

Integrated Performance Report Metrics

November 2022



Our People

Workforce Metrics

November 2022



Growing for the Future - Metrics

Growing for the Future Metrics		Update Frequency	Level	Latest Data Date	Previous Position	Latest Position	Change	Direction of travel	Target if set
S074a: National data	FTE doctors in General Practice per 10,000 weighted patients	Monthly	ICS-Primary care	Aug-22	6.5	6.9	0.4	better	
S075a: National data	FTE Direct Patient Care (including PCNs) staff in GP practices per 10,000 weighted patients	Monthly	ICS-Primary care	Aug-22	6.9	7.0	0.1	better	
NHS Local metric - national data	Primary Care Nurses - fte	Monthly	ICS-Primary care	Aug-22	217	222	5.0	better	
	Agency wte	Monthly	ICS-NHS	Jul-22	291.9	306.9	15.0	worse	
	Bank wte	Monthly	ICS-NHS	Jul-22	792.6	805.7	13.1	better	
NHS Local metric	Nursing Vacancy rate:	Monthly	ICS-NHS	Aug-22	13.62%	13.65%	0.03%	worse	
	Nursing workforce - delivery of planned growth - WTE employed	Monthly	ICS-NHS	Aug-22	3,274	3,307	33.0	better	3,373
	Nursing workforce - delivery of planned growth - WTE employed including PCNs	Monthly	ICS	Aug-22	3,491	3,529	38.0	better	3,373
	SIP vs Establishment - all staff	Monthly	ICS-NHS	Aug-22	88.75%	89.17%	0.42%	better	
SC Local metric	Adult Social Workers	Quarterly	GCC - Adult	Jul-22	113.21	106.29	-6.92	worse	

NB: National data means taken from national data sources

Looking After Our People - Metrics

Looking After Our People Metrics		Update Frequency	Level	Latest Data Date	Previous Position	Latest Position		Change	Direction of travel	Target if set
S060a: National data	NHS Staff Survey compassionate leadership	Annual	ICS-NHS	2021	n/a	6.84/10				
S069a: National data	NHS Staff Survey Engagement theme score	Annual	ICS-NHS	2021	7.0	6.8		-0.2	worse	
S063a: National data	Proportion of staff who say they have personally experienced harassment, bullying or abuse at work from; a) managers	Annual	ICS-NHS	2021	11.50%	11.50%		0.00%	same	
	b) other colleagues		ICS-NHS		18.90%	19.70%		0.80%	worse	
	c) patients / service users, their relatives or other members of the public in the last 12 months		ICS-NHS		26.80%	29.90%		3.10%	worse	
S067a: National data	NHS Leaver Rate (12 month rolling leaver as % of all staff)	Monthly	ICS-NHS	Aug-22	14.80%	14.50%		-0.10%	better	
S068a: National data	Sickness absence rate (working days lost to sickness)	Monthly	ICS-NHS	Aug-22	5.40%	4.30%		-1.10%	better	
SC Local metric	Adults Directorate - Staff Turnover (12 month rolling year, staff leaving as a % of all staff)	Quarterly	GCC - Adult	Jul-22	14.10%	14.40%		0.30%	worse	
	Adults - Sickness absence rate (Average working days lost per FTE)	Quarterly	GCC - Adult	Jul-22	5.89%	5.01%		-0.88%	better	2.25%
	Adults - total number of leavers in 12 months employed 12months or less	Quarterly	GCC - Adult	Jul-22	14.07%	16.23%		2.16%	worse	
NHS Local metric	Time to hire (definition tbc)	Quarterly	ICS-NHS		n/a	n/a				
	Proportion of all staff net change (leaving/joining) the NHS each year (12 month rolling)	Monthly	ICS-NHS	Aug-22	-0.46%	0.02%		0.48%	better	
	Proportion of all staff leaving the NHS that leave within one year (12 month rolling)	Monthly	ICS-NHS	Aug-22	17.79%	17.79%		0.00%	same	

Checking inclusion of Covid impact

Belonging in the NHS - Metrics

Looking After Our People Metrics		Update Frequency	Level	Latest Data Date	Previous Position	Latest Position		Change	Direction of travel	Target if set
S071a: National data	Proportion of staff in senior leadership roles (AfC bands 8c and above, including executive board members) who are a) from a BME background (headcount)	Annual	ICS-NHS	2021						22/23 12% 23/24 16% 24/25 20%
	b) Women (headcount)									22/23 62% 23/24 64% 24/25 66%
	c) Disabled (headcount)									22/23 3.2% 23/24 3.6% 24/25 4.0%
S072a: National data	Proportion of staff who agree that their organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	Annual	ICS-NHS	2021	54.70%	55.00%		0.30%	better	
SC Local metric	Adults - Proportion of staff in senior leadership (RB4+) roles who are from a BME background	Annual	GCC - Adult	Jul-22	5.00%	5.30%		0.30%	better	
	Adults - Proportion of staff in senior leadership (RB4+) roles who are women	Annual	GCC - Adult	Jul-22	80.00%	75.00%		-5.00%	worse	
NHS Local metric	Relative Likelihood of staff being appointed from shortlisting across all posts - WRES/WDES	Quarterly	GHFT	Q1 22-23						
			GHC	Q1 22-23		0.66 BME				
						0.68 White				
	Model employer target Band 8+ diversity: %BME	Quarterly	ICS-NHS	Q1 22-23	10.30%	10.62%		0.32%	better	
	band 1-4 diversity: %BME		ICS-NHS	Q1 22-23	10.10%	10.70%		0.60%	better	
	band 5-6 diversity: %BME		ICS-NHS	Q1 22-23	15.20%	16.10%		0.90%	better	

Checking data consistency

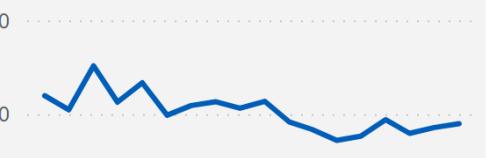
New Ways of Working - Metrics

Looking After Our People Metrics		Update Frequency	Level	Latest Data Date	Previous Position	Latest Position		Change	Direction of travel	Target if set
NHS Local metric	Number of Apprenticeship starts	Annual	ICS-NHS	21-22	338	353		15	better	
	Number of Apprenticeship on programmes	Annual	ICS-NHS	Q4 21-22	683	781		98	better	
	Use of Apprenticeship Levy %	Annual	ICS-NHS	21-22	52%	65%		13%	better	70%
	e-job planning and e-rostering metric (tbc)	Qtrly	ICS-NHS	Q1	n/a	n/a				
	NHS Cadets - numbers	Qtrly	ICS-NHS	Q1	n/a	n/a				
	NHS Reservists metric - numbers	Qtrly	ICS-NHS	Q1	n/a	1				
	Number of Apprentices wte	Qtrly	ICS-NHS	Q1	n/a	n/a				

Improving Services & Delivering Outcomes

Performance Metrics
November 2022

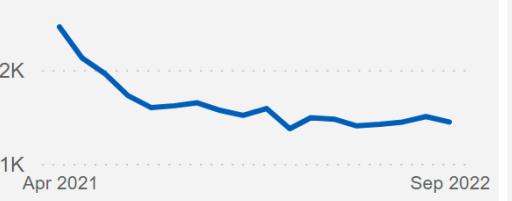
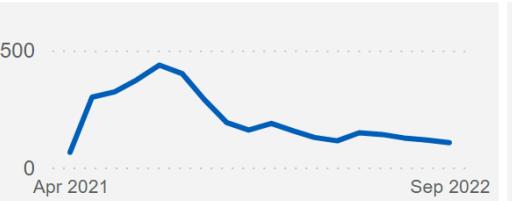


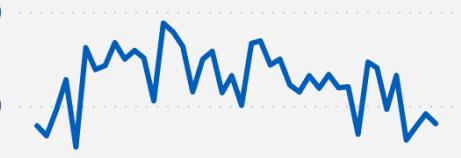
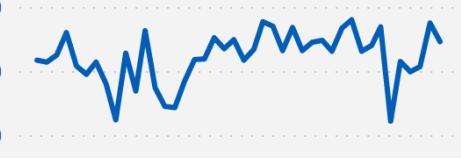
Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low	
								better than	worse than			
E.M.12a	Emergency Department Attendances (Type 1)	Low			11688 GHFT		Sept 2022	11688 GHFT	7485 Other South West Trust	10287 England	Sept 2022	*
	A&E 4 Hour Target - % seen, treated and discharged/admitted within 4 hours of arrival to ED	High	95.0%		57.96 GHFT		Sept 2022	57.96 GHFT	62.52 Other South West Trust	56.57 England	Sept 2022	2
S019a	Ambulance Handovers - Total resource time lost	Low		78 hours	50 hours		W/C 31/10/22					Benchmarking data to follow
	ED Assessment - % patients assessed within 15 minutes of arrival at A&E	High			40.98 GHFT		Sept 2022					Benchmarking data to follow
S103a	12 Hour ED Waits - Proportion of patients spending more than 12 hours in an emergency department	Low	8.0%		33.36 GHFT		Sept 2022					Benchmarking data to follow
S025a	% Zero Length of Stay Admissions	Low			64.17 Gloucester ICS		Sept 2022					Benchmarking data to follow

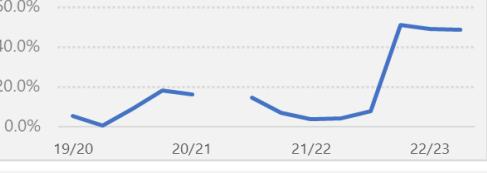
*Benchmarking information shows averages at other SW/national trusts and has not been adjusted for population size so is not yet ranked

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than		
S020a	Average Ambulance Response Times (Category 1)	Low	7 minutes		00:11:04 Gloucester ICS		October 2022	00:11:06 Gloucester ICS	00:11:10 SWASFT	00:09:19 England	Sept 2022
S020b	Average Ambulance Response Times (Category 2)	Low	18 minutes		00:44:12 Gloucester ICS		October 2022	00:48:11 Gloucester ICS	01:08:53 SWASFT	00:47:59 England	Sept 2022
S020c	Average Ambulance Response Times (Category 3)	Low	120 minutes		02:09:44 Gloucester ICS		October 2022	02:29:37 Gloucester ICS	02:50:19 SWASFT	02:42:28 England	Sept 2022
S020d	Average Ambulance Response Times (Category 4)	Low	180 minutes		02:55:08 Gloucester ICS		October 2022	02:01:04 Gloucester ICS	03:22:56 SWASFT	03:12:34 England	Sept 2022
	Ambulance Conveyance Rates (% incidents conveyed)	Low			41.57 Gloucester ICS		October 2022	40.75 Gloucester ICS	49.38 Other South West ICS	56.95 England	Sept 2022

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than		
S007a	Elective activity - Recovery (% activity vs 19/20 baseline)	High	110.0%		101.64 Gloucester ICS		Sept 2022		Benchmarking data to follow		
S007a	Elective activity - ERF (% weighted cost activity vs 19/20 baseline)	High	104.0%		102.2 Gloucester ICS		Sept 2022		Benchmarking data to follow		
E.M.9	Consultant-led Follow Up Outpatient Appointments (Specific Acute)	High			27462 Gloucester ICS		Sept 2022		Benchmarking data to follow		
	Virtual Outpatient Appointments - % of outpatient activity which is virtual/telephone	High	25.0%		22.34 Gloucester ICS		Sept 2022		Benchmarking data to follow		
E.M.34	PIFU - % all outpatient appointments moved or discharged to PIFU	High	5.0%		13.73 Gloucester ICS		Sept 2022		Benchmarking data to follow		

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking	Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than	
S016a	A&G - Rate of patients reviewing Advice and Guidance	High			15.9%		Sept 2022			<i>Benchmarking data to follow</i>
	RTT (18 week) - % waiting list waiting under 18 weeks	High	92		71.70 Gloucester ICS		Sept 2022			<i>Benchmarking data to follow</i>
S009a	RTT (52 week waits) - Number of patients on RTT list >52 weeks	Low	0		1446 Gloucester ICS		Sept 2022			<i>Benchmarking data to follow</i>
S009b	RTT (78 week waits) - Number of patients on RTT list >78 weeks	Low	0		106 Gloucester ICS		Sept 2022			<i>Benchmarking data to follow</i>
S009c	RTT (104 week waits) - Number of patients on RTT list >104 weeks	Low	0		7 Gloucester ICS		Sept 2022			<i>Benchmarking data to follow</i>

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low	
								better than	worse than			
	2 Week Wait - % patients seen or STT within 2 weeks of referral	High	93		88.08 Gloucester ICB		Sept 2022	89.12 Gloucester ICB	57.30 Other South West ICS	75.55 All ICS	August 2022	
S012a	28 day Faster Diagnosis - % patients receiving diagnosis or all clear within 28 days of referral	High	75		76.12 Gloucester ICB		Sept 2022	74.42 GHFT	67.17 Other South West ICS	69.46 All ICS	August 2022	
S010a	31 day Treatment - activity	High		384	346 Gloucester ICS		Sept 2022	345 Gloucester ICS	436 Other South West ICS	519 All ICS	August 2022	
	31 day Treatment - % patients receiving treatment within 31 days of DTT	High	96		93.35 Gloucester ICB		Sept 2022	92.00 GHFT	93.20 Other South West ICS	92.09 All ICS	August 2022	
S011a	62 day Treatment - patient waiting list number beyond 62 days	Low		255	252 GHFT		w/c 30th Oct					
	62 day Treatment - % patients receiving treatment within 62 days of referral	High	85		64.53 Gloucester ICB		Sept 2022	60.09 Gloucester ICS	63.34 Other South West ICS	61.91 All ICS	August 2022	

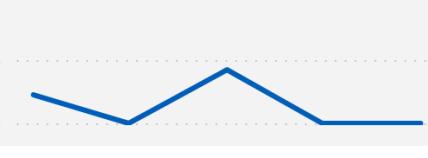
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								better than	worse than		
S081a	IAPT Access - number of patients accessing IAPT in year	High	As per LTP	1147	1042		Sept 2022	<i>Benchmarking data to follow</i>			
	IAPT Recovery - % patients entering recovery following IAPT	High	50%		50.2%		Sept 2022	<i>Benchmarking data to follow</i>			
E.H.13	SMI Physical Health Checks - % SMI register receiving/declining full health check	High	60%		48.7%		Q2 22/23	<i>Benchmarking data to follow</i>			
E.H.4	Psychosis Treatment - % patients commencing treatment within 2 weeks of referral	High	60%		76.0%		June 2022	76.0%	67.56 All ICS	June 2022	
E.H.17	Access to IPS - number of patients accessing service	High				<i>Metric data to follow</i>					

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than		
	Inpatient Bed Days - reduction in inpatients with 60 day LoS	Low				<i>Identifying data for this metric</i>					
	Inpatient Bed Days - reduction in inpatients with 90 day LoS	Low				<i>Identifying data for this metric</i>					
E.H.30	Inpatient Follow Up - % patients receiving follow up within 72 hours of discharge	High	80		90.00 Gloucester ICS		June 2022	90.00 Gloucester ICS	74.92 All ICS	June 2022	
S086a	Out of Area Placement Bed Days - inappropriate OAP bed days for adults that are either 'internal' or 'external' to the sending provider	Low	0	67	28		Sept 2022				
S110a	Access to Core Community Mental Health Services - rate per 1,000 of patients accessing service	High	1*		6.10 Gloucester ICS		June 2022	6.10 Gloucester ICS	8.94 All ICS	June 2022	

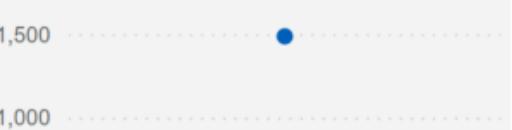
*Access target for core community mental health services shown as a rate to allow benchmarking with national position

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than		
E.H.10	CYP Eating Disorder (Urgent) - % patients receiving treatment within 1 week of referral	High	95%		0.00 Gloucester ICS		Sept 2022	0.00 Gloucester ICS	39.49 All ICS	June 2022	
E.H.11	CYP Eating Disorder (Routine) - % patients receiving treatment within 4 weeks of referral	High	95%		*Service currently suspended to routine referrals				54.90 All ICS	June 2022	
S084a	CYP Mental Health Access - number of CYP accessing services (per 1,000)	High	As per LTP		7095	12 month rolling data available – exploring trend data for January report	June 2022	11.00 Gloucester ICS	12.24 All ICS	June 2022	

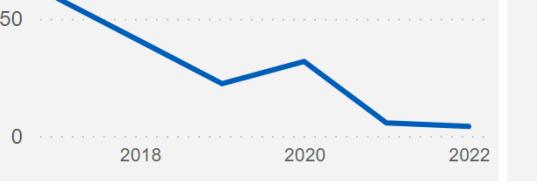
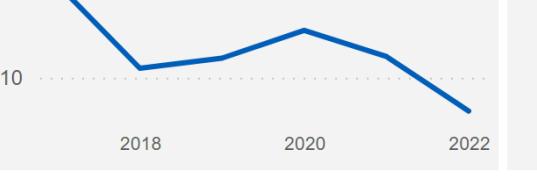
*Numerical value (access in 12 months) shown for CYP mental health access for performance (against LTP target). Rate shown for comparison to national position (benchmarking).

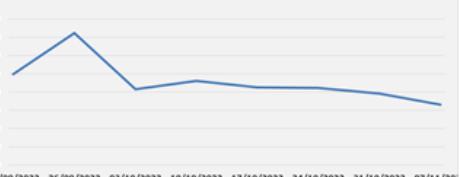
Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than		
E.H.15	Perinatal Access - % pregnant women accessing perinatal mental health service	High	As per LTP	44	45		Sept 2022			<i>Benchmarking data to follow</i>	
S021a	Continuity of Care Pathway - % of women on CoC pathway	High	51		8.56 GHFT		August 2022			<i>Benchmarking data to follow</i>	
	Smoking in Pregnancy - % SATOD	Low	8		12.64 GHFT		August 2022			<i>Benchmarking data to follow</i>	
S022a	Stillbirth rate	Low	2.6		2.12 GHFT		August 2022			<i>Benchmarking data to follow</i>	
S023a	Neonatal mortality rate	Low	1.0		2.15 GHFT		August 2022			<i>Benchmarking data to follow</i>	
	Brain Injury Rate	Low	3.7		0.00 GHFT		August 2022			<i>Benchmarking data to follow</i>	

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than		
PC001	Primary Care Activity - number of attended appointments (GP only)	High			151.25K Gloucester ICS		September 2022	<i>Benchmarking data to follow</i>			
PC001a	Primary Care Activity - number of attended face to face and home visit appointments (GP only)	High			105.01K Gloucester ICS		September 2022	<i>Benchmarking data to follow</i>			
PC001b	Primary Care Activity - number of attended telephone and video appointments (GP only)	High			23.12K Gloucester ICS		September 2022	<i>Benchmarking data to follow</i>			
PC002	Primary Care Activity - number of attended appointments (non GP)	High			168.36K Gloucester ICS		September 2022	<i>Benchmarking data to follow</i>			
PC002a	Primary Care Activity - number of attended face to face and home visit appointments (non GP)	High			131.83K Gloucester ICS		September 2022	<i>Benchmarking data to follow</i>			
PC002b	Primary Care Activity - number of attended telephone and video appointments (non GP)	High			24.95K Gloucester ICS		September 2022	<i>Benchmarking data to follow</i>			

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than		
PC003	Primary Care Activity - number of DNA's (GP only)	Low			3.98K Gloucester ICS		September 2022	<i>Benchmarking data to follow</i>			
	Digital Access - proportion of population with access to online GP consultations per 100,000 population	High			1.49K Gloucester ICS		January 2022	1.49K Gloucester ICS	2252 Other South West ICS	1564 All ICS	January 2022

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking	Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than	
S107a	2 Hour Community UCR Contacts - % cases receiving a response within 2 hours	High	70%		79.8%		Oct 2022		<i>Benchmarking data to follow</i>	
	Falls training carried out in care homes	High				<i>Exploring data for this metric</i>				
	% people with advanced care plans in place	High				<i>Exploring data for this metric</i>				
	Dementia Diagnosis - % estimated eligible population receiving a formal dementia diagnosis	High	66.6%		62.1%		Sept 2022	62.1% Gloucester ICS	62.2% England	Sept 2022
	% people dying in their preferred place	High				<i>Exploring data for this metric</i>				

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low
								better than	worse than		
	Referral Completion - % referrals completed within 28 days of referral	High	80%		83.25 Gloucester ICS		Q1 22/23	83.25 Gloucester ICS	72.8 England	Q1 22/23	
	Place of Assessment - % assessments in hospital	Low			0.00 Gloucester ICS		Q1 22/23	0.00 Gloucester ICS	0.04 England	Q1 22/23	
	Long Waits - number of cases waiting > 12 weeks	Low			4.00 Gloucester ICS		Q1 22/23	4.00 Gloucester ICS	448 England	Q1 22/23	
	Conversion Rate - % referrals converted to CHC	Low			6.28 Gloucester ICS		Q1 22/23	6.28 Gloucester ICS	17.6 England	Q1 22/23	

Metric	Good is?	Target	Latest performance	Reporting period	Trend	Narrative
111 Call abandonment	Low	<3%	14.9%	w/c 07/11/2022		Increase in call abandonment seen this week, driven by particularly high abandonment rates over the weekend.
999 Mean Call Answer time	Low	5 seconds	21 seconds	w/c 07/11/2022		Mean call answering in the 999 service continues to show improvement, with best performance since reporting of winter metrics started seen this week.
Mean Cat 2 response time	Low	18 minutes	33 minutes	w/c 07/11/2022		Call response times for Cat 2 have decreased with the fastest average response time average seen this year to date this week.
Hours lost to handover delays (daily average)	Low	78 (Nov 2022)	45 hours	w/c 07/11/2022		Gloucestershire trajectory for November is 78 hours/ day on average (to reduce to 66 hours/day average by March 2023). Trajectory met this week.
Adult G&A occupancy	Low	98%	92.3%	w/c 07/11/2022		Bed occupancy remains stable, with an average of 4 adult escalation beds open throughout the week
Beds occupied by NCTR patients with LOS +7 days (%)	Low		26.6%	w/c 07/11/2022		On average 156 patients (NCTR) had a length of stay over 21 days this week. Gloucestershire system remains lowest rank against all ICBs for long stays in acute hospitals

“Detail” example

Currently in development but metrics will be “click through” when PowerBI publishing is fully rolled out to the organisation and system.

Shown below is the proposed Cancer detail view:

- Slicers to select metrics within programme
- Slicers to drill down by suspected tumour/ specialty
- Chart showing activity, performance and trajectory over time
- Data table for quick reference to monthly activity
- Red/Green quick view for specialty level performance

Further developments will include a benchmarking visualisation (across all ICSs where available) and additional information/ slicers to bring in health inequality analysis (where patient level data can be sourced).

Report Name

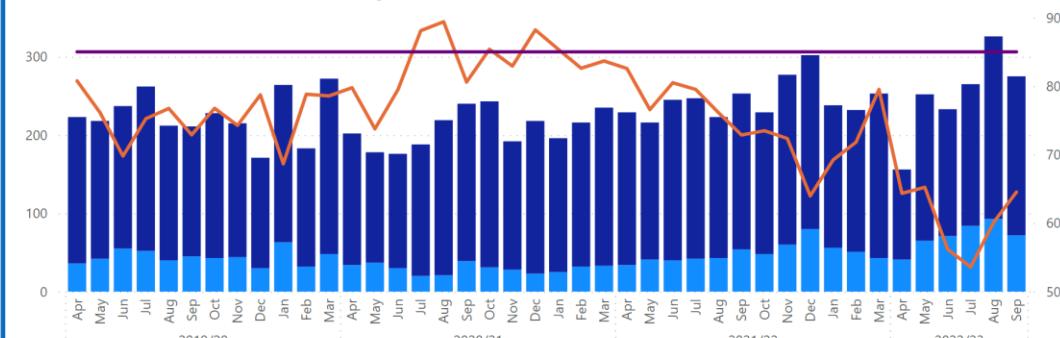
10.4 62 Day Upgrade	18.2 28 Day Breast Symptomatic Referral	6.3 - Two Week Wait
18.1 28 Day Two Week Wait Referral	18.3 28 Day Screening Service Referral	6.4 - Breast Symptom Two Week Wait

Tumour Group

Acute Leukaemia	Breast	Gynaecological
Brain / Central Nervous System	Childrens Cancer	Haematological



● Breaches ● Total Referrals ● Performance % ● Target %



Financial Year

2019/2

Apr May Jun Jul Aug

2021/22

total Apr May Jun Jul Aug Sep Oct

Financial Year

Financial Year	2018/19	2019/20	2020/21	2021/22
Tumour Group	Apr	May	Jun	Jul

2019/2

Apr May Jun

2020/21

Apr May Jun Jul Aug Sep Oct Nov Dec

Key

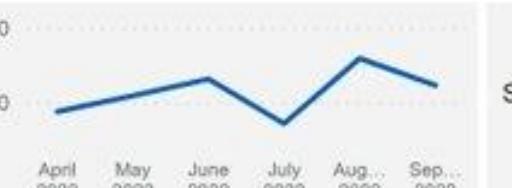


Target or benchmarked performance is coloured to show relative performance of Gloucestershire ICB

(i.e. where Gloucestershire performance is better than target, the target would be coloured orange).



Trend lines – show direction of performance to allow comparison to previous time periods. As the report is developed further detail (including SPC, target lines

Indicator	Metric	Good is	National Target	Local Target	Latest Performance	Trend						Latest Reporting Period	Latest Benchmarking		Reporting Period	Quartile Q1 = High Q4 = Low		
													better than	worse than				
S013	Activity - % activity vs 19/20 baseline	High			104.55 Gloucester ICS		April 2022	May 2022	June 2022	July 2022	Aug. 2022	Sep. 2022	September 2022	104.55 Gloucester ICS	0.00 Other South West ICS	0.00 All ICS	September 2022	
	Waiting Times - % patients waiting more than 6 weeks for diagnostic test	Low			21.88 Gloucester ICS		2015	2022	September 2022	21.88 Gloucester ICS	0.00 Other South West ICS	0.00 All ICS	September 2022					
S013a	Diagnostic Activity Levels - imaging	High			0.00 Gloucester ICS							February 2022	0.00 Gloucester ICS	0.00 Other South West ICS	0.00 All ICS	February 2022		
S013b	Diagnostic Activity Levels - physiological measurement	High			0.00 Gloucester ICS							March 2022	0.00 Gloucester ICS	0.00 Other South West ICS	0.00 All ICS	March 2022		
S013c	Diagnostic Activity Levels - endoscopy	High			0.00 Gloucester ICS							March 2022	0.00 Gloucester ICS	0.00 Other South West ICS	0.00 All ICS	March 2022		