

BNSSG Performance Report

September 2023

Created by

BI Performance Team

Contents

1. Executive Summary

2. Performance

2.1 South West Performance Benchmarking

2.2 Urgent and Emergency Care Summary

- UEC Key Performance Measures
- Care Homes Occupancy Report

2.3 Planned Care Summary

- RTT & Diagnostics & Cancer Key Performance Measures

2.4 Mental Health, Learning Disabilities and Autism Key Performance Measures

2.5 Sirona – Adults Community Services 18 Week Performance

2.6 Children's Performance - CYP Emergency Department Overview

3. Summary Scorecards

3.1 BNSSG ICB

3.2 NBT

3.3 UHBW

3.4 Non-Acute Providers

1 Executive Summary

- Overall, BNSSG Trusts' 4hr A&E performance worsened from 74% in July to 71.4% in August but is better than the national average for Type 1 EDs of 59.1% and although below the 76% target by March 2024, monthly operational plan targets continue to be achieved.
- For planned admissions, the total waiting list size for the BNSSG population worsened from 101,073 in June to 105,700 in July. BNSSG performance of 57.5% was ranked 23rd out of 42 ICBs nationally (same as June) and ranked 5th out of 7 ICBs in the Southwest (same as June).
- The number of BNSSG patients waiting 52 weeks or more for planned treatment increased from 6,245 in June to 7,701 in July – 7.3% of the total waiting list. The BNSSG position is driven mainly by waits at UHBW (3,775), NBT (2,159) and Sirona (1,437), with the remaining 1,767 breaches split across 51 other providers. At provider level, the number increased at UHBW but fell at NBT. Focused work to facilitate elective recovery ambitions continues to be implemented.
- The number of BNSSG patients waiting over 65 weeks increased 1,536 in June to 2,343 in July. The BNSSG position is driven mainly by waits at UHBW (1,076), Sirona (693) and NBT (494). The remaining 80 breaches are split across 27 other providers, with the majority at RUH (27). At provider level, the number increased at both NBT and UHBW.
- The number of BNSSG patients waiting over 78 weeks increased from 117 in June to 301 in July. The BNSSG position is driven mainly by waits at Sirona (206), UHBW (63) and NBT (25). The remaining 8 breaches are split across 7 other providers. At provider level, the number fell at both NBT and UHBW.
- The number of BNSSG patients waiting over 104 weeks increased from 3 in June to 17 in July. The BNSSG position is driven by waits at Sirona (14) The remaining 3 breaches are split across 3 other providers. At provider level, the number fell from 4 to 1 at NBT and remained at zero at UHBW.
- 2 week wait cancer performance improved in July to 53.3% for the BNSSG population. At provider level, performance improved at both NBT and UHBW. The 93% national standard has not been achieved at population level since June 2020.
- 28 day faster diagnosis standard for BNSSG cancer patients worsened in July to 64.7% for the BNSSG population. At provider level, performance worsened at both NBT and UHBW. The 75% national standard has not been achieved at population level since reporting started in April 2021.
- 62 day referral to treatment time for BNSSG cancer patients improved in July to 61.1%. At provider level, performance improved at both NBT and UHBW. The 85% national standard has not been achieved at population level since April 2019.

2.1 South West Performance Benchmarking 1

Measure	Standard	Performance/Activity								South West Ranking								Change	
		Recent Period	BSW	Dorset	Glos	Kernow	Somerset	BNSSG	Devon	National	BSW	Dorset	Glos	Kernow	Somerset	BNSSG	Devon	Rank Last Month	
Diagnostics (Waiting 6+ Weeks)	1%	Jul-23	41.60%	16.43%	15.53%	32.21%	24.54%	18.18%	31.06%	25.48%	7	2	1	6	4	3	5	3	→
A&E 4 Hour Performance	76%	Aug-23	75.15%	68.34%	72.29%	79.73%	75.97%	76.77%	63.31%	72.98%	4	6	5	1	3	2	7	1	↓
A&E 12 Hour Trolley Waits	0	Aug-23	75	8	573	396	24	129	542	28,859	3	1	7	5	2	4	6	3	↓
RTT Incomplete 18 Weeks	92%	Jul-23	60.39%	57.14%	67.18%	61.13%	60.78%	57.51%	55.48%	58.60%	4	6	1	2	3	5	7	5	→
RTT Incomplete Total		Jul-23	110,150	104,099	80,552	69,261	67,675	105,700	158,303	7,679,851	97.8%	88.9%	56.0%	94.7%	87.7%	107.9%	87.2%	98.8%	↓
RTT Incomplete 52 Week Plus	0	Jul-23	5,383	6,172	3,096	4,237	3,134	7,701	12,477	389,952	4	5	1	3	2	6	7	6	→
RTT Incomplete 65 Week Plus	0	Jul-23	1,290	1,444	690	1,479	840	2,343	4,104	96,722	3	4	1	5	2	6	7	5	→
RTT 52 weeks + (% of waiting list)		Jul-23	4.89%	5.93%	3.84%	6.12%	4.63%	7.29%	7.88%	5.08%	3	4	1	5	2	6	7	5	↓
RTT 65 weeks + (% of waiting list)		Jul-23	1.17%	1.39%	0.86%	2.14%	1.24%	2.22%	2.59%	1.26%	2	4	1	5	3	6	7	5	↓
RTT 78 weeks + (% of waiting list)		Jul-23	0.03%	0.05%	0.02%	0.51%	0.10%	0.28%	0.51%	0.09%	2	3	1	6	4	5	7	4	↓
RTT 104 weeks+ (% of waiting list)		Jul-23	0.00%	0.00%	0.00%	0.04%	0.00%	0.02%	0.03%	0.00%	4	1	1	7	1	5	6	4	↓
Cancer 2 Week (All)	93%	Jul-23	59.90%	42.52%	96.81%	60.26%	55.63%	53.30%	69.24%	77.52%	4	7	1	3	5	6	2	7	↑
Cancer 2 week (Breast)	93%	Jul-23	88.52%	28.44%	97.86%	53.24%	77.95%	81.58%	61.64%	72.12%	2	7	1	6	4	3	5	5	↑
Cancer 31 Day Wait First Treatment	96%	Jul-23	88.74%	96.45%	93.10%	94.55%	91.08%	95.09%	93.11%	91.81%	7	1	5	3	6	2	4	4	↑
Cancer 31 Day Wait - Surgery	94%	Jul-23	72.50%	89.83%	73.02%	92.77%	78.95%	84.85%	87.50%	78.87%	7	2	6	1	5	4	3	2	↓
Cancer 31 Day Wait - Drug	98%	Jul-23	98.88%	99.12%	99.43%	100.00%	98.44%	100.00%	98.59%	98.28%	5	4	3	1	7	1	6	1	→
Cancer 31 Day Wait - Radiotherapy	94%	Jul-23	92.68%	96.80%	95.97%	97.83%	93.69%	96.41%	95.02%	88.11%	7	2	4	1	6	3	5	3	→
Cancer 62 Wait Consultant	N/A	Jul-23	80.00%	74.78%	66.67%	63.64%	77.32%	77.38%	79.38%	73.16%	1	5	6	7	4	3	2	2	↓
Cancer 62 Wait Screening	90%	Jul-23	68.18%	62.50%	60.00%	63.64%	82.61%	58.62%	54.76%	63.29%	2	4	5	3	1	6	7	2	↓
Cancer 62 Day Wait - GP Referral	85%	Jul-23	63.85%	67.79%	66.53%	65.22%	67.45%	61.13%	66.91%	62.63%	6	1	4	5	2	7	3	6	↓
Cancer 28 FDS	75%	Jul-23	67.52%	64.85%	79.68%	67.38%	73.69%	64.67%	76.64%	74.12%	4	6	1	5	3	7	2	7	→

2.1 South West Performance Benchmarking 2

Measure	Standard	Performance/Activity								South West Ranking								Change	
		Recent Period	BSW	Dorset	Glos	Kernow	Somerset	BNSSG	Devon	SWASFT	BSW	Dorset	Glos	Kernow	Somerset	BNSSG	Devon	Rank Last Month	
Category 1 - 90th Percentile Duration (hr:min:sec)	00:15:00	Aug-23	00:16:12	00:15:18	00:17:06	00:21:18	00:18:36	00:13:18	00:17:30	00:16:54	3	2	4	7	6	1	5	1	➔
Category 1 - Average Duration (hr:min:sec)	00:07:00	Aug-23	00:08:36	00:08:18	00:09:30	00:10:48	00:09:48	00:07:36	00:09:18	00:09:00	3	2	5	7	6	1	4	1	➔
Category 2 - 90th Percentile Duration (hr:min:sec)	00:40:00	Aug-23	00:54:12	00:56:18	01:00:18	01:40:54	01:15:06	00:48:42	01:24:54	01:08:54	2	3	4	7	5	1	6	1	➔
Category 2 - Average Duration (hr:min:sec)	00:30:00	Aug-23	00:26:30	00:27:24	00:29:48	00:48:54	00:37:06	00:23:54	00:40:00	00:33:18	2	3	4	7	5	1	6	1	➔
Category 3 - 90th Percentile Duration (hr:min:sec)	02:00:00	Aug-23	02:12:42	02:45:54	02:43:00	03:26:06	04:11:36	02:30:12	05:05:42	03:18:18	1	4	3	5	6	2	7	4	⬆️
Category 3 - Average Duration (hr:min:sec)	02:00:00	Aug-23	00:57:12	01:07:06	01:10:54	01:27:54	01:40:06	01:03:12	01:58:30	01:22:42	1	3	4	5	6	2	7	4	⬆️
Category 4 - 90th Percentile Duration (hr:min:sec)	03:00:00	Aug-23	02:56:18	02:52:06	04:18:12	03:02:54	04:28:24	02:51:12	03:29:42	03:20:54	3	2	6	4	7	1	5	6	⬆️
Category 4 - Average Duration (hr:min:sec)	03:00:00	Aug-23	01:11:42	01:13:12	01:28:18	01:02:54	02:07:48	01:13:54	01:37:36	01:26:48	2	3	5	1	7	4	6	6	⬆️

Measure	Standard	Performance/Activity								South West Ranking								Change	
		Recent Period	BSW	Dorset	Glos	Kernow	Somerset	BNSSG	Devon	National	BSW	Dorset	Glos	Kernow	Somerset	BNSSG	Devon	Rank Last Month	
Average speed to answer calls (in seconds)	20	Jul-23	296	12	278	197	213	70	290	159	7	1	5	3	4	2	6	3	⬆️
% Triage Calls receiving Clinical Contact	50%	Jul-23	53.7%	39.4%	51.9%	74.6%	63.5%	50.8%	59.0%	44.7%	4	7	5	1	2	6	3	5	⬇️
% of callers allocated the first service offered by DOS	80%	Jul-23	41.5%	66.1%	76.1%	84.6%	82.5%	79.3%	77.3%	65.6%	7	6	5	1	2	3	4	3	➔
% of Cat 3 or 4 ambulance dispositions that receive remote clinical intervention	75%	Jul-23	97.2%	88.2%	72.6%	92.7%	91.7%	78.0%	78.7%	77.6%	1	4	7	2	3	6	5	7	⬆️
% calls initially given an ETC disposition that receive remote clinical intervention	50%	Jul-23	62.5%	73.2%	75.2%	91.4%	73.1%	83.7%	77.1%	45.8%	7	5	4	1	6	2	3	7	⬆️
Abandonment Rate for 111 Calls	3%	Jul-23	18.1%	1.6%	17.2%	13.9%	12.4%	6.3%	16.2%	9.1%	7	1	6	4	3	2	5	6 ⁴	⬆️

2.3 Planned Care – Drivers and Priority Actions

		Top Improvement Drivers: September 2023	Priority actions: September-October 2023
RTT		<p>1. National requirements to clear all remaining >78 week waiters and progress 23/24 trajectories for reducing 65+ww by year end. Noting impacts will be showing in performance as a result of industrial action to date (inc. lost opportunity through reduced booking, cancellations, and displaced activity) and bank holiday days lost.</p> <p>2. Validation</p> <p>3. Patient Choice and preparations for PIDMAS</p> <p>4. Forward look for elective delivery</p>	<p>1. Weekly scrutiny and detailed returns to Region/National team on 78ww breaches/breach risks continues. System focus also incorporates 65+ww cohort; IA planning continues with every effort made to minimise impact on Elective Care delivery; Focus on booking 1st appointment continues as per national / regional expectations. Continuation of recovery action plans, which include additional lists, weekend work and utilisation of additional capacity through insourcing and outsourcing arrangements;</p> <p>2. Validation activity a main focus in Sept. Regional pilot with the CSU has been extended and both Trusts remain engaged.</p> <p>3. System group established to develop plan and provide assurance around the delivery of patient choice. Plan approved by national team. Sept-Oct will see significant work in the preparations for the launch of PIDMAS on 31st Oct.</p> <p>4. JFP published, includes Elective plans and ambitions. Operational Planning 24/25 to commence in Sept/Oct. BNSSG Elective Centre business case progressing and going to Joint Investment Committee in Sept. HW” business case in development;; Short stay ortho pathway progressing well at both Trusts; Accelerator funding awarded for expansion of new ways of working in eye care, focus on retinal disease– project in set up phase.</p>
	Diagnosics	<p>5. Progress against regional ambitions - to reduce to zero the number of people waiting >13weeks and at least 85% of people waiting <6 weeks for their test by 31/03/24.</p> <p>6. Forward look for diagnostics capacity and delivery</p>	<p>5. Implementation of recovery action plans continues. 23/24 plans achieve the regional ambitions in totality (across all core modalities) – performance improvement being sustained and progress to year end ambitions is being achieved. Participating in national Diagnostics Focus Month II in Oct – with a focus on endoscopy, NOUS and sleep. Histopath plan also in development by the Network.</p> <p>6. CDCs moving through implementation phase. Ambition for the sites to be operational by Q1 24/25. CDC Mobile units will continue to deliver through Sept-Oct.</p>
Outpatients		<p>7. Reducing, validating and prioritising patients on outpatient waiting lists</p> <p>8. Increasing availability and utilisation of advice and guidance.</p>	<p>7. Validation activity continues in both Trusts. Both Trusts will engage with the national drive on Outpatient productivity – initial meetings with NHSE have taken place and opportunities identified are being further explored. Initial priorities focus on outpatient productivity and the 65 and 52 week milestones set nationally. PIFU utilised where appropriate and roll out continues.</p> <p>8. Work continues on A&G, including standardising processes to ensure consistent provision of A&G across all major specialties via eRS; monthly reporting now established and longer response rates escalated via EROG for investigation/action.</p>
	Cancer	<p>9. Backlog position recovery (63+day recovery metric)</p> <p>10. FDS improvement</p> <p>11. Pathways of challenge – (inc. focus on capacity/demand modelling, workforce, access to Diagnostics, referral management, space)</p>	<p>9. It is recognised that Industrial Action continues to impact cancer services which will continue to impact the 63+ day position and the system is closely monitoring this.</p> <p>10. The system is committed to focussing on improvements in FDS performance. 23/24 plans meet the national ambitions for this metric – sept/Oct continues to prioritise the implementation of plans, recognising the impacts of Industrial Action on lost activity.</p> <p>11. Skin pathway - Trusts are implementing recovery plans at speciality level and as a system a group has been established to focus on skin pathway improvement, currently planning a system workshop to agree model. Gynae pathway - investment in hysteroscopy continues and exploring the development of a pathway for PMB.</p>

2.3 Planned Care – Summary Performance – July

BNSSG Population Level

RTT 18 week Incomplete	Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
Total Waiting List	105,700	101,073	4,627	▲	53,365	52,335	▲
No. >18 weeks	44,910	41,649	3,261	▲	6,248	38,662	▲
No. >52 weeks	7,701	6,245	1,456	▲	17	7,684	▲
No. >65 weeks	2,343	1,536	807	▲	N/A	N/A	N/A
No. >78 weeks	301	117	184	▲	N/A	N/A	N/A
No. >104 weeks	17	3	14	▲	N/A	N/A	N/A
52ww as % of WL	7.3%	6.2%	1.1%	▲	0.0%	7.3%	▲
% Performance	57.51%	58.79%	-1.3%	▼	55.07%	2.4%	▲

NBT Total Provider

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
50,119	49,889	230	▲	28,740	21,379	▲
19,562	19,452	110	▲	4,252	15,310	▲
2,689	2,831	-142	▼	14	2,675	▲
624	619	5	▲	N/A	N/A	N/A
44	59	-15	▼	N/A	N/A	N/A
1	4	-3	▼	N/A	N/A	N/A
5.4%	5.7%	-0.3%	▼	0.0%	5.3%	▲
60.97%	61.01%	0.0%	▼	58.48%	2.5%	▲

UHBW Total Provider

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
67,451	67,180	271	▲	38,647	28,804	▲
31,916	31,971	-55	▼	5,186	26,730	▲
6,134	5,865	269	▲	11	6,123	▲
1,933	1,765	168	▲	N/A	N/A	N/A
203	215	-12	▼	N/A	N/A	N/A
0	0	0	◀▶	N/A	N/A	N/A
9.1%	8.7%	0.4%	▲	0.0%	9.1%	▲
52.68%	52.41%	0.3%	▲	46.51%	6.2%	▲

Diagnostics	Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
Total Waiting List	27,177	27,157	20	▲	21,340	5,837	▲
No. >6 weeks	4,942	5,623	-681	▼	1,234	3,708	▲
No. >13 weeks	1,175	1,556	-381	▼	167	1,008	▲
% Performance	18.18%	20.71%	-2.5%	▼	5.78%	12.4%	▲

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
12,519	12,959	-440	▼	11,407	1,112	▲
1,890	2,415	-525	▼	923	967	▲
300	595	-295	▼	130	170	▲
15.10%	18.64%	-3.5%	▼	8.09%	7.0%	▲

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
15,164	14,709	455	▲	10,725	4,439	▲
3,333	3,415	-82	▼	454	2,879	▲
1,007	1,097	-90	▼	55	952	▲
21.98%	23.22%	-1.2%	▼	4.23%	17.7%	▲

Cancer	Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
2 week waits	53.30%	44.10%	9.2%	▲	81.16%	-27.9%	▼
2ww breast	81.58%	62.37%	19.2%	▲	96.75%	-15.2%	▼
28 day FDS (All Routes)	64.67%	65.67%	-1.0%	▼	N/A	N/A	N/A
31 day first treatment	95.09%	92.22%	2.9%	▲	95.39%	-0.3%	▼
31 day - Surgery	84.85%	89.36%	-4.5%	▼	87.90%	-3.1%	▼
31 day - Drugs	100.00%	100.00%	0.0%	◀▶	99.10%	0.9%	▲
31 day - Radiotherapy	96.41%	98.16%	-1.8%	▼	94.30%	2.1%	▲
62 day	61.13%	58.46%	2.7%	▲	80.59%	-19.5%	▼
62 day - Screening	58.62%	69.44%	-10.8%	▼	80.65%	-22.0%	▼

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
52.00%	42.67%	9.3%	▲	71.87%	-19.9%	▼
80.91%	60.23%	20.7%	▲	97.93%	-17.0%	▼
65.14%	66.43%	-1.3%	▼	N/A	N/A	N/A
90.77%	86.27%	4.5%	▲	90.87%	-0.1%	▼
73.49%	89.61%	-16.1%	▼	83.33%	-9.8%	▼
100.00%	100.00%	0.0%	◀▶	100.00%	0.0%	◀▶
N/A	N/A	N/A	N/A	N/A	N/A	N/A
54.21%	53.20%	1.0%	▲	74.35%	-20.1%	▼
73.77%	72.73%	1.0%	▲	85.00%	-11.2%	▼

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
49.05%	42.88%	6.2%	▲	95.21%	-46.2%	▼
N/A	N/A	N/A	N/A	N/A	N/A	N/A
59.51%	61.56%	-2.0%	▼	N/A	N/A	N/A
97.01%	92.83%	4.2%	▲	97.07%	-0.1%	▼
87.27%	84.21%	3.1%	▲	90.38%	-3.1%	▼
100.00%	100.00%	0.0%	◀▶	99.11%	0.9%	▲
96.77%	97.77%	-1.0%	▼	94.42%	2.4%	▲
68.99%	65.96%	3.0%	▲	86.79%	-17.8%	▼
0.00%	42.86%	-42.9%	▼	66.67%	-66.7%	▼

Key to Tables

- Latest month = **July** Previous month = **June** 19/20 = **July 2019** (pre-covid comparison)
- Variance: between latest month and previous month or latest month and same period in 19/20
- Change: Is the latest month better (Green Icon) or worse (Red icon) when compared to the previous month or the same period in 19/20.
- RAG colours are based on comparison to national standards: **GREEN** = Achieved, **RED** = not achieved

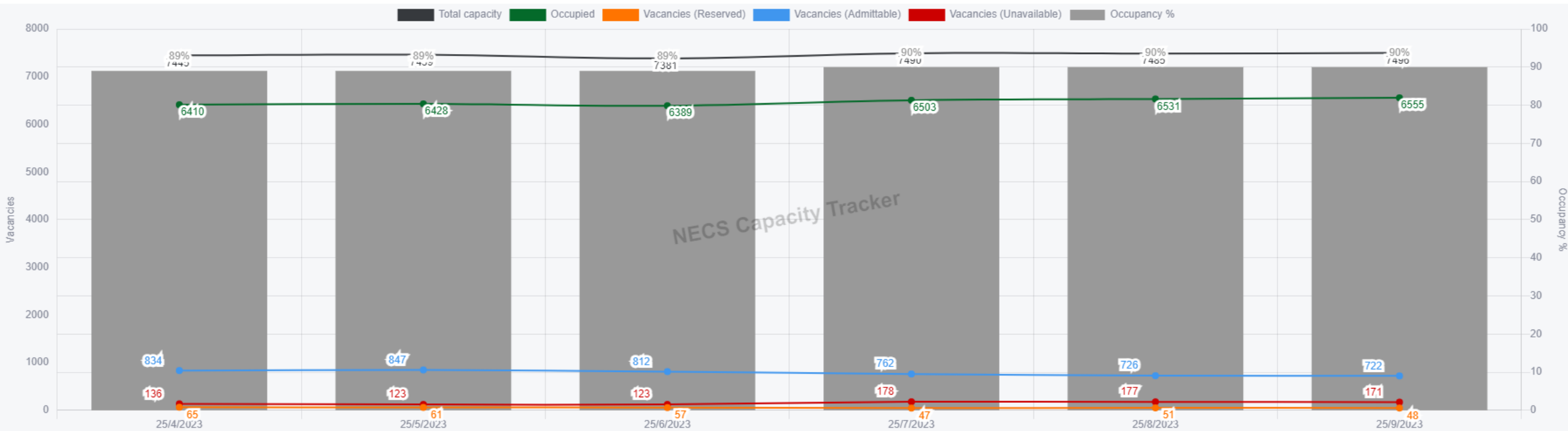
Please note: Significant increases at Sirona from June to July have negatively impacted on the BNSSG population level for RTT waits. This is being investigated.

2.2 Urgent Care – Summary Performance – August

Theme	Urgent and Emergency Care metrics	Reporting level	Period	Standard	Latest	Previous	Variance	Change	19/20	Variance	Change	Better is...
Pre-hospital	Mean 999 call answering time (seconds)	SWASFT	Aug-23	5	3	3	0	◀▶	10	-7	▼	▼
	Category 2 Response time - Mean (minutes)	BNSSG ICB	Aug-23	30	24	25	-1	▼	24	0	◀▶	▼
	Category 2 Response time – 90th centile (minutes)	BNSSG ICB	Aug-23	40	48	52	-4	▼	51	-3	▼	▼
	Percentage of conveyances to ED by 999 ambulances	BNSSG ICB	Jun-23	N/A	44.1%	46.9%	-2.8%	▼	49.0%	-4.9%	▼	▼
	Percentage of NHS 111 calls assessed by a clinician or clinical advisor	BNSSG ICB	Aug-23	50%	51.4%	50.1%	1.3%	▲	63.5%	-12.1%	▼	▲
	Percentage of NHS 111 Calls Abandoned	BNSSG ICB	Aug-23	3%	5.4%	6.3%	-1.0%	▼	2.1%	3.3%	▲	▼
A&E	Percentage of Ambulance Handovers within 15 minutes	BNSSG Trusts	Aug-23	65%	30.1%	41.6%	-11.5%	▼	72.7%	-42.7%	▼	▲
	Ambulance Handovers - Average Time Lost per day >15 mins (Hours)	BNSSG Trusts	Aug-23	N/A	69	40	29	▲	8	61	▲	▼
	Time to Initial Assessment – percentage of patients assessed within 15 minutes of arrival at A&E	NBT	Aug-23	N/A	80.0%	77.4%	2.7%	▲	70.8%	9.2%	▲	▲
		BRI	Aug-23	N/A	53.8%	53.8%	0.0%	▼	55.4%	-1.6%	▼	▲
		Weston	Aug-23	N/A	47.8%	46.3%	1.6%	▲	6.7%	41.1%	▲	▲
	Average (mean) time in Department – non-admitted patients (hh:mm)	NBT	Aug-23	N/A	3:35	3:36	-0:01	▼	2:44	0:51	▲	▼
		BRI	Aug-23	N/A	4:28	3:46	0:42	▲	3:15	1:13	▲	▼
Weston		Aug-23	N/A	2:56	3:04	-0:08	▼	3:07	-0:11	▼	▼	
Hospital	Hospital Average (mean) time in Department – admitted patients (hh:mm)	NBT	Aug-23	N/A	5:54	6:02	-0:08	▼	4:09	1:45	▲	▼
		BRI	Aug-23	N/A	6:26	4:48	1:37	▲	4:40	1:45	▲	▼
		Weston	Aug-23	N/A	6:26	5:50	0:35	▲	6:53	-0:27	▼	▼
Whole System	Percentage of patients spending more than 12 hours from Arrival in A&E	NBT	Aug-23	2%	2.1%	1.8%	0.3%	▲	0.0%	2.1%	▲	▼
		BRI	Aug-23	2%	3.6%	0.9%	2.7%	▲	1.0%	2.6%	▲	▼
		Weston	Aug-23	2%	1.7%	1.8%	-0.2%	▼	5.6%	-3.9%	▼	▼
	Number of patients spending more than 12 hours in A&E from a Decision To Admit	BNSSG Trusts	Aug-23	0	129	46	83	▲	11	118	▲	▼
		NBT	Aug-23	0	17	12	5	▲	0	17	▲	▼
		UHBW	Aug-23	0	112	34	78	▲	11	101	▲	▼
	Percentage of patients waiting 4 hours or less in A&E	BNSSG Trusts	Aug-23	76%	71.4%	74.0%	-2.6%	▼	84.2%	-12.9%	▼	▲
		NBT	Aug-23	76%	71.9%	71.5%	0.4%	▲	87.9%	-15.9%	▼	▲
		UHBW	Aug-23	76%	71.0%	75.3%	-4.3%	▼	82.3%	-11.3%	▼	▲

- Variance between latest month and previous month or latest month and same period in 19/20.
- Change: Is the latest month better (Green Icon) or worse (Red icon) when compared to the previous month or same period in 19/20.
- RAG colours are based on comparison to national standards: **GREEN** = Achieved, **RED** = not achieved.

2.2 Urgent Care – Care Homes Occupancy Report



Sub ICB	Maximum Capacity	Vacancies (Total)	Vacancies (Admittable)	Vacancies (Unavailable)	Vacancies (Reserved)	Occupied	Admittable %	Unavailable %	Reserved %	Occupied %
NHS Bristol, North Somerset and South Gloucestershire ICB - 15C (270 / 269 / 269)	7496	941	722	171	48	6555	10%	2%	1%	87%
General Residential	1703	274	202	61	11	1429	12%	4%	1%	84%
General Nursing	1842	240	177	44	19	1602	10%	2%	1%	87%
Dementia Residential	1572	204	159	41	4	1368	10%	3%	0%	87%
Dementia Nursing	1230	116	88	17	11	1114	7%	1%	1%	91%
Learning Disability Residential	574	47	40	5	2	527	7%	1%	0%	92%
Mental Health Residential	276	34	30	3	1	242	11%	1%	0%	88%
Mental Health Nursing	155	10	10	0	0	145	6%			94%
Community Care	48	8	8	0	0	40	17%			83%
YPD - Young Physically Disabled	22	4	4	0	0	18	18%			82%
Learning Disability Nursing	73	3	3	0	0	70	4%		8	96%
Transitional	1	1	1	0	0	0	100%			

2.3 Planned Care – Summary Performance – July

BNSSG Population Level

NBT Total Provider

UHBW Total Provider

RTT 18 week Incomplete	Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
Total Waiting List	105,700	101,073	4,627	▲	53,365	52,335	▲
No. >18 weeks	44,910	41,649	3,261	▲	6,248	38,662	▲
No. >52 weeks	7,701	6,245	1,456	▲	17	7,684	▲
No. >65 weeks	2,343	1,536	807	▲	N/A	N/A	N/A
No. >78 weeks	301	117	184	▲	N/A	N/A	N/A
No. >104 weeks	17	3	14	▲	N/A	N/A	N/A
52ww as % of WL	7.3%	6.2%	1.1%	▲	0.0%	7.3%	▲
% Performance	57.51%	58.79%	-1.3%	▼	55.07%	2.4%	▲

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
50,119	49,889	230	▲	28,740	21,379	▲
19,562	19,452	110	▲	4,252	15,310	▲
2,689	2,831	-142	▼	14	2,675	▲
624	619	5	▲	N/A	N/A	N/A
44	59	-15	▼	N/A	N/A	N/A
1	4	-3	▼	N/A	N/A	N/A
5.4%	5.7%	-0.3%	▼	0.0%	5.3%	▲
60.97%	61.01%	0.0%	▼	58.48%	2.5%	▲

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
67,451	67,180	271	▲	38,647	28,804	▲
31,916	31,971	-55	▼	5,186	26,730	▲
6,134	5,865	269	▲	11	6,123	▲
1,933	1,765	168	▲	N/A	N/A	N/A
203	215	-12	▼	N/A	N/A	N/A
0	0	0	◀▶	N/A	N/A	N/A
9.1%	8.7%	0.4%	▲	0.0%	9.1%	▲
52.68%	52.41%	0.3%	▲	46.51%	6.2%	▲

Diagnostics	Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
Total Waiting List	27,177	27,157	20	▲	21,340	5,837	▲
No. >6 weeks	4,942	5,623	-681	▼	1,234	3,708	▲
No. >13 weeks	1,175	1,556	-381	▼	167	1,008	▲
% Performance	18.18%	20.71%	-2.5%	▼	5.78%	12.4%	▲

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
12,519	12,959	-440	▼	11,407	1,112	▲
1,890	2,415	-525	▼	923	967	▲
300	595	-295	▼	130	170	▲
15.10%	18.64%	-3.5%	▼	8.09%	7.0%	▲

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
15,164	14,709	455	▲	10,725	4,439	▲
3,333	3,415	-82	▼	454	2,879	▲
1,007	1,097	-90	▼	55	952	▲
21.98%	23.22%	-1.2%	▼	4.23%	17.7%	▲

Cancer	Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
2 week waits	53.30%	44.10%	9.2%	▲	81.16%	-27.9%	▼
2ww breast	81.58%	62.37%	19.2%	▲	96.75%	-15.2%	▼
28 day FDS (All Routes)	64.67%	65.67%	-1.0%	▼	N/A	N/A	N/A
31 day first treatment	95.09%	92.22%	2.9%	▲	95.39%	-0.3%	▼
31 day - Surgery	84.85%	89.36%	-4.5%	▼	87.90%	-3.1%	▼
31 day - Drugs	100.00%	100.00%	0.0%	◀▶	99.10%	0.9%	▲
31 day - Radiotherapy	96.41%	98.16%	-1.8%	▼	94.30%	2.1%	▲
62 day	61.13%	58.46%	2.7%	▲	80.59%	-19.5%	▼
62 day - Screening	58.62%	69.44%	-10.8%	▼	80.65%	-22.0%	▼

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
52.00%	42.67%	9.3%	▲	71.87%	-19.9%	▼
80.91%	60.23%	20.7%	▲	97.93%	-17.0%	▼
65.14%	66.43%	-1.3%	▼	N/A	N/A	N/A
90.77%	86.27%	4.5%	▲	90.87%	-0.1%	▼
73.49%	89.61%	-16.1%	▼	83.33%	-9.8%	▼
100.00%	100.00%	0.0%	◀▶	100.00%	0.0%	◀▶
N/A	N/A	N/A	N/A	N/A	N/A	N/A
54.21%	53.20%	1.0%	▲	74.35%	-20.1%	▼
73.77%	72.73%	1.0%	▲	85.00%	-11.2%	▼

Jul-23	Jun-23	Variance	Change	Jul-19	Variance	Change
49.05%	42.88%	6.2%	▲	95.21%	-46.2%	▼
N/A	N/A	N/A	N/A	N/A	N/A	N/A
59.51%	61.56%	-2.0%	▼	N/A	N/A	N/A
97.01%	92.83%	4.2%	▲	97.07%	-0.1%	▼
87.27%	84.21%	3.1%	▲	90.38%	-3.1%	▼
100.00%	100.00%	0.0%	◀▶	99.11%	0.9%	▲
96.77%	97.77%	-1.0%	▼	94.42%	2.4%	▲
68.99%	65.96%	3.0%	▲	86.79%	-17.8%	▼
0.00%	42.86%	-42.9%	▼	66.67%	-66.7%	▼

Key to Tables

- Latest month = **July** Previous month = **June** 19/20 = **July 2019** (pre-covid comparison)
- Variance: between latest month and previous month or latest month and same period in 19/20
- Change: Is the latest month better (Green Icon) or worse (Red icon) when compared to the previous month or the same period in 19/20.
- RAG colours are based on comparison to national standards: **GREEN** = Achieved, **RED** = not achieved

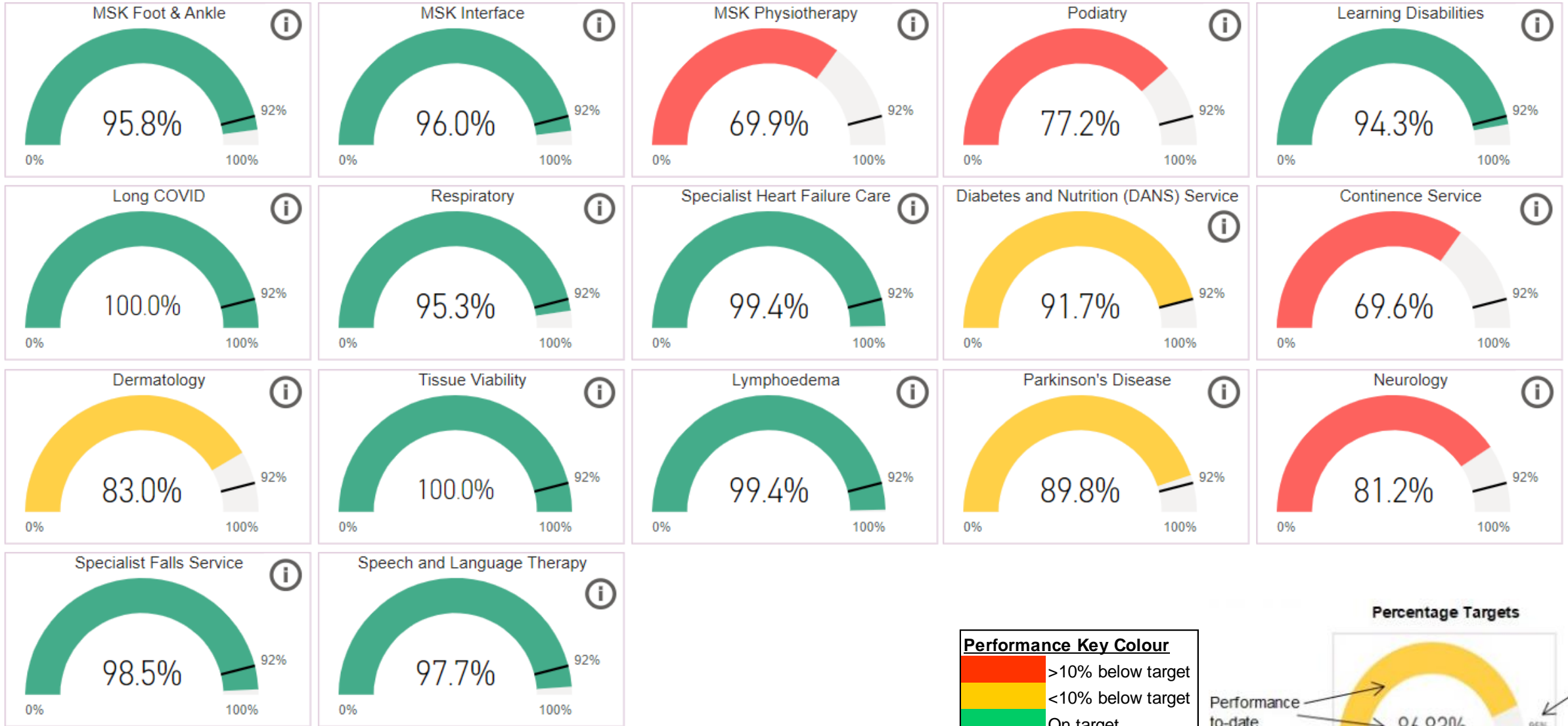
2.4 Mental Health – Summary Performance

Mental Health, Learning Disabilities & Autism	Period	Standard	Latest	Previous	Variance	Change	19/20	Variance	Change
Dementia Diagnosis Rate	Aug-23	66.7%	67.4%	67.1%	0.3%	▲	69.2%	-1.8%	▼
EP - 2ww Referral	Jun-23	60%	57.1%	42.9%	14.3%	▲	72.7%	-15.6%	▼
IAPT Roll out (rolling 3 months)	Jun-23	6.25%	4.32%	4.27%	0.05%	▲	3.6%	0.7%	▲
IAPT Recovery Rate	Jun-23	50%	51.6%	48.7%	2.9%	▲	43.7%	7.9%	▲
IAPT Waiting Times - 6 weeks	Jun-23	75%	95.7%	95.6%	0.1%	▲	82.8%	12.9%	▲
IAPT Waiting Times - 18 weeks	Jun-23	95%	99.4%	99.4%	0.0%	◀▶	99.5%	-0.1%	▼
CYPMH Access Rate - 2 contacts (12m Rolling)	Jun-23	34%	32.2%	32.0%	0.2%	▲	5.4%	26.9%	▲
CYP with Eating Disorders - routine cases within 4 weeks	Aug-23	95.0%	91.9%	92.7%	-0.8%	▼	85.9%	6.0%	▲
CYP with Eating Disorders - urgent cases within 1 week	Aug-23	95.0%	100.0%	100.0%	0.0%	◀▶	62.9%	37.1%	▲
SMI Annual Health Checks (12 month rolling)	Q1 23-24	60.0%	56.9%	62.2%	-5.3%	▼	42.5%	14.5%	▲
Total Inappropriate Out of Area Placements (Bed Days)	Jun-23	0	160	200	-40	▼	714	-554	▼
Percentage of Women Accessing Perinatal MH Services	Jun-23	8.6%	7.5%	7.4%	0.1%	▲	N/A	N/A	N/A
Reliance on inpatient care for people with a LD and/or autism - Adults in CCG beds	Aug-23	6	11	11	0	◀▶	N/A	N/A	N/A
Reliance on inpatient care for people with a LD and/or autism - Adults in NHSE beds	Aug-23	12	19	19	0	◀▶	N/A	N/A	N/A
LD Annual Health Checks delivered by GPs aged 14+ (YTD)	Jun-23	204	180	184	-4	▼	N/A	N/A	N/A
AWP Delayed Transfers of Care	Jul-23	3.5%	22.0%	21.1%	0.9%	▲	3.4%	18.6%	▲
AWP Early Intervention	Jul-23	60%	80.0%	58.8%	21.2%	▲	89.0%	-9.0%	▼
AWP 4 week wait referral to assessment	Jul-23	95%	94.49%	88.82%	5.7%	▲	96.30%	-1.8%	▼

Key to Table

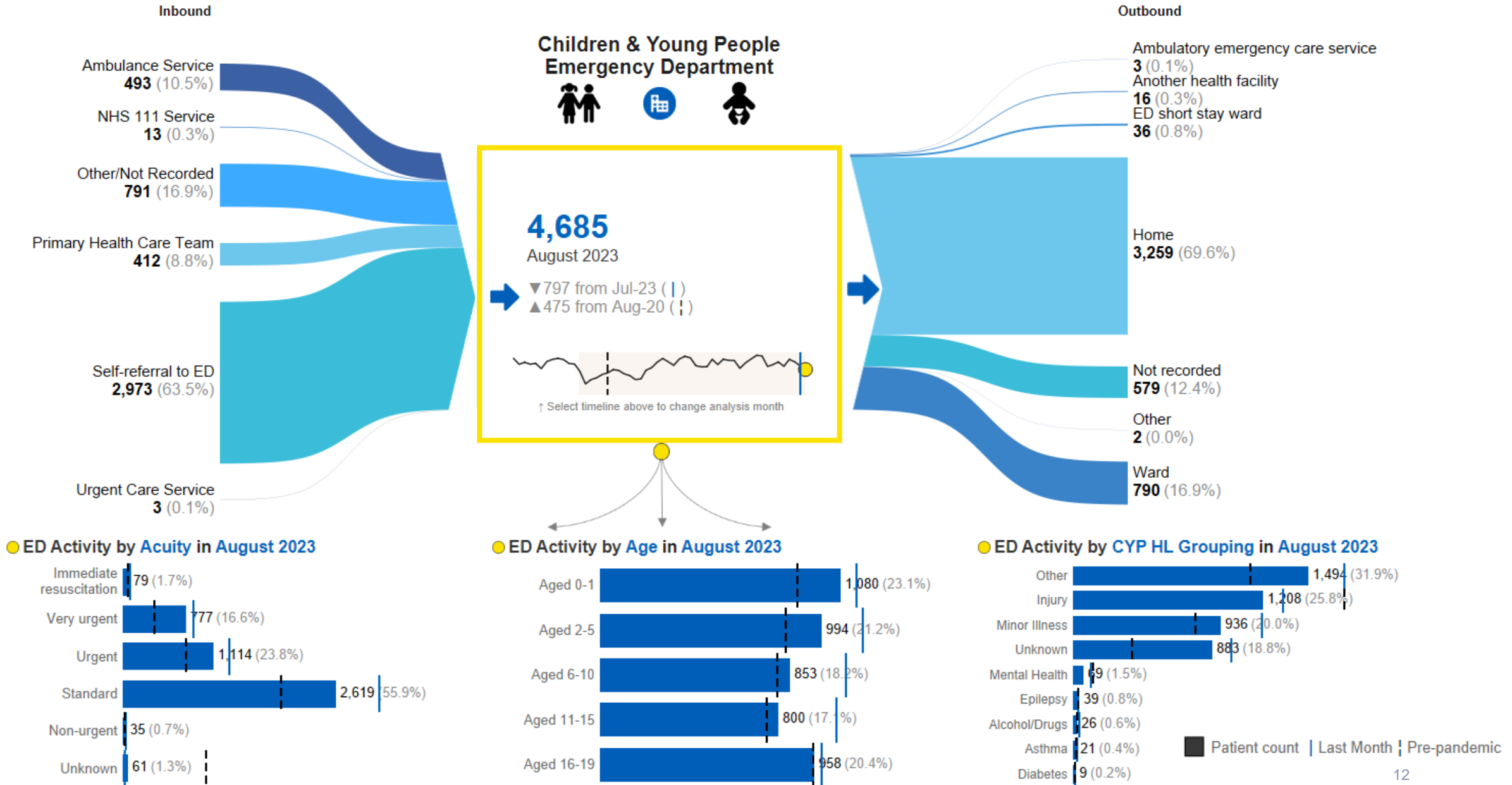
- Latest = **Latest month / quarter** Previous = **Previous month / quarter** 19/20 = **same month or period in 19/20** (pre-covid comparison), where available
- Standard = National Standard, where available
- Variance: between latest period and previous period or latest period and same period in 19/20
- Change: Is the latest period better (Green Icon) or worse (Red icon) when compared to the previous period or same period in 19/20
- RAG colours are based on comparison to national standards: **GREEN** = Achieved, **RED** = not achieved

2.5 Sirona – Adults Community Services – % in 18 weeks – 2023/24 YTD



Please note: Data as at 11th September. This is provisional until the 15th Working day of September.

2.6 Children – CYP ED Overview BNSSG Trusts - August



3.1 BNSSG ICB Scorecard

Theme	Indicator	Standard	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Urgent Care	A&E 4hr Waits - BNSSG Footprint	76%	66.32%	61.78%	66.15%	64.95%	65.00%	63.10%	73.80%	74.50%	76.46%	79.52%	74.93%	78.19%	79.26%	76.77%
	A&E 4hr Waits - BNSSG Trusts	76%	57.10%	61.78%	60.07%	58.87%	56.72%	54.12%	66.27%	67.75%	70.70%	73.92%	68.58%	73.13%	73.97%	71.35%
	>12hr DTA breaches in A&E - BNSSG Trusts	0	1182	815	978	1423	1296	2003	1318	436	680	326	474	224	46	129
Planned Care	RTT Incomplete - 18 Weeks Waits	92%	65.71%	65.75%	65.54%	66.25%	64.72%	62.55%	64.12%	64.26%	63.84%	59.45%	63.57%	58.79%	57.51%	
	RTT Incomplete - Total Waiting List Size		85,720	87,320	86,771	87,481	80,290	85,246	86,001	83,947	85,444	99,101	86,594	101,073	105,700	
	RTT Incomplete - 52 Week Waits		5134	5376	5302	5386	4761	5345	4961	4182	4124	6,022	4,297	6245	7701	
	RTT Incomplete - % of WL > 52 Weeks		5.99%	6.16%	6.11%	6.16%	5.93%	6.27%	5.77%	4.98%	4.83%	6.08%	4.96%	6.18%	7.29%	
	Diagnostic - 6 Week Waits	1%	38.36%	41.30%	40.46%	36.03%	34.05%	35.13%	32.18%	24.95%	20.97%	23.12%	21.66%	20.71%	18.18%	
	Diagnostic - Total Waiting List Size		31,991	31,480	33,279	33,598	32,634	30,471	29,469	28,816	29,335	27,783	27,710	27,157	27,177	
	Diagnostic - Number waiting > 6 Weeks		12,273	13,000	13,464	12,105	11,111	10,705	9,484	7,190	6,152	6,424	6,003	5,623	4,942	
	Diagnostic - Number waiting > 13 Weeks		7,099	7,067	7,503	7,009	6,033	5,456	4,267	3,100	2,186	1,789	1,594	1,556	1,175	
Cancer	Cancer 2 Week Wait - All	93%	44.15%	44.78%	39.17%	39.58%	47.13%	53.08%	56.34%	65.15%	59.81%	42.85%	39.27%	44.10%	53.30%	
	Cancer 2 Week Wait - Breast symptoms	93%	35.56%	4.88%	14.55%	20.83%	73.21%	90.74%	87.88%	88.04%	69.63%	50.00%	33.77%	62.37%	81.58%	
	Cancer 28 day faster diagnosis standard (All Routes)	75%	61.04%	53.13%	41.55%	45.75%	52.52%	53.60%	61.31%	72.01%	74.50%	66.12%	63.05%	65.67%	64.67%	
	Cancer 31 Day first treatment	96%	93.53%	92.83%	89.69%	93.44%	91.74%	93.39%	86.98%	91.81%	92.86%	89.18%	89.00%	92.22%	95.09%	
	Cancer 31 day subsequent treatments - surgery	94%	70.11%	67.02%	64.81%	85.29%	78.23%	83.33%	59.32%	91.94%	87.50%	85.87%	65.42%	89.36%	84.85%	
	Cancer 31 day subsequent treatments - anti-cancer drugs	98%	97.76%	100%	100%	100%	100%	100%	91.40%	98.81%	99.37%	98.58%	100%	100%	100%	
	Cancer 31 day subsequent treatments - radiotherapy	94%	100%	100%	98.61%	98.64%	98.84%	100.00%	99.40%	99.34%	99.42%	98.62%	98.31%	98.16%	96.41%	
	Cancer 62 day referral to first treatment - GP referral	85%	56.90%	56.00%	59.56%	50.79%	51.13%	51.22%	43.10%	54.33%	63.90%	61.14%	56.63%	58.46%	61.13%	
	Cancer 62 day referral to first treatment - NHS Screening	90%	62.16%	69.70%	54.55%	58.82%	54.17%	48.00%	47.50%	71.43%	75.76%	55.56%	51.11%	69.44%	58.62%	
Quality	Total Number of C.diff Cases	308	27	26	26	21	26	20	14	10	14	26	27			
	Total Number of MRSA Cases Reported	0	1	2	5	1	4	1	2	3	3	1	2	5		
	Total number of Never Events	0	0	1	1	0	2	2	1	0	0	0				
	Eliminating Mixed Sex Accommodation (BNSSG CCG)	0	1	1	1	0	1	3	3	0	5	10	10	11	22	
	Eliminating Mixed Sex Accommodation (BNSSG Trusts)	0	0	0	0	0	0	0	0	0	0	0	5	11	17	
Mental Health	Dementia Diagnosis Rate - People 65+	66.7%	65.92%	65.79%	66.09%	66.54%	67.19%	66.66%	66.60%	66.40%	66.40%	66.49%	66.86%	67.07%	67.11%	67.41%
	EIP - 2ww Referral	60%	58.33%	69.23%	72.73%	77.78%	75.00%	62.50%	N/A	N/A	N/A	50.00%	42.86%	42.86%		
	IAPT Roll out (rolling 3 months)	6.25%	4.24%	4.00%	3.92%	3.91%	4.00%	3.92%	4.32%	4.20%	4.53%	4.05%	4.27%	4.27%		
	IAPT Recovery Rate	50%	51.71%	50.46%	46.15%	48.17%	52.60%	55.15%	50.63%	52.73%	52.54%	50.00%	48.68%	48.68%		
	IAPT Waiting Times - 6 weeks	75%	95.69%	96.41%	95.68%	98.80%	96.61%	97.16%	96.97%	97.09%	97.81%	97.95%	95.60%	95.60%		
	IAPT Waiting Times - 18 weeks	95%	99.52%	99.55%	99.46%	100%	99.44%	99.29%	99.39%	100%	100%	100%	99%	99%		
	CYPMH Access Rate 2+ contacts (rolling 12m)	34%	31.97%	32.47%	31.82%	32.20%	32.61%	32.32%	32.38%	32.29%	32.44%	32.47%	32.03%	32.03%		
	CYP with ED - routine cases within 4 weeks (quarterly)	95%		95.31%			95.95%			95.95%		92.0%	93.1%	92.8%	92.7%	91.9%
	CYP with ED - urgent cases within 1 week (quarterly)	95%		95.00%			96.00%			96.00%		94.7%	95.0%	100%	100%	100%
	SMI Annual Health Checks (quarterly)	60%		55.40%			50.94%			62.24%		56.94%				
	Out of Area Placements (Bed Days)		330	265	175	65	120	120	90	90	80	135	200	160		

3.2 Provider Scorecard – NBT

Theme	Indicator	Standard	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Urgent Care	A&E 4hr Waits - Trust	76%	50.99%	60.83%	56.43%	57.47%	57.87%	55.61%	71.94%	79.69%	78.35%	80.16%	70.74%	75.15%	71.49%	71.94%
	A&E 4hr Waits - Footprint	76%	60.85%	60.83%	62.29%	63.12%	65.67%	63.82%	77.64%	83.37%	82.07%	83.86%	76.06%	79.25%	76.62%	76.59%
	>12hr DTA breaches in A&E	0	304	57	261	482	433	786	312	9	135	2	39	10	12	17
Planned Care	RTT Incomplete - 18 Weeks Waits	1%	65.78%	65.82%	66.30%	66.31%	65.58%	62.05%	63.87%	63.87%	63.37%	62.66%	63.23%	61.01%	60.97%	
	RTT Incomplete - Total Waiting List Size	Op Plan	46,991	48,766	49,025	48,871	47,418	46,523	46,266	46,327	47,287	47,861	47,731	49,889	50,119	
	RTT Incomplete - 52 Week Waits	Op Plan	2,914	3,131	3,087	3,062	2,980	2,984	2,742	2,556	2,576	2,684	2,798	2,831	2,689	
	RTT Incomplete - % of WL > 52 Weeks		6.20%	6.42%	6.30%	6.27%	6.28%	6.41%	5.93%	5.52%	5.45%	5.61%	5.86%	5.67%	5.37%	
	Diagnostic - 6 Week Waits	1%	42.75%	48.09%	48.27%	39.36%	38.62%	38.56%	32.21%	22.45%	16.03%	17.44%	17.48%	18.64%	15.10%	
	Diagnostic - Total Waiting List Size		17,124	16,928	16,690	17,286	16,740	14,988	13,437	12,679	12,415	11,878	12,571	12,959	12,519	
	Diagnostic - Number waiting > 6 Weeks		7,321	8,141	8,057	6,803	6,465	5,779	4,328	2,847	1,990	2,072	2,198	2,415	1,890	
	Diagnostic - Number waiting > 13 Weeks		4,718	4,844	4,971	4,627	4,204	3,663	2,459	1,497	939	740	593	595	300	
Cancer	Cancer 2 Week Wait - All	93%	40.99%	40.18%	35.85%	30.86%	47.53%	56.62%	55.01%	63.52%	56.84%	41.63%	39.10%	42.67%	52.00%	
	Cancer 2 Week Wait - Breast symptoms	93%	21.05%	2.50%	6.12%	11.94%	63.27%	97.83%	90.16%	87.50%	67.16%	42.86%	19.70%	60.23%	80.91%	
	Cancer 28 day faster diagnosis standard (All Routes)	75%	58.29%	48.83%	35.18%	42.88%	55.74%	55.48%	62.66%	77.41%	78.17%	68.05%	62.72%	66.43%	65.14%	
	Cancer 31 Day first treatment	96%	91.20%	87.36%	87.76%	90.39%	86.49%	87.16%	82.41%	89.90%	91.04%	79.58%	83.51%	86.27%	90.77%	
	Cancer 31 day subsequent treatments - surgery	94%	58.11%	43.84%	50.00%	75.51%	64.35%	73.85%	52.21%	80.73%	79.79%	72.97%	54.74%	89.61%	73.49%	
	Cancer 31 day subsequent treatments - anti-cancer drugs	98%	100%	100%	100%	100%	100%	100%	100%	93.75%	100%	83.33%	100%	100%	100%	
	Cancer 62 day referral to first treatment - GP referral	85%	45.10%	55.59%	58.90%	52.45%	48.86%	49.00%	41.54%	57.82%	61.62%	55.29%	50.00%	53.20%	54.21%	
	Cancer 62 day referral to first treatment - NHS Screening	90%	57.53%	74.24%	62.50%	57.38%	63.83%	51.02%	54.22%	70.00%	73.58%	57.14%	54.22%	72.73%	73.77%	
Quality	Total Number of C.diff Cases (HOHA + COHA)		7	5	6	6	6	6	4	2	7	4	8			
	Total Number of MRSA Cases Reported	0	0	0	0	0	0	0	0	0	2	0	0	1	1	
	Total Number of E.Coli Cases		4	6	5	6	8	4	9	6	3	8	4	7	4	
	Number of Klebsiella cases		2	1	4	2	2	2	1	2	1	1	2			
	Number of Pseudomonas Aeruginosa cases		1	2	1	0	0	4	2	1	1	1	3			
	Eliminating Mixed Sex Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Number of Never Events	0	0	0	0	0	0	2	1	1	0	0	0	0	0	
	VTE assessment on admission to hospital	95%	92.65%	92.51%	92.76%	93.98%	94.82%	94.72%	95.19%	95.00%	94.55%	95.62%	96.14%	95.87%		

3.3 Provider Scorecard – UHBW

Theme	Indicator	Standard	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Urgent Care	A&E 4hr Waits - Trust	76%	60.15%	62.31%	62.01%	59.59%	56.17%	53.41%	63.45%	61.90%	66.88%	70.67%	67.48%	72.07%	75.34%	71.03%
	A&E 4hr Waits - Footprint	76%	68.96%	62.31%	68.14%	65.86%	64.68%	62.77%	71.95%	70.29%	73.74%	77.37%	74.38%	77.67%	80.63%	76.85%
	>12hr DTA breaches in A&E	0	878	758	717	941	863	1217	1006	427	545	324	435	214	34	112
Planned Care	RTT Incomplete - 18 Weeks Waits	1%	56.37%	55.56%	54.35%	55.33%	55.19%	54.36%	55.62%	54.25%	53.45%	52.66%	54.00%	52.41%	52.68%	
	RTT Incomplete - Total Waiting List Size	Op Plan	60,738	62,010	61,870	62,462	63,041	64,359	64,847	64,929	66,379	66,543	67,447	67,180	67,451	
	RTT Incomplete - 52 Week Waits	Op Plan	5,591	5,970	6,141	5,989	5,888	6,011	5,498	5,371	5,383	5,472	5,523	5,865	6,134	
	RTT Incomplete - % of WL > 52 Weeks		9.21%	9.63%	9.93%	9.59%	9.34%	9.34%	8.48%	8.27%	8.11%	8.22%	8.19%	8.73%	9.09%	
	Diagnostic - 6 Week Waits	1%	36.50%	37.79%	35.54%	34.66%	31.49%	34.21%	34.12%	27.88%	25.67%	28.16%	26.54%	23.22%	21.98%	
	Diagnostic - Total Waiting List Size		16,426	15,387	17,577	16,952	16,692	16,339	16,731	17,080	17,333	16,589	15,345	14,709	15,164	
	Diagnostic - Number waiting > 6 Weeks		5,996	5,815	6,246	5,875	5,256	5,589	5,709	4,762	4,450	4,671	4,072	3,415	3,333	
	Diagnostic - Number waiting > 13 Weeks		3,245	2,968	3,294	3,062	2,317	2,307	2,190	1,933	1,484	1,310	1,200	1,097	1,007	
Cancer	Cancer 2 Week Wait - All	93%	44.62%	45.18%	41.14%	49.06%	41.57%	41.93%	50.26%	60.49%	59.02%	41.36%	34.51%	42.88%	49.05%	
	Cancer 28 day faster diagnosis standard (All Routes)	75%	64.56%	57.28%	50.54%	46.76%	42.78%	45.98%	53.23%	58.46%	65.42%	60.03%	61.52%	61.56%	59.51%	
	Cancer 31 Day first treatment	96%	93.92%	93.92%	91.01%	94.61%	93.36%	98.33%	88.36%	92.83%	92.92%	93.14%	92.45%	92.83%	97.01%	
	Cancer 31 day subsequent treatments - surgery	94%	88.89%	85.94%	87.69%	84.21%	88.71%	87.23%	72.34%	93.55%	83.61%	88.68%	79.31%	84.21%	87.27%	
	Cancer 31 day subsequent treatments - anti-cancer drugs	98%	98.53%	100%	100%	100%	99.44%	100%	90.21%	99.39%	98.72%	98.67%	100%	100%	100%	
	Cancer 31 day subsequent treatments - radiotherapy	94%	99.38%	100.00%	99.37%	98.73%	98.99%	99.29%	99.47%	99.42%	99.50%	99.37%	98.48%	97.77%	96.77%	
	Cancer 62 day referral to first treatment - GP referral	85%	69.42%	52.16%	64.85%	47.95%	46.37%	53.98%	42.91%	44.39%	67.42%	68.03%	67.36%	65.96%	68.99%	
	Cancer 62 day referral to first treatment - NHS Screening	90%	50.00%	50.00%	50.00%	85.71%	44.44%	75.00%	40.00%	66.67%	85.71%	25.00%	40.00%	42.86%	0%	
Quality	Total Number of C.diff Cases (HOHA + COHA)	7.3	13	7	9	6	13	7	5	8	6	12	8	13	8	
	Total Number of MRSA Cases Reported	0	0	0	1	0	1	1	2	1	1	1	0	2	2	
	Total Number of E.Coli Cases	119	8	7	11	13	9	5	5	6	6	9	9			
	Number of Klebsiella cases		6	9	5	5	10	3	3	1	3	2	3			
	Number of Pseudomonas Aeruginosa cases		2	4	5	1	0	0	3	1	1	2	3			
	Eliminating Mixed Sex Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	5	11	17
	Number of Never Events	0	0	1	1	0	0	1	0	0	0	0	0			
	Rate of slips, trips and falls per 1,000 bed days	4.8	3.27	6.63	4.49	5.86	5.34	4.71	5.11	5.23	5.14	5.29	4.13	4.63	4.00	
	No. of Pressure Ulcers grade 2, 3 & 4 per 1,000 bed days	0.4	0.089	0.118	0.061	0.23	0.18	0.088	0.086	0.1	0.147	0.032	0	0.124	0.062	
	VTE assessment on admission to hospital (Bristol)	95%	82.1%	83.7%	83.5%	84.0%	84.9%	81.3%	85.3%	84.5%	83.5%	82.0%	82.8%	82.6%	84.0%	

3.4 Non-Acute Provider Scorecard

Provider	Indicator (BNSSG level - except ambulance handovers)	Standard	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
SWASFT	Category 1 - Average Duration (hr:min:sec)	0:07:00	0:09:30	0:09:06	0:09:42	0:08:48	0:11:30	0:08:18	0:07:54	0:08:00	0:07:36	0:07:54	0:08:06	0:07:48	0:07:36
	Category 1 - 90th Percentile Duration (hr:min:sec)	0:14:00	0:16:36	0:15:42	0:16:36	0:15:18	0:19:12	0:14:36	0:14:12	0:14:00	0:13:30	0:13:54	0:14:12	0:13:42	0:13:18
	Category 2 - Average Duration (hr:min:sec)	0:30:00	0:42:00	0:45:12	1:06:00	0:50:24	2:49:24	0:30:06	0:27:54	0:29:06	0:23:06	0:28:06	0:29:48	0:25:24	0:23:54
	Category 2 - 90th Percentile Duration (hr:min:sec)	0:40:00	1:29:18	1:43:12	2:35:54	1:55:30	7:25:12	1:05:24	1:00:30	1:02:48	0:48:30	1:00:06	1:05:18	0:52:12	0:48:42
	Category 3 - 90th Percentile Duration (hr:min:sec)	2:00:00	5:32:06	7:54:54	11:01:30	8:51:24	16:56:54	2:58:00	3:40:18	4:20:12	3:19:18	4:18:00	4:23:42	3:07:42	2:30:12
	Category 4 - 90th Percentile Duration (hr:min:sec)	3:00:00	7:20:18	8:39:54	2:40:06	14:35:00	14:35:36	4:21:54	3:27:18	6:52:12	4:34:24	7:50:36	4:52:48	5:25:06	2:51:12
	Ambulance Handovers - % within 15 minutes at NBT	65%	18.2%	17.6%	11.9%	13.1%	9.6%	19.5%	26.7%	23.0%	34.9%	29.2%	29.6%	29.5%	28.5%
	Ambulance Handovers - % within 30 minutes at NBT	95%	56.2%	51.5%	38.6%	40.3%	29.6%	54.7%	70.9%	67.5%	79.2%	70.7%	75.9%	73.3%	71.4%
	Ambulance Handovers - % within 60 minutes at NBT	100%	80.9%	75.9%	62.2%	66.2%	48.8%	78.9%	94.7%	89.1%	96.1%	91.4%	93.7%	93.9%	93.4%
	Ambulance Handovers - % within 15 minutes at BRI	65%	12.0%	13.3%	10.3%	11.4%	7.5%	12.1%	11.9%	14.2%	24.5%	18.7%	39.1%	59.8%	34.1%
	Ambulance Handovers - % within 30 minutes at BRI	95%	30.7%	36.1%	27.7%	33.7%	17.8%	33.5%	37.1%	44.6%	61.4%	48.0%	73.4%	88.0%	60.8%
	Ambulance Handovers - % within 60 minutes at BRI	100%	51.2%	58.4%	49.7%	60.8%	36.1%	58.7%	69.1%	72.8%	87.6%	74.1%	90.4%	97.5%	81.4%
	Ambulance Handovers - % within 15 minutes at WGH	65%	19.0%	16.3%	14.2%	12.4%	5.8%	11.0%	19.4%	13.8%	14.7%	16.2%	19.1%	21.9%	14.3%
	Ambulance Handovers - % within 30 minutes at WGH	95%	47.5%	46.6%	44.0%	37.1%	23.7%	38.6%	58.9%	52.6%	54.3%	54.7%	61.6%	66.6%	58.9%
Ambulance Handovers - % within 60 minutes at WGH	100%	65.0%	66.2%	65.2%	63.0%	42.4%	59.4%	85.5%	82.9%	83.3%	78.2%	88.3%	91.7%	92.2%	
SevernSide IUC	Average speed to answer calls (in seconds)	20 Sec	723	271	453	381	2054	269	181	152	151	207	61	70	54
	% of calls abandoned	3%	29.2%	14.0%	20.6%	18.0%	43.3%	14.9%	12.2%	10.8%	15.9%	9.2%	5.9%	6.3%	5.4%
	% Triaged Calls receiving Clinical Contact	50%	37.3%	51.5%	52.1%	51.0%	51.9%	50.3%	50.2%	49.3%	53.3%	53.2%	50.0%	50.1%	51.4%
	% of callers allocated the first service offered by DOS	80%	68.8%	70.1%	68.8%	67.7%	70.9%	73.0%	71.4%	73.4%	78.1%	70.8%	78.7%	79.3%	80.1%
	% Cat 3 or 4 ambulance dispositions receiving clinical intervention	75%	66.1%	72.3%	67.9%	63.5%	44.6%	58.3%	56.5%	47.5%	78.7%	71.3%	71.2%	78.0%	81.4%
	% calls initially given an ED disposition receiving clinical intervention	50%	17.9%	22.5%	23.9%	21.0%	27.0%	24.1%	27.4%	29.8%	79.9%	73.2%	80.8%	83.7%	84.9%
AWP	Delayed Transfers of Care	3.5%	15.8%	18.4%	20.4%	21.5%	23.9%	23.9%	21.9%	23.6%	23.1%	24.5%	21.1%	22.0%	
	Early Intervention	60%	76.1%	73.3%	81.8%	62.5%	64.2%	28.5%	73.3%	39.1%	41.1%	69.5%	58.8%	80.0%	
	4 week wait Referral to Assessment	95%	82.9%	75.0%	84.2%	83.0%	90.3%	90.5%	97.6%	95.6%	93.7%	92.2%	88.8%	94.5%	

Please note: Regarding SevernSide IUC data, a cyber-attack on 4th August 2022 caused a major outage on the Adastra system used by many IUC service providers. This had a widespread impact on the IUC service with many providers relying on paper record-keeping from that date onwards during August. Besides impacting service delivery in August, ongoing reporting issues have resulted in missing or under-reported data for some contract areas and caution should be taken when interpreting figures from August to November.

December saw an exceptional increase in calls received by NHS 111, with demand close to that seen in March 2020. Service providers attribute much of the increase to winter pressures, including widespread public concern about Group A Streptococcus infections