

A photograph of a healthcare worker in blue scrubs pushing a gurney in a hospital hallway. The worker is seen from the back, and the gurney is partially covered with a white sheet. The hallway has white walls and doors.

Research Briefing Health Performance Indicators

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Research Briefing

Health Performance Indicators

This resource sets out the targets and where statistics can be found for the main health performance indicators in Wales.



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1. Time Spent in Accident & Emergency Departments

The *NHS Wales Outcomes Framework 2016-17* is used to measure delivery in the NHS in Wales throughout 2016-17.

The targets relating to time spent in accident and emergency (A&E) departments are:

- 95 per cent of patients to spend less than 4 hours in all major and minor emergency care (i.e. A&E) facilities from arrival until admission, transfer or discharge; and
- No patient to spend 12 hours or more in all hospital major and minor emergency care facilities from arrival until admission, transfer or discharge.

- The **Welsh Government** publishes statistics on time spent in NHS Wales A&E departments in a **quarterly Statistical Release**.

The Statistical Release presents summary information on the reported percentage of patients spending less than 4 and 12 hours in all NHS Wales A&E departments (major A&E departments and other A&E/Minor Injury Units) from arrival until admission, transfer or discharge. Figures are available on a Wales and Local Health Board level.

- The **NHS Wales Informatics Service** publishes **monthly data** on time spent in NHS Wales A&E departments on its **website** during the third week of each month.

The monthly data presents summary management information on the percentage of patients spending less than 4, 8 and 12 hours in all NHS Wales hospital emergency care facilities (major A&E departments and other A&E/Minor Injury Units) from arrival until admission, transfer or discharge.

- Data on time spent in NHS Wales A&E departments is also available on the **StatsWales** website. Figures are available showing performance against 4, 8 and 12 hour waiting time targets.
- Further information (including the categorisation of emergency care facilities in Wales) is available in the Welsh Government's publication **Time Spent in NHS Wales Accident and Emergency Departments Quality Report**.

2. Referral to Treatment Waiting Times

Referral to Treatment Time (RTT) is the period of time from referral by a GP or other medical practitioner to hospital for treatment in the NHS in Wales. An RTT pathway covers the time waited from referral to hospital for treatment in the NHS in Wales and includes time spent waiting for any hospital appointments, tests, scans or other procedures that may be needed before being treated.

The ***NHS Wales Outcomes Framework 2016-17*** is used to measure delivery in the NHS in Wales throughout 2016-17.

The **targets relating to Referral to Treatment times in Wales** are as follows:

- 95 per cent of patients waiting less than 26 weeks from referral to treatment; and
 - 100 per cent of patients (not treated within 26 weeks) treated within 36 weeks.
- The Welsh Government publishes a **quarterly Statistical Release** on NHS Wales RTT waiting times. The Statistical Release provides a range of statistics, including figures for patient pathways waiting to start treatment and the number of weeks waiting against the 26 and 36 weeks targets.
- Prior to the quarter ending December 2015, the Welsh Government published a **monthly Statistical Release** on RTT waiting times in Wales.
- Detailed monthly statistics on RTT waiting times in Wales are available on the **StatsWales** website, broken down by Local Health Board, waiting time and treatment function.
 - Further information is also available in the Welsh Government’s publication ***NHS Wales Referral to Treatment Times: Quality report***.

3. Diagnostic and Therapy Services Waiting Times

The *NHS Wales Outcomes Framework 2016-17* is used to measure delivery in the NHS in Wales throughout 2016-17.

There are **operational standards** for **maximum waiting times** for access to **diagnostic and therapy services**:

- The maximum wait for access to specified diagnostic tests is 8 weeks; and
- The maximum wait for access to specified therapy services is 14 weeks.

- The **Welsh Government** publishes a **quarterly Statistical Release** on NHS Wales diagnostic and therapy services waiting times. The Statistical Release provides a range of statistics including the number of patients waiting and the length of time waited.

Prior to the quarter ending December 2015, the Welsh Government published a **monthly Statistical Release** on waiting times for specified diagnostic and therapy services.

- Data showing the waiting times for specified diagnostic and therapy services for the NHS in Wales by **week** and **month** is available on the **StatsWales** website.
- Further information is also available in the Welsh Government's publication *NHS Wales Diagnostic and Therapy Services Waiting Times Quality Report*, which provides details on which diagnostic and therapy services are included in the waiting times statistics.

4. Cancer Waiting Times

The *NHS Wales Outcomes Framework 2016-17* is used to measure delivery in the NHS in Wales throughout 2016-17.

The **targets** relating to **cancer waiting times** are:

- At least 95 per cent of patients newly diagnosed with cancer, via the urgent suspected cancer routes, will start definitive treatment within 62 days of receipt of referral; and
 - At least 98 per cent of patients newly diagnosed with cancer, not via the urgent route, will start definitive treatment within 31 days of diagnosis (regardless of the referral route).
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- The **Welsh Government** publishes a quarterly Statistical Release on NHS Wales **cancer waiting times**. The **Statistical Release** provides information on patients newly diagnosed with cancer starting definitive treatment. Patients with cancer are split into two distinct groups: those referred via the urgent suspected cancer route and those not referred via the urgent suspected cancer route.
 - **Monthly** and **quarterly** data on cancer waiting times in Wales is available on the **StatsWales** website. Figures are provided broken down by Local Health Board, tumour site and by quarter/month.
 - The **Welsh Cancer Intelligence and Surveillance Unit** publishes **information** on population cancer incidence, mortality and survival.
 - Further information is available in the Welsh Government publication ***NHS Wales Cancer Waiting Times Quality Report***.

5. Ambulance Response Times

Since 1 October 2015, the Welsh Ambulance Services NHS Trust has been undertaking a pilot of a new clinical response model. The trial, initially scheduled for 12 months, has been extended for a further 6 months. During the trial, those in imminent danger of death and in need of an immediate, life-saving response will receive one in the fastest time possible. All other patients will receive a bespoke clinical response based on their health needs, rather than a generic response based solely on the 8-minute response model.

The Welsh Government's monthly Statistical Release provides details of the new model's **three categories of calls – Red, Amber and Green**:

Red - Immediately life-threatening (someone is in imminent danger of death, such as a cardiac arrest). There is an all-Wales target for 65% of these calls to have a response within 8 minutes.

Amber - Serious, but not immediately life-threatening (patients who will often need treatment to be delivered on the scene, and may then need to be taken to hospital). There will be no time-based target for amber calls; instead a range of clinical outcome indicators will be introduced to measure the quality, safety and timeliness of care being delivered alongside patient experience information, which will be published every quarter.

Green - Non urgent (can often be managed by other health services and clinical telephone assessment). There is no official time based target for these calls.

- During the trial period, the **Welsh Government** is publishing a monthly official Statistics Release which contains call volumes for red, amber and green categories, and progress and response times against the red target. Data is available for Wales and at Local Health Board level.
- Tables containing a greater level of detail on emergency ambulance services, including 'amber' minute by minute performance, are available on StatsWales.
- Since January 2016, contextual information on red, amber and green calls is being published quarterly by the Emergency Ambulance Services Committee.
- Further information is available in the Welsh Government's publication Ambulance Services in Wales Quality Report.

6. Delayed Transfers of Care

The term '**delayed transfers of care**' is used when inpatients in hospital who are ready to move on to a more appropriate care setting are prevented from doing so for one or more reasons.

- The **Welsh Government** publishes a **quarterly series** reporting on the census of delayed transfers of care in Welsh NHS hospitals. These publications provide a range of information, including the length of delay and the reason for the delay.

Prior to June 2015, the Welsh Government published a **monthly Statistical Release** on delayed transfers of care in Wales.

- **Monthly data** on delayed transfers of care in Wales is available on the **StatsWales** website.