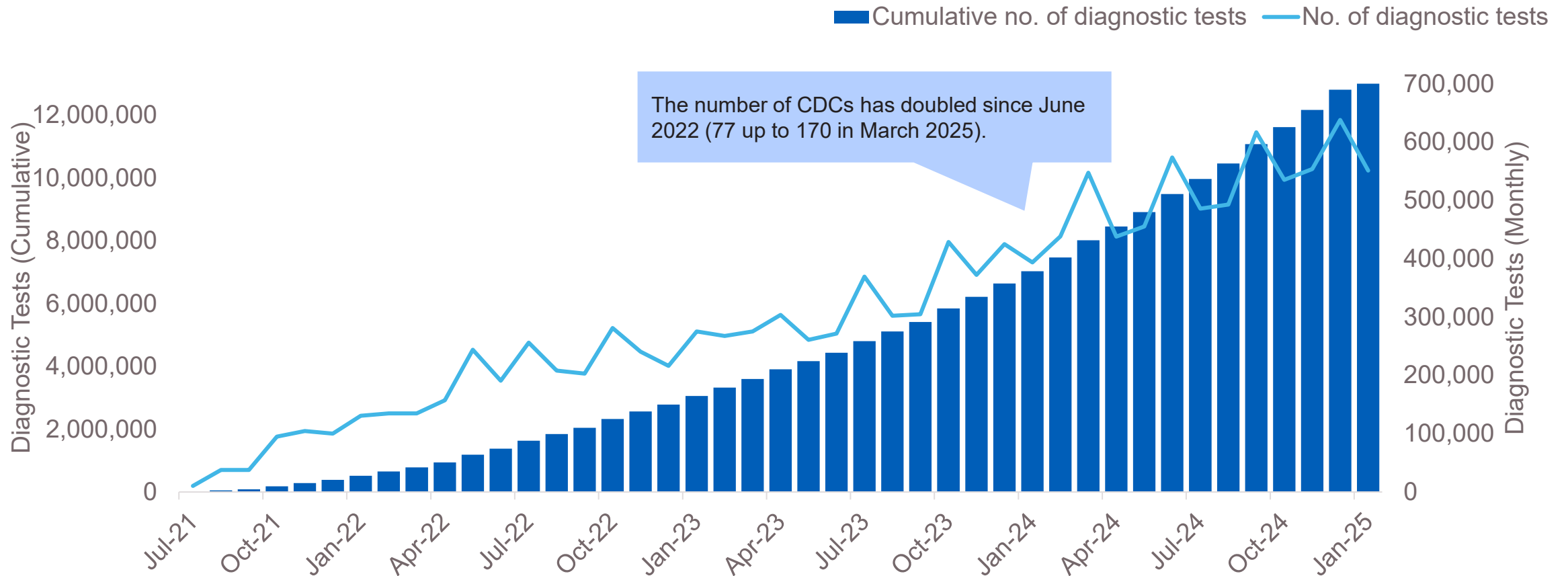
Number of people waiting for a diagnostic test, six weeks or more, and total activity for all tests, by month, April 2019 to January 2025



Source: Published Diagnostics Waiting Times and Activity [\[link\]](#)

There are now 170 CDCs operational with 5.3 million tests undertaken between April 2024 and January 2025, up 55.6% on the same period in 2023/24

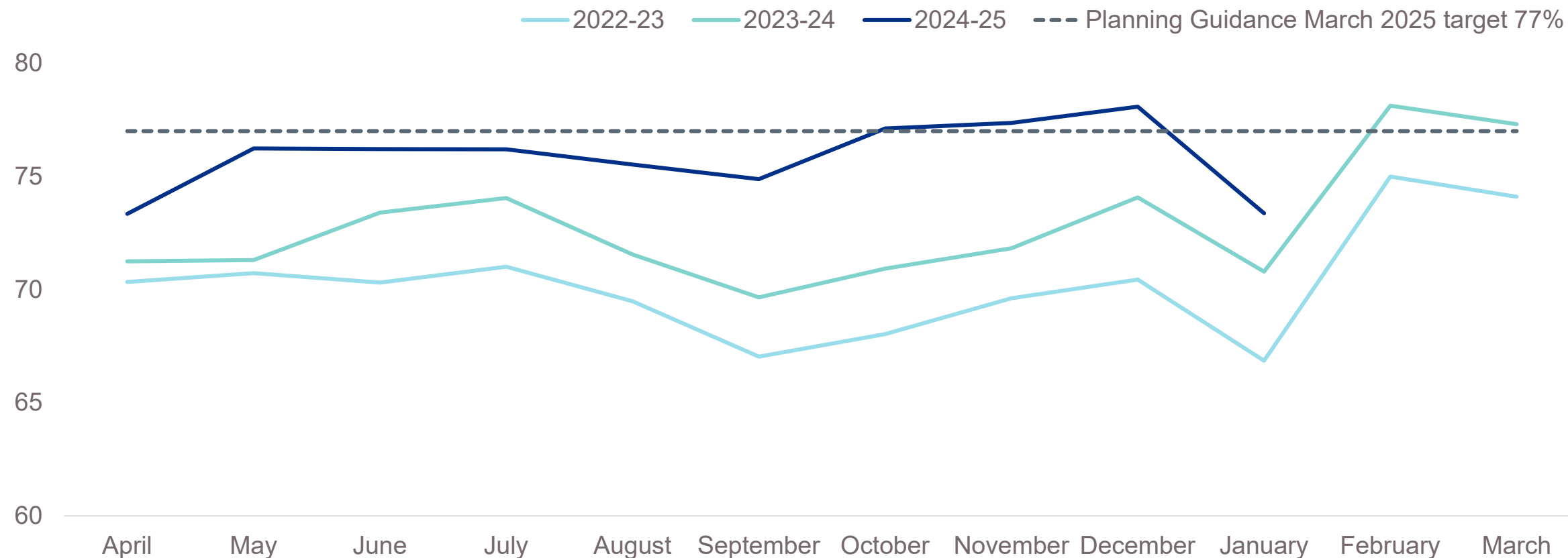
Number of diagnostic tests in Community Diagnostic Centres (CDCs), by month, July 2021 to January 2025



Source: PUBLISHED Community Diagnostics Data [\[link\]](#)

Performance against the 28 day Faster Diagnosis Standard has also been steadily improving against the planning guidance March 2025 target of 77% for most of 2024/25

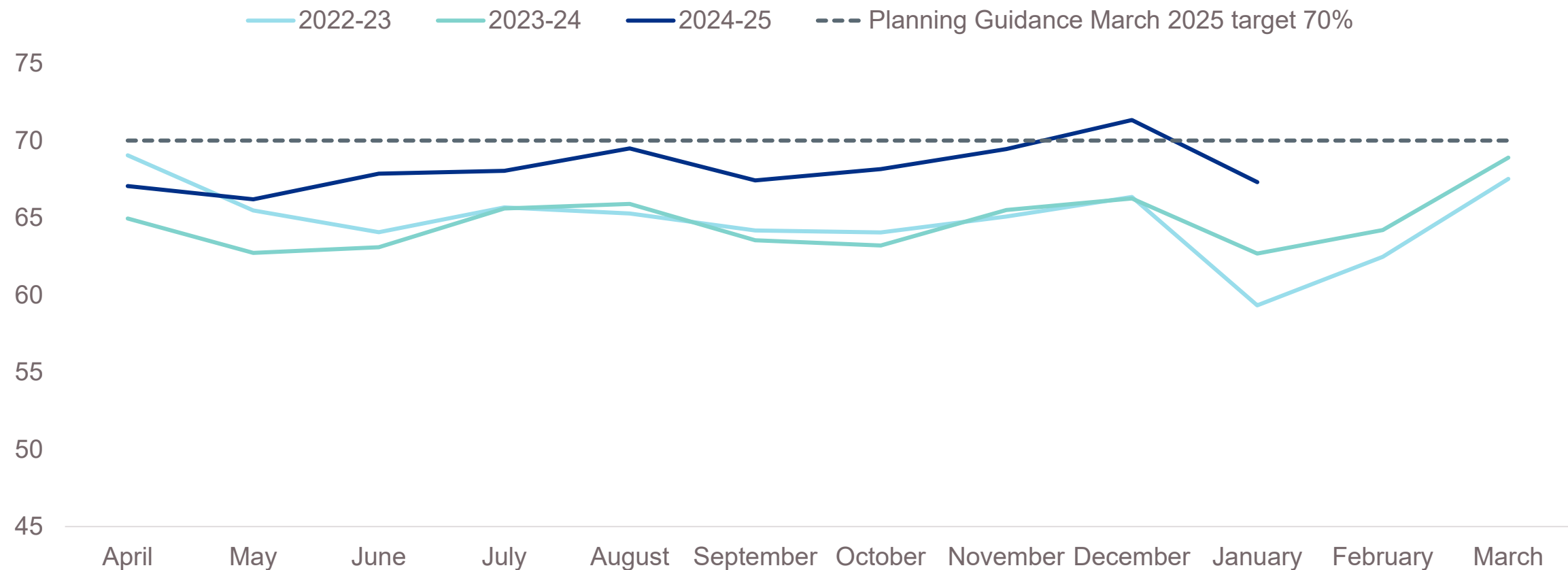
Faster Diagnosis Standard, a diagnosis or ruling out of cancer within 28 days of referral, by month, April 2021 to January 2025



Source: Published Cancer Waiting Times [\[link\]](#)

Performance against the 62 Day Wait for Treatment standard has been steadily improving since January 2023, despite rising demand but performance remains a significant challenge

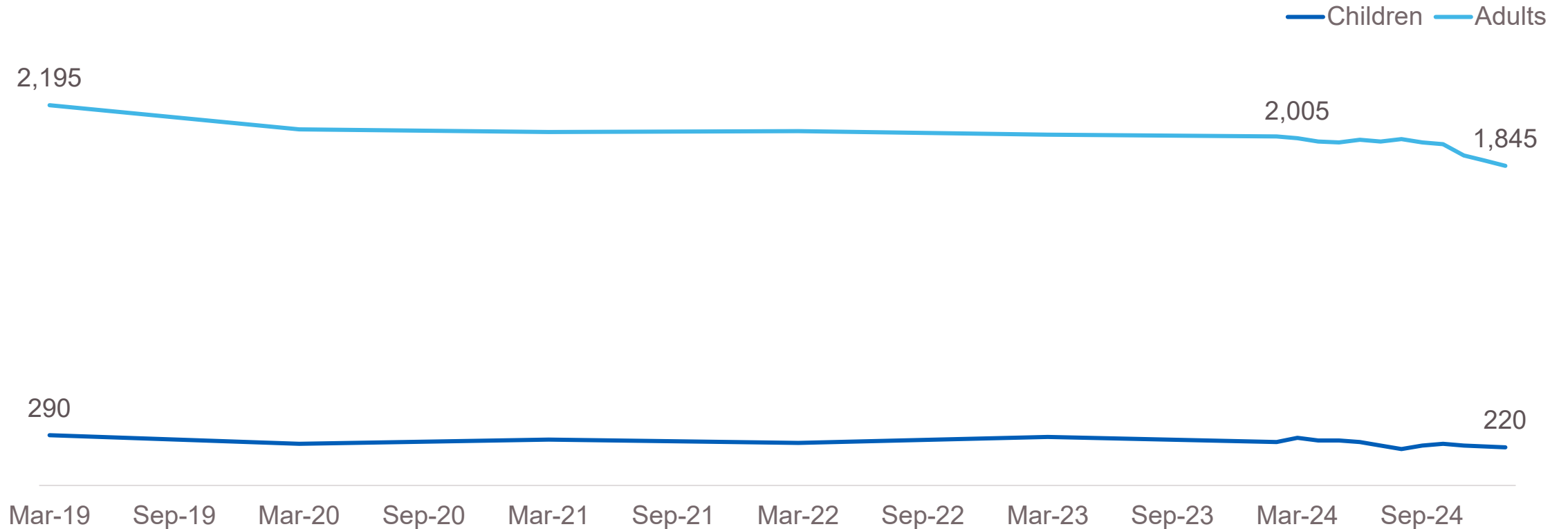
62-Day performance from diagnosis to treatment for cancer, by month, April 2021 to January 2025



Source: Published Cancer Waiting Times [\[link\]](#)

Progress has been made to reduce the number of people with learning disabilities and/or autism who are treated as inpatients with a 20% reduction since March 2019

Number of people with learning disabilities and/or autism who were inpatients, by age and month, March 2019 to January 2025



Please note figures prior to Feb 2024 were only available annually. Figures from Feb 2024 are reported monthly.

Source: PUBLISHED Learning Disability Services Monthly Statistics [\[link\]](#)

Overall mortality rate in England has fallen every year since the peak during the Covid-19 pandemic – and we have improved quality and outcomes for some of the biggest killers



Cancer survival at all-time high – 1-year survival for those diagnosed in 2020 at 74.6% and 5-year survival for diagnosis in 2016 at 55.7%



Exceeded the Faster Diagnosis Standard by 2.3% in March 24 and early diagnosis rates are 2.4% above pre-pandemic levels



Over 1.5m people invited for a lung health check and >3,500 lung cancers diagnosed – 75% at stage one or two in April 2024



Six in ten people with a high-risk score were being treated with lipid lowering therapy in March 2024



Seven in ten of hypertension patients in England are managed to target in March 2024 (+3% to March 2024)



Over 1.6 million referrals have been made into the NHS Diabetes Prevention Programme. People who complete the programme reduce their risk of developing type 2 diabetes by 37%.



Opening 30 Complications from Excess Weight Clinics, which take a holistic approach to treating conditions related to obesity in children and young people

Safety has also been a focus with the NHS Patient Safety Strategy launched in 2019, aiming to save 1,000 additional lives and £100 million annually



The NHS Patient Safety Strategy launched in 2019, and is now meeting its original targets of saving 1,000 additional lives and £100 million annually



Launch of new national system for recording and learning from patient safety events in real-time, fully implemented across all NHS trusts in November 2024



1,499 neonatal lives saved through safer care bundle interventions, including improvements made in optimal cord management and antenatal steroids



1,900 deaths prevented through medicines safety initiatives and £9 million saved in admission costs



Developed a national medical examiner system in September 2024 and provides enhanced support for bereaved families to ask questions and raise concerns about care, helping to identify hundreds of patient safety incidents that can then be responded to

Martha's rule covers 43% more trusts that initially planned due to significant interest from frontline clinicians, with half of calls leading to a clinical review for acute deterioration



There were 2,389 calls, with around half of the escalation calls required a clinical review for acute deterioration and 129 resulting in potentially life saving care



Around 1 in 5 of the reviews are leading to a change in the patient's care – such as receiving potentially life-saving antibiotics, oxygen or other treatment – while remaining on their current wards



76% of the calls were from family, carers or designated advocates



The initial target was to enrol at least 100 sites, but due to significant interest from frontline clinicians the programme was expanded, with the first phase of the programme being put in place at 143 locations across the country by March 2025

The NHS has also been at the forefront of therapeutic innovation bringing many new and groundbreaking treatments to patients faster

08/04/2024 NHS England » NHS expands 'one-hour' liver testing to help detect & eliminate Hep C

Thousands of people unknowingly living with hepatitis C are to be identified, diagnosed and cured thanks to major NHS investment in rapid testing technology and an extension of a ground-breaking medicines deal.

27/01/2025 NHS rolls out national genetic test to reduce risk of donor kidney failure -

hundreds of potential kidney donors of Black African and Black Caribbean heritage can now get a simple blood test to reduce the risk of kidney failure.

03/10/2024 First newborn babies tested for over 200 genetic conditions as world-leading study begins in NHS hospitals -

hundreds of babies have begun to be tested for over 200 rare genetic conditions as part of a world-leading study that aims to screen up to 100,000 newborns in England.

22/01/2024 Thousands of patients with inherited blood disorders to get world-first genetic test to curb transfusion side effects.

Patients with sickle cell disorder and thalassaemia can access a 'blood matching' genetic test on the NHS to better match their blood transfusions, reducing the risk of side effects and offering more personalised care.

21/02/24 - NHS rolls out 'wearable' 24-hour infusion for advanced Parkinson's -

hundreds of NHS patients with advanced Parkinson's disease set to benefit from a portable drug infusion - an easy-to-use infusion to help steadily manage symptoms with fewer side effects.

08/04/2024 NHS England » NHS expands 'one-hour' liver testing to help detect and eliminate Hep C -

thousands of people unknowingly living with hepatitis C are to be identified, diagnosed and cured thanks to major NHS investment in rapid testing technology and an extension of a ground-breaking medicines deal.

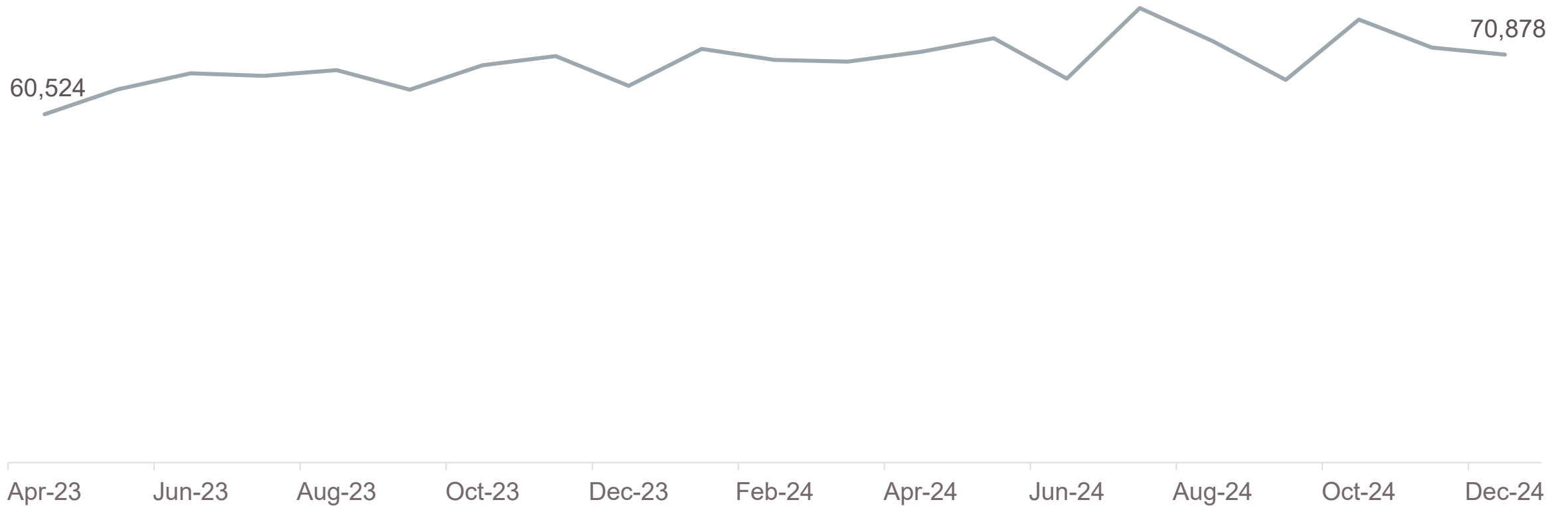
06/05/2024 NHS patients to access world-leading laser beam surgery to prevent epileptic seizures - the NHS announced the roll out of a "game-changing" new laser beam therapy to help reduce seizures for patients with epilepsy.

07/05/2024 NHS to roll out six new specialist gender centres for children and young people -

NHS England will roll out up to six new specialist centres by 2026 to provide tailored gender services for children and young people, based on recommendations in the Cass Review.

In 2024, the NHS Genomic Medicine Service delivered over 810,000 genomic tests for patients across the life course in England with activity having increased by 8% compared to 2023

Total genomics activity, by month, April 2023 to December 2024



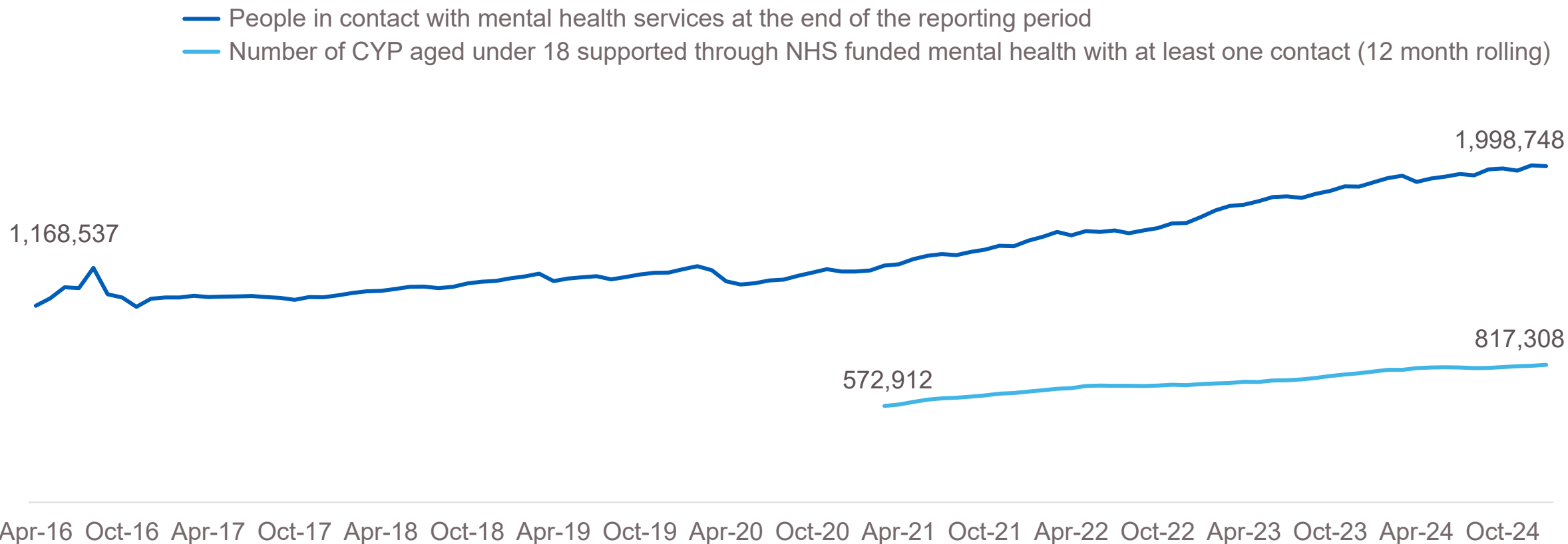
Source: Genomics Testing Activity [\[link\]](#)



Key challenges for further improvement

The number of adults and children in contact with mental health services and needing support has continued to increase, and long waits will continue to be a challenge

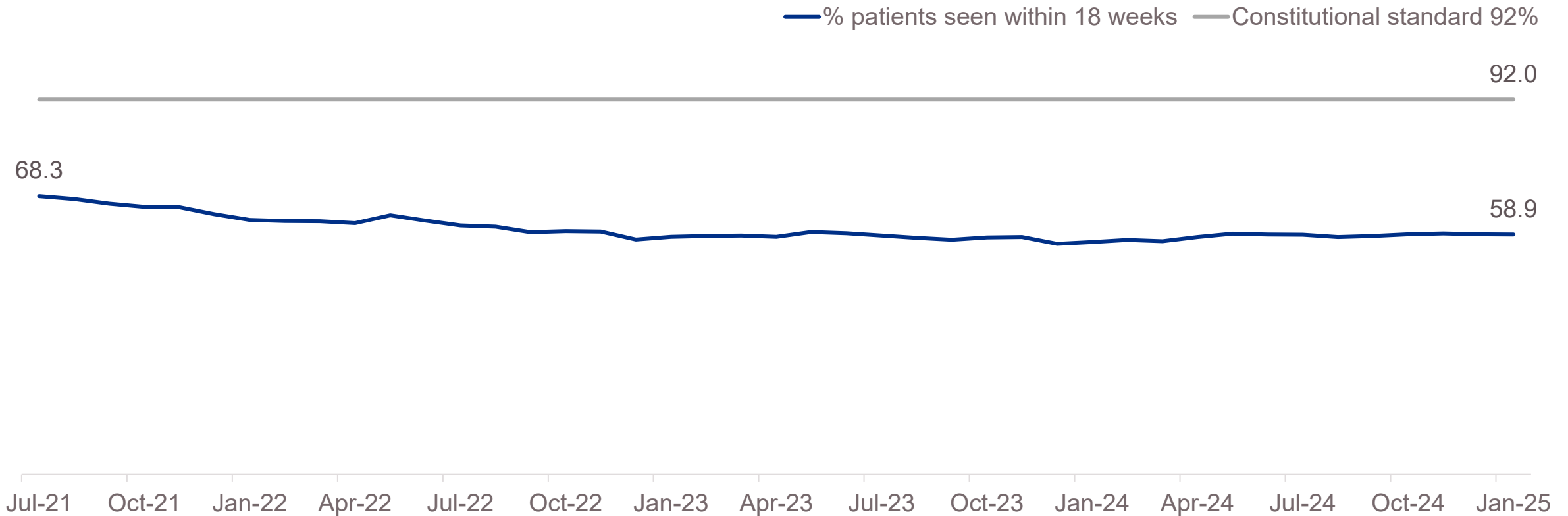
People in contact with mental health services including children with at least one contact, by month, April 2016 to January 2025



Source: Mental Health Services Monthly Statistics [\[link\]](#)

Whilst there has been a lot of progress to reduce those long waits for electives, there is more work to do to achieve the 18 week constitutional standard

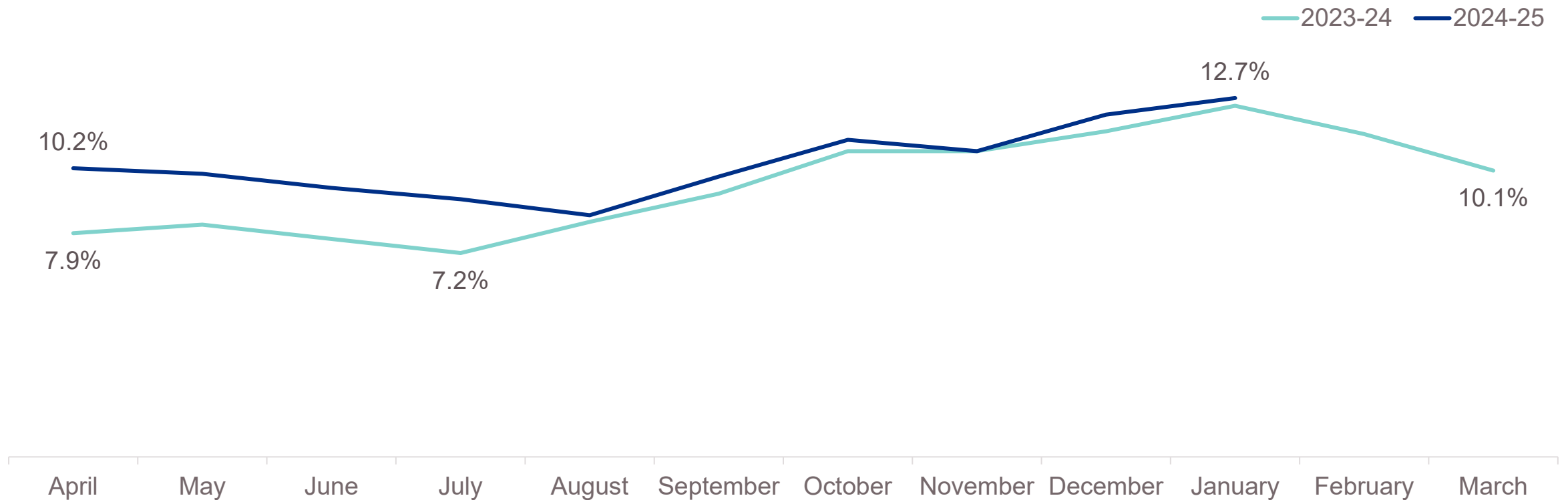
Proportion of referral to treatment pathways closed within 18 weeks of referral, by month, July 2021 to January 2025



Source: Published Referral to Treatment (RTT) Waiting Times [\[link\]](#)

One in ten people continue to experience unacceptably long waits in emergency departments including receiving care in corridors

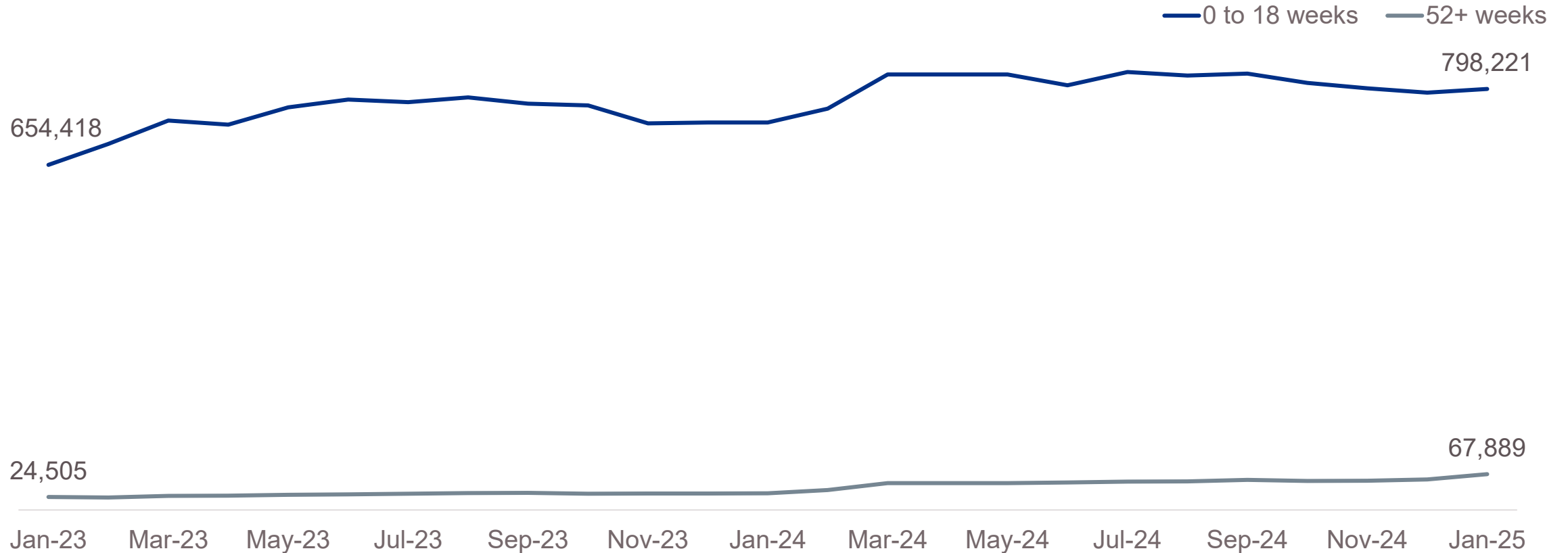
Number of patients waiting more than 12 hours in A&E (type 1 and 2 trusts), by month, July 2021 to January 2025



Source: Published ECDS statistics [\[link\]](#)

The number of people waiting over a year for community services has tripled in the last two years, in part due to children and young people waiting for ADHD and autism assessment

Referrals to community health services, by length of time waiting and month, January 2023 to January 2025

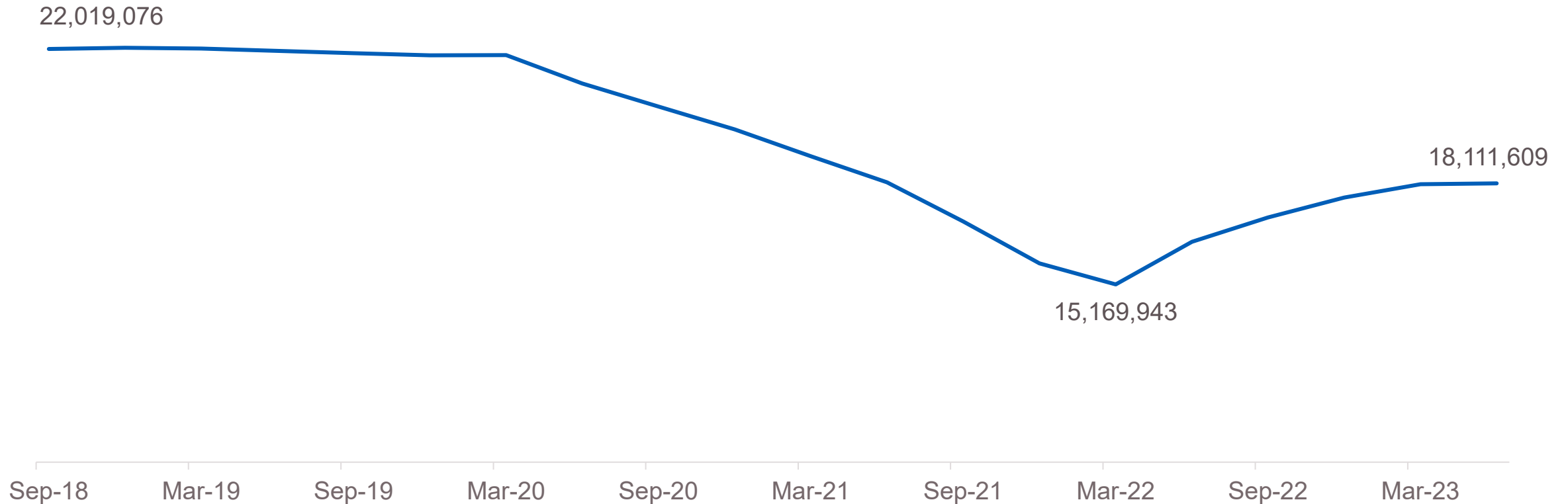


*Please note the above is classified as experimental statistics which are new official statistics undergoing evaluation

Source: Published Community Services Statistics [\[link\]](#)

At least 7 million fewer adults saw an NHS dentist between 2020-2022 compared with pre-pandemic levels (24 months to March 2019) and recovery will need focus and attention

Adults seen in the previous 24 months by NHS dentists, by month, September 2018 to June 2023



Source: NHS Dental Statistics for England [\[link\]](#)

While there have been improvements, there are still significant inequalities in outcomes for maternity care for women living in deprivation and those from an ethnic minority background



Women from Black ethnic backgrounds have a three-fold difference in rates of maternal deaths compared to women from White ethnic backgrounds



Women from Asian ethnic backgrounds have a two-fold difference in rates of maternal deaths compared to women from White ethnic backgrounds



Women living in the most deprived areas continue to have maternal mortality rates twice that of women living in the least deprived areas



Nine percent of the women who died during or up to six weeks after pregnancy in the UK in 2020-22 were at severe and multiple disadvantage. The main elements of multiple disadvantage were a mental health diagnosis, substance use and domestic abuse