

To: MS(H)

From:

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Key points

Data to September 2021

A&E waiting times

- The 14 hospital Trusts undertaking field-testing of new A&E standards as part of the Clinical Review of Standards (CRS) were not required to submit 4hr breaches, therefore all performance figures are adjusted on a like for like basis.
- 95% A&E standard not met. 112 out of 112 Trusts with Type 1 departments (excluding CRS providers) missed the standard (for all types).
- Figures include booked appointments at emergency departments. This includes appointments at Urgent Treatment Centres booked via NHS 111, appointments from NHS 111 First pilots, and also some services that have moved to appointment only due to the Covid-19 response.
- In terms of volume there were 70,211 booked appointments. If these were excluded, then performance would fall to 74.7%. However, many of these appointments would have been walk in attendances in previous months, so are not all additional activity.
- In September 2021, overall (75.2%), Type 1 (64.0%) and Type 3 (95.3%) performance is the lowest reported since the collection began.
- In September 2021, the number of patients waiting over four hours (104,875) and over twelve hours (5,025) from decision to admit to admission are the highest recorded since the collection began.

Table 1: % patients admitted, transferred or discharged within 4 hours of arrival

Department Type	Current		Better / worse	
		(compared to Aug 2021)	(compared to Sept 2020)	(compared to Sept 2019)
All	75.2%	Worse than 77.0%	Worse than 87.3%	Worse than 85.2%
Type 1	64.0%	Worse than 66.2%	Worse than 81.7%	Worse than 76.9%
Type 3	95.3%	Worse than 96.9%	Worse than 99.3%	Worse than 98.8%

- September 2021 Provisional Statistics: one provider was unable to submit data at different times in the month: the number of days' data missing for contract area Lincolnshire is 4 days.

Table 5: Integrated Urgent Care key data

	September 2021 (Provisional)	Current (Official)	July 2021	August 2020	August 2019
	Source: Weekly IUC ADC ¹	Source: Monthly IUC ADC ² August 2021	Source: Monthly IUC ADC ²	Source: NHS 111 MDS ³	
Total calls received (thousands)	1,892	1,906	2,054	1,676	1,413
Total calls answered (thousands)	1,353	1,468	1,516	1,475	1,251
Of calls answered, proportion answered within 60 seconds	35.3%	41.3%	36.6%	85.3%	83.3%
Average speed to answer calls (seconds)	557.2	422.7	465.6	N/A*	N/A*
Proportion of calls that were abandoned	25.6%	20.1%	23.6%	N/A*	N/A*
Proportion of calls assessed by a clinician or Clinical Advisor	N/A**	50.9%	49.9%	52.5%	53.8%
Of calls triaged... ...proportion that led to an ambulance response	10.5%	11.2%	11.0%	11.8%	13.0%
...proportion recommended to attend an ED	11.4%	11.4%	11.4%	11.0%	9.5%
...proportion recommended self-care	N/A***	23.5%	22.9%	N/A*	N/A*

* N/A indicates where data not available on a comparable basis

** N/A indicates that this number is not available as data on calls assessed by a clinician which originated from external 111 providers is not collected in the weekly return.

*** N/A indicates that this number is not available as the data items used for the Official Statistics calculation are not collected in the Weekly IUC (Provisional statistics) return.

¹ Figures for the latest month are provisional and based on a subset of the Integrated Urgent Care Aggregate Data Collection (IUC ADC) that is collected weekly; they should be treated as estimates until the monthly IUC ADC Official Statistics for September 2021 are published next month.

² From April 2021, the IUC ADC replaced the NHS 111 Minimum Data Set (MDS) as the primary source of statistics about NHS 111 and integrated urgent care services. Although there is some overlap with previous collections, care should be taken when comparing with data collected before April 2021 due to definitional differences.

³ Figures for 111MDS have been revised for the periods running April 2020 to January 2021 inclusive.

Ambulance responses

- Ambulance performance is measured against six response time standards across four call categories. The category of call reflects the severity of the incident (Category 1: life threatening; Category 2: emergency; Category 3: urgent; Category 4: less urgent).

Other referrals made	662,332	721,874	533,458	668,792
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* Referrals for first consultant led specific acute outpatient appointments

Post Covid Assessment Service (Long Covid)

Referrals

- During the 4-week period 2 August – 29 August 2021 there were a total of 5,488 referrals to NHS Post Covid assessment centres, 249 (4%) fewer than in the previous 4 weeks.
- Of these, a total of 4,846 were accepted (88%). The proportion of accepted referrals was equivalent to previous 4-week period.

Activity

- There were a total of 3,519 initial specialist assessments completed during the period, a decrease of 735 (17%) compared with the previous 4-week period.
- An additional 5,284 follow up appointments were carried out, an increase of 270 (5%).

Access

- Of those who had an initial specialist assessment during the period;
 - 2,746 declared their ethnicity. Of those, 2,157 were white (79%).
 - 3,432 declared their sex. Of these 2,143 were female (62%) compared with 1,289 male (38%).
 - 3,458 declared their age. 1,082 of these (31%) were under the age 45. 1,841 were aged between 45 and 64 (53%). 535 were aged 65+ (15%).
- Of the 3,519 initial specialist assessments 646 (18%) were patients from the most deprived areas (as defined by the Index of Multiple Deprivation, IMD 1 and 2)
- Each of the demographic measures above show little variance with those reported in the previous 4-week period.

Waiting Times

- Of those who had their initial specialist assessment during the reporting period, 40% were seen within 6 weeks, and 55% within 8 weeks of referral. 19% of patients were waiting longer than 15 weeks.
- There is regional variation in the length of waits with 80% of patients in the North West being seen within 6 weeks of a referral, compared with 14% in the South East.