



NHS Activity & Performance Summary: April/May 2019

20 June 2019
SFR 46/2019

Data relating to ambulance response times, time spent in accident and emergency units (A&E) and delayed transfers of care are provided for the month of May 2019.

Data relating to referral to treatment times, cancer waiting times, diagnostic and therapy waiting times, and outpatient referrals are provided for the month of April 2019.

Summary

Unscheduled care

Average daily A&E attendances decreased in May. The percentage of patients spending less than 4 hours in A&E increased and the number of patients spending more than 12 hours in A&E decreased.

The average number of daily calls to the ambulance service decreased in May 2019. The percentage of red calls receiving an emergency response within 8 minutes met the target but was marginally lower than in April 2019.

Average A&E waiting times and the average emergency call response time for ambulances decreased in May.

The number of delayed transfers of care increased.

Scheduled care

The number of patients waiting longer than the target time for diagnostic and therapy tests increased in April and the average waits increased for both.

Referral to treatment performance declined with a decrease in the percentage of patients waiting less than the 26 weeks and an increase in the number of patients waiting longer than 36 weeks, while the average wait increased.

The percentage of patients starting treatment within the target time for cancer decreased for both patients on the urgent pathway and the not urgent pathway.

Child and Adolescent Mental Health Services (CAMHS) performance declined.

About this release

This release presents summary information relating to data published in the following areas: Ambulances, A&E, Delayed Transfers of Care (DTC), Referral to Treatment (RTT), Diagnostic and Therapy waiting times (DATS), Cancer waiting times and Outpatient referrals.

Data in each area is available in an [online tool](#), which provides users with the ability to interact with and explore the data, and in detailed [StatsWales](#) tables. Publishing our monthly NHS activity releases on one day provides users with a more rounded and integrated picture of activity and performance and gives a more coherent view of the NHS in Wales.

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Key points

Demand and activity

Unscheduled care (May 19)

- In May 2019, there were 39,785 emergency calls to the ambulance service, an average of 1,283 per day, down from 1,329 in April 2019. The proportion of red calls increased by 0.5 percentage points to 5.5 per cent.
- The number of emergency calls received by the Welsh Ambulance Services NHS Trust (WAST) has been rising steadily over the long term. Since monthly data collections started in April 2006, average daily calls have risen from under 1,000 a day to between 1,200 and 1,450 a day. The average daily number of red calls in May 2019 was 70, four more than in April 2019.
- A&E attendances are generally higher in the summer months than the winter. The average number of A&E attendances per day in May was 2,994. This is 0.3 per cent lower than in April 2019 (8 fewer attendances per day on average) and 1.9 per cent lower than in May 2018 (58 fewer attendances per day on average).
- The total number of A&E attendances in the year to May 2019 was up 2.0 per cent since the previous year and the medium term trend shows that it is up 7.5 per cent since the same 12 month period, 5 years ago (year ending May 2014).
- In May 2019, 17,417 patients were admitted to the same or a different hospital following attendance at a major A&E department. This is 302 more than April 2019 and 601 fewer than May 2018. Patients aged 75 and over made up 30.8 per cent of admissions (5,369).

Scheduled care (Apr 19)

- There was an average of 3,732 outpatient referrals per day in April 2019. This is an increase of 0.8 per cent compared to March 2019 and an increase of 0.9 per cent compared with April 2018.
- Cwm Taf were unable to provide closed pathway data between August 2018 and March 2019. Cwm Taf Morgannwg are affected by the same issue and have not submitted data for April 2019. Therefore the following numbers and comparisons for closed pathways exclude Cwm Taf and Cwm Taf Morgannwg. The number of patient pathways closed per working day during April 2019 was 3,940, a decrease of 5.4 per cent from March 2019. The number of closed pathways per working day varies throughout the year, with numbers tending to be lower in August and December. There were 1,013,336 closed pathways during the 12 months to April 2019, an increase of 2.5 per cent (24,462 pathways) compared to the previous 12 months.
- During the 12 months to April 2019, 8,302^f patients newly diagnosed with cancer via the urgent suspected cancer route started treatment, an increase of 11.6^f per cent (860^f

^f Urgent suspected cancer data for March and April 2019 in Betsi Cadwaladr University Health Board was revised on the 21/06/2019 to include data that was missed during processing.

patients) over the previous 12 months and an increase of 33.8^f per cent (2,097^f patients) from the corresponding period 5 years ago.

- During the 12 months to April 2019, 9,371 patients newly diagnosed with cancer not via the urgent suspected cancer route started treatment, an increase of 0.1 per cent (6 patients) over the previous 12 months but a decrease of 5.3 per cent (520 patients) from the corresponding period 5 years ago.

Performance

Unscheduled care (May 19)

- In May 2019, 70.2 per cent of emergency responses to immediately life threatening calls ('red' calls) arrived within 8 minutes, above the target of 65 per cent, but down marginally, from 70.3 per cent in April 2019 and down from 76.1 per cent in May 2018.
- 78.0 per cent of patients (72,429 patients) spent less than 4 hours in all emergency care facilities from arrival until admission, transfer or discharge. This is an increase of 1.7 percentage points from April 2019 but 4.0 percentage points lower than May 2018. The 95 per cent target continues to be missed.
- 4,797 patients spent 12 hours or more in an emergency care facility, from arrival until admission, transfer or discharge. This is a decrease of 254 patients (or 5.0 per cent) compared to April 2019 but an increase of 1,969 (or 69.6 per cent) patients compared to May 2018.

Scheduled care (Apr 19)

- By the end of April 2019, 447,492 patient pathways were waiting for the start of their treatment. Of these, 88.0 per cent had been waiting less than 26 weeks, lower than the target of 95 per cent, and 11,043 (2.5 per cent) had been waiting more than 36 weeks from the date the referral letter was received in the hospital. The percentage waiting less than 26 weeks decreased by 1.1 percentage points from last month. The number of pathways waiting over 36 weeks increased by 2,058 (22.9 per cent higher).
- Referral to treatment time performance against both targets has been fairly stable since early 2016, with the percentage starting treatment within 26 weeks generally fluctuating between 85 and 89 per cent.
- Since January 2014, there has been a general downward trend in the number of people waiting more than 8 weeks for specified diagnostic services. However, the number increased from 2,781 in March 2019 to 3,271 in April 2019.
- The number of people waiting more than 14 weeks for specified therapy services increased over the month from 4 in March 2019 to 45 in April 2019. The medium trend was fairly

^f Urgent suspected cancer data for March and April 2019 in Betsi Cadwaladr University Health Board was revised on the 21/06/2019 to include data that was missed during processing.

stable between November 2012 and April 2017, with an average of 2,272 people waiting longer than 14 weeks each month. Since then the number increased to over 4,700 in August 2017 before maintaining a low of under 465 over the last year.

- In the month of April 2019, 84.9^f per cent of patients (572^f out of 674^f) newly diagnosed with cancer via the urgent suspected cancer route started definitive treatment within the target time of 62 days. This is below the target of 95 per cent and down 1.1^f percentage points from March 2019.
- For the latest 12 months to April 2019, 85.7 per cent of patients newly diagnosed with cancer via the urgent suspected cancer route started definitive treatment within the target time of 62 days. This is 1.2 percentage points lower than the previous 12 months and 2.8 percentage points lower than the corresponding 12 month period 5 years ago.
- In the month of April 2019, 96.4 per cent of patients (689 out of 715) newly diagnosed with cancer not via the urgent route started definitive treatment within the target time of 31 days. This is below the target of 98 per cent and 0.6 percentage points lower than in March 2019. The trend has been broadly stable over the last two years.
- For the latest 12 months to April 2019, 97.2 per cent of patients newly diagnosed with cancer not via the urgent route started definitive treatment within the target time of 31 days. This is the same as the previous 12 months, and 0.9 percentage points lower than the corresponding 12 month period 5 years ago.
- Performance declined for those waiting less than 4 weeks for a first outpatient appointment for Child and Adolescent Mental Health Services (CAMHS) in April 2019. The percentage of patient pathways waiting less than 4 weeks decreased from 79.7 per cent in March 2019 (496 of 622 patients) to 58.7 per cent in April 2019 (with 283 of 482 patients).

Contextual information

Charts presented in the online tool provide additional activity information to complement the NHS performance information shown above. Some examples are provided below.

Some charts include median and mean times. For example, in relation to ambulance response times:

- The **median** response time is the middle time when all emergency responses are ordered from fastest to slowest, so half of all emergency responses arrive within this time. It is commonly used in preference to the mean, as it is less susceptible to extreme values than the mean.

^f Urgent suspected cancer data for March and April 2019 in Betsi Cadwaladr University Health Board was revised on the 21/06/2019 to include data that was missed during processing.

- The **mean** response time is the total time taken for all emergency responses divided by the number of emergency responses. The mean is more likely to be affected by those ambulances which take longer to arrive at the scene.

Unscheduled care

- Although the 4 hour A&E target has been missed since the target was introduced, the median time which patients spend in A&E has remained fairly steady in recent years, generally between 2 hours and 2 hours 30 minutes; in May 2019, the median time was 2 hours 25 minutes, down from 2 hours 31 minutes in April 2019. The median time spent in A&E varies by age, with children spending between 1 hour and 30 minutes and 2 hours in A&E on average, whilst older patients (aged 85 plus) spend between 3 hours and 30 minutes and 4 hours in A&E on average.
- The median response time to red calls to the ambulance service was 5 minutes and 26 seconds in May 2019, down from 5 minutes and 30 seconds in April 2019. A little more than half (54.3 per cent) of amber calls were responded to within 30 minutes.
- While the actual number of delayed transfers of care fluctuates each month, the trend has been downward since 2004 but the number has been fairly consistent over the last few years. The number of patients delayed in May 2019 was 414, up from 409 in April 2019. The March-to-May three-month average was 426 compared with the February to April three-month average of 438.

Scheduled care

- Although referral to treatment targets have been missed, the median waiting time to start treatment was 9.1 weeks in April 2019, up from 8.6 weeks in March 2019. The median has generally been around 10 weeks since late 2013.
- The median waiting time for diagnostic services was 3.1 weeks in April 2019, up from 2.8 weeks in March 2019 and the median for therapy services was 4.0 weeks, up from 3.7 weeks in March 2019. Median waiting times for those waiting for diagnostic services have generally fallen since 2014. Median waiting times for those waiting for therapy services generally increased from the end of 2012 to the end of 2017. Since then waiting times have generally been falling.

Key quality information

Notes for this month's publication

Bridgend local authority moving health board: Health service provision for residents of Bridgend local authority has moved from Abertawe Bro Morgannwg to Cwm Taf on April 1st 2019. This [joint statement](#) provides further detail. The health board names were confirmed in [this statement](#) with Cwm Taf University Health Board becoming Cwm Taf Morgannwg University Health Board and Abertawe Bro Morgannwg University Health Board becoming Swansea Bay University Health Board.

All datasets are now published on the new basis (data for unscheduled care was published on the new basis from the May 2019 release and scheduled care data from the current release). The local health board breakdowns available on [StatsWales](#) and the [interactive dashboard](#) reflect this new boundary change. As these are data summaries on performance, we have not backdated the historic data for the new health boards. Publication of data for the previous boundaries will stop.

Referral to treatment: Cwm Taf have been unable to provide closed pathway data since August 2018 because of IT problems following a software update. Therefore, all numbers and comparisons for closed pathways from the October 2018 release onwards exclude Cwm Taf. The health board is working on fixing the problem. The data for Cwm Taf for previous months are available on StatsWales.

Referrals and referral to treatment: To increase consistency across health board data, all new treatment codes have been rolled back to their pre-April 2016 equivalents. This has now been actioned for all historic RTT and referrals data. This will be implemented until all health boards are able to report using the new codes consistently. For more information, see this [Data Set Change Notice \(2014/08\)](#).

Child and Adolescent Mental Health Services (CAMHS): Prior to March 2017 the numbers waiting for CAMHS at Cwm Taf, which are provider based (and include ABMU and Cardiff and Vale figures) include non-CAMHS pathways, which should not be included, therefore the current figures overstate the numbers waiting.

A&E: Singleton Minor Injuries Unit has recently closed for refurbishment (see [press release](#)) and there have been no A&E attendances since November 2018. Since the April 2019 statistical release, any data submitted for Singleton after September 2018 was excluded following advice from the health board. However, in this statistical release, data submitted for Singleton is included up until November 2018, following updated advice from the health board. As the number of A&E attendances at Singleton in September and October was relatively small, it has no impact on the overall Wales trend.

Sources

Ambulance response data is provided by the Welsh Ambulance Service NHS Trust (WAST). Cancer waiting times data is provided from local health boards directly to the Welsh Government. All other data summarised here is collected from Local Health Boards by the NHS Wales informatics Service (NWIS). Full details are provided in the Quality reports for each service area (see links below).

Timeliness

Not all datasets have the same processing timelines. To make the data available as soon as we can, we publish the unscheduled care data for, say, February alongside the planned care data for January.

Data

Online tool - an interactive online tool has been developed with three sections:

- Demand/Activity – e.g. A&E attendances, ambulance calls, referrals
- Performance – e.g. performance against A&E targets, RTT etc.
- Context – e.g., median time in A&E, median ambulance response times, median RTT waits

Further detailed datasets can be found, downloaded or accessed through our open data API from [StatsWales](#).

Percentage point changes are calculated using unrounded figures.

Performance measures

The [NHS Wales Delivery Framework 2018-19](#) is used to measure delivery throughout 2018-19.

Ambulance response times

Notes: As announced in a [statement by the Deputy Minister for Health](#), a new clinical response model was implemented in Wales from 1 October 2015. The trial, initially scheduled for 12 months, was extended for a further 6 months, but, following receipt of the independent evaluation report commissioned by the Emergency Ambulance Services Committee (EASC), the clinical response model was implemented (February 2017). See the [Quality report](#) for more details.

Call categories and targets:

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 is no time-based target for amber calls.

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.

The categorisation of a call is determined by the information given by the caller in response to a set of scripted questions, which is then triaged by the automated Medical Priority Dispatch system (MPDS). Call handlers are allowed up to two minutes to accurately identify both the severity and nature of a patient's condition (for those calls that are not immediately life threatening). An ambulance or other appropriate resource is dispatched as soon as the severity and condition are identified. In high acuity calls, this may be whilst the caller is still on the line. There are two occasions where the priority of a call could be changed; when new information from the caller is assessed via the MPDS system, or where a nurse or paramedic has gathered further information about the patient's condition over the phone.

Revisions: Any revisions to the data are noted in the 'Notes for this month's publication' and in the information accompanying the StatsWales cubes each month.

Comparability and coherence: Other UK countries also measure ambulance response times. However the outputs differ in different countries because they are designed to help monitor policies that have been developed separately by each government. Further investigation is needed to establish whether the definitional differences have a significant impact on the comparability of the data.

[Ambulance services: StatsWales](#)

[Ambulance services: Quality report](#)

[Ambulance services: Annual release](#)

Time spent in A&E departments

Notes: NHS Wales Informatics Service provide the data from the Emergency Department Data Set (EDDS). This is a rich source of patient level data on attendances at emergency care facilities in Wales that tends mainly to be used for the performance targets.

Targets: Time spent in A&E departments:

- 95 per cent of new patients should spend less than 4 hours in A&E departments from arrival until admission, transfer or discharge
- Eradication of 12 hour or more waits within A&E departments

Revisions: Some figures are likely to be revised in future months – this will be done on StatsWales.

Comparability and coherence: Figures produced for Wales, Scotland and Northern Ireland are National Statistics. All four UK countries publish information on the time spent in Accident and Emergency (A&E), though this can be labelled under Emergency Department (as in Scotland) or Emergency Care (as in Northern Ireland). The published statistics are not exactly comparable because: they were designed to monitor targets which have developed separately within each country; the provision and classification of unscheduled care services varies across the UK; the systems which collect the data are different. See the [Quality report](#) for more details.

[Time spent in A&E: StatsWales](#)

[Time spent in A&E: Quality report](#)

[Time spent in A&E: Annual release](#)

Referral to treatment times

Notes: A referral to treatment pathway covers the time waited from referral to hospital for treatment and includes time spent waiting for any hospital appointments, tests, scans or other procedures that may be needed before being treated. Definitions of terms used and quality information are in the [Quality report](#).

Targets: Referral to treatment times:

- 95 per cent of patients waiting less than 26 weeks from referral to treatment
- No patients waiting more than 36 weeks for treatment.

Revisions: Any revisions to the data are noted in the 'Notes for this month's publication' and in the information accompanying the StatsWales cubes each month.

Comparability and coherence: England, Scotland and Wales publish referral to treatment waiting times – which measures the complete patient pathway from initial referral e.g. by a GP, to agreed treatment or discharge - in addition to certain stages of treatment waiting times. Northern Ireland publish waiting times statistics for the inpatient, outpatient and diagnostics stages of treatment – which measures waiting times for the different stages of the patient pathway, typically specific waits for outpatient, diagnostic or inpatient treatment, or for specific services such as audiology.

In relation to referral to treatment waiting times, whilst there are similar concepts in England, Wales and Scotland in terms of measuring waiting times from the receipt of referral by the hospital to the start of treatment, and, the types of patient pathways included, there are distinct differences in the individual rules around measuring waiting times. This is particularly important regarding 'when the clock stops or pauses', exemptions, and the specialities covered.

[Referral to treatment: StatsWales](#)

[Referral to treatment: Quality report](#)

[Referral to treatment: Annual release](#)

Diagnostic and Therapy waiting times (DATS)

Targets: Waiting times for access to diagnostic and therapy services (operational standards for maximum waiting times):

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

Revisions: Any revisions to the data are noted in the 'Notes for this month's publication' and in the information accompanying the StatsWales cubes each month.

Comparability and coherence: See Referral to Treatment

[Diagnostic and Therapy waiting times: StatsWales](#)

[Diagnostic and Therapy waiting times: Quality report](#)

[Diagnostic and Therapy waiting times: Annual release](#)

Cancer waiting times

Notes: Patients with cancer are split into two distinct groups (in line with cancer standards).

Those referred via the urgent suspected cancer route:

- This group includes patients referred from primary care (e.g. by a GP) to a hospital as urgent with suspected cancer, which is then confirmed as urgent by the consultant or a designated member of the Multi Disciplinary Team.

Those not referred via the urgent suspected cancer route:

- This group includes patients with cancer (regardless of their referral route), not already included as an urgent suspected cancer referral.

Targets: Cancer waiting times:

- At least 95 per cent of patients diagnosed with cancer, via the urgent suspected cancer route will start definitive treatment within 62 days of receipt of referral.
- At least 98 per cent of patients newly diagnosed with cancer, not via the urgent route will start definitive treatment within 31 days of the decision to treat (regardless of the referral route).

Revisions: Any revisions to the data are noted in the 'Notes for this month's publication' and in the information accompanying the StatsWales datasets each month.

Comparability and coherence: Other UK countries also measure cancer waiting times. However, the outputs differ in different countries because they are designed to help monitor policies that have been developed separately by each government. Further investigation would be needed to establish whether the definitional differences have a significant impact on the comparability of the data.

[Cancer waiting times: StatsWales](#)

[Cancer waiting times: Quality report](#)

[Cancer waiting times: Annual release](#)

Delayed Transfers of Care (DTOC)

Revisions: Any revisions to the data are noted in the 'Notes for this month's publication' and in the information accompanying the StatsWales cubes each month.

Comparability and coherence: Similar statistics are collected in England and Scotland, but the details may differ and the detailed guidance available from each country's website should be consulted before using these statistics as comparative measures.

[Delayed transfers of care: StatsWales](#)

[Delayed transfers of care: Quality report](#)

[Delayed transfers of care: Annual release](#)

Outpatient referrals

Targets: none

Revisions: From December 2015 our revisions policy is to revise back every 12 months on a monthly basis, and perform a full revision of referral figures back to April 2012 at the end of every financial year (when data for March in any given year is the latest available data to us).

Comparability and coherence: There is similar information available from other parts of the UK but the data is not exactly comparable due to local definitions and standards in each area. Agreed standards and definitions within Wales provide assurance that the data is consistent across as Local Health Boards.

[Outpatient referrals: StatsWales](#)

[Outpatient referrals: Quality report](#)

Comparability

All four UK countries publish information on a range of NHS performance and activity statistics. The published statistics are not exactly comparable because: they were designed to monitor targets which have developed separately within each country; the provision and classification of unscheduled care services varies across the UK. Statisticians in all four home nations have collaborated as part of the 'UK Comparative Waiting Times Group'. The aim of the group was to look across published health statistics, in particular waiting times, and compile a comparison of (i) what is measured in each country, (ii) how the statistics are similar and (iii) where they have key differences. That information is available on the [Government Statistical Service website](#).

Information on ambulances can be found at:

[Ambulance services in England](#)

[Ambulance services in Scotland](#)

[Ambulance services in Northern Ireland](#)

National Statistics status

The [United Kingdom Statistics Authority](#) has designated six of the seven sets of statistics presented here as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the [Code of Practice for Statistics](#). [NHS Referrals for first Outpatient Appointments](#) is not currently badged as National Statistics.

National Statistics status means that our statistics meet the highest standards of trustworthiness, quality and public value, and it is our responsibility to maintain compliance with these standards.

All official statistics should comply with all aspects of the Code of Practice for Statistics. They are awarded National Statistics status following an assessment by the UK Statistics Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is Welsh Government's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

"NHS Wales Cancer Waiting Times", "Ambulance Services in Wales", "Time Spent in NHS Wales Accident and Emergency Departments", "NHS Referral to Treatment Times", "NHS Wales Diagnostic & Therapy Services Waiting Times" and "Delayed Transfers of Care in Wales" are National Statistics.

The continued designation of these statistics as National Statistics was confirmed in 2011 following a compliance check by the Office for Statistics Regulation

[\[https://www.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-assessmentreport134statisticsonhswalesperformanc_tcm97-41068.pdf\]](https://www.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-assessmentreport134statisticsonhswalesperformanc_tcm97-41068.pdf). These statistics last underwent a full assessment [\[https://www.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-assessmentreport134statisticsonhswalesperformanc_tcm97-41068.pdf\]](https://www.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-assessmentreport134statisticsonhswalesperformanc_tcm97-41068.pdf) against the Code of Practice in 2011.

Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators ("national indicators") that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

Information on the indicators, along with narratives for each of the well-being goals and associated technical information is available in the [Well-being of Wales report](#).

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#).

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

Further details

The document is available at:

<https://gov.wales/nhs-activity-and-performance-summary>

Next update

18 July 2019

We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to stats.healthinfo@gov.wales.

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