

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

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|----------------------------------|---|------------------|-------------|------------------|-------------------|-----------------|--|--------|---------------------|--|
| 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 | | | | |
| | | Quarterly | ICS-NHS | Q1 22-23 | 10.30% | 10.62% | | 0.32% | better | |
| | | | ICS-NHS | Q1 22-23 | 10.10% | 10.70% | | 0.60% | better | |
| | Model employer target Band 8+ diversity: %BME | Quarterly | ICS-NHS | Q1 22-23 | 15.20% | 16.10% | | 0.90% | better | |
| | band 1-4 diversity: %BME | | ICS-NHS | Q1 22-23 | | | | | | |
| | band 5-6 diversity: %BME | | | | | | | | | |

Checking data consistency

New Ways of Working - Metrics


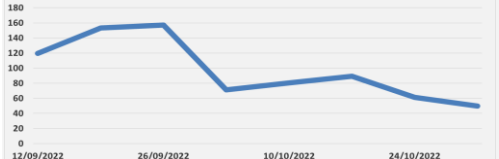



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| NHS Local metric | Number of Apprenticeship starts | Annual | ICS-NHS | 21-22 | 338 | 353 | | 15 | better | |
| | Number of Apprenticeship on programmes | Annual | ICS-NHS | Q4 21-22 | 683 | 781 | | 98 | better | |
| | Use of Apprenticeship Levy % | 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








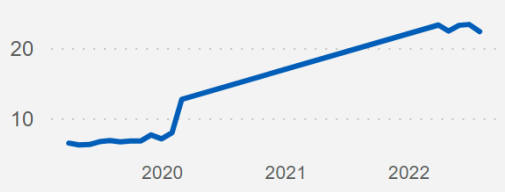

Urgent & Emergency Care - Acute

| Indicator | Metric | Good is | National Target | Local Target | Latest Performance | Trend | Latest Reporting Period | Latest Benchmarking | | | Reporting Period | Quartile |
|-----------|--|---------|-----------------|--------------|-------------------------|---|-------------------------|-----------------------------|---------------------------------|------------------|------------------|-----------------------|
| | | | | | | | | better than | worse than | | | Q1 = High Q4 = Low |
| 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 | | | | |

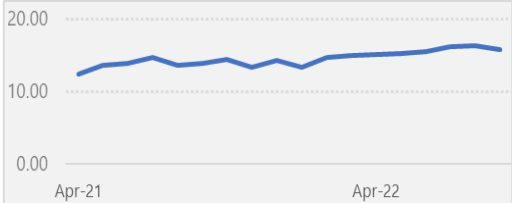
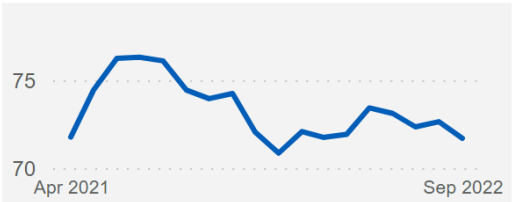
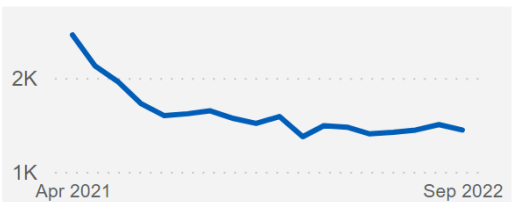
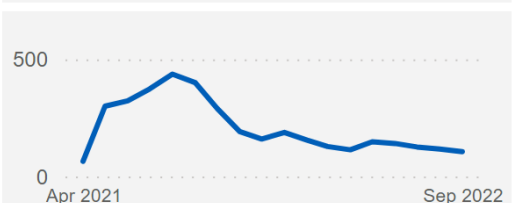
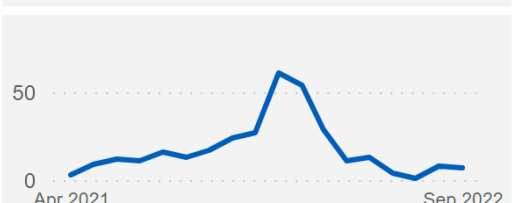
*Benchmarking information shows averages at other SW/national trusts and has not been adjusted for population size so is not yet ranked

Urgent & Emergency Care - Ambulance

| 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 |
|-----------|---|---------|-----------------|--------------|--------------------------|---|-------------------------|---------------------|-----------------------------|------------------|-----------------------|
| | | | | | | | | better than | worse than | | Q1 = High Q4 = Low |
| 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 | | |

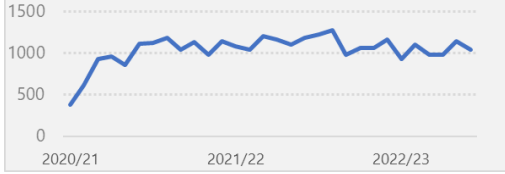

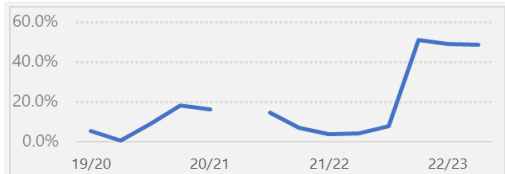

Planned Care & Elective Recovery - RTT & A&G


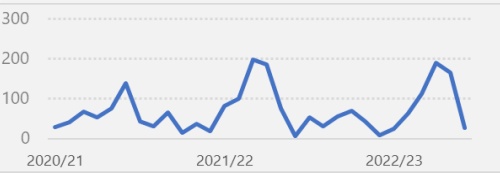

| Indicator | Metric | Good is | National Target | Local Target | Latest Performance | Trend | Latest Reporting Period | Latest Benchmarking | Reporting Period | Quartile |
|-----------|--|---------|-----------------|--------------|-------------------------|---|-------------------------|--|-----------------------------|-----------------------|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

Cancer Performance

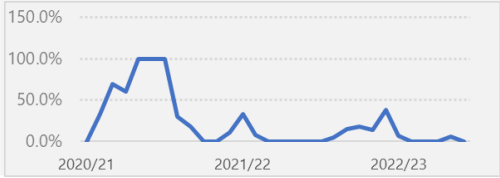


| Indicator | Metric | Good is | National Target | Local Target | Latest Performance | Trend | Latest Reporting Period | Latest Benchmarking | | | Reporting Period | Quartile |
|-----------|--|---------|-----------------|--------------|-------------------------|-------|--------------------------|-------------------------|-------------------------------|------------------|------------------|----------|
| | 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 30 th 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 | |

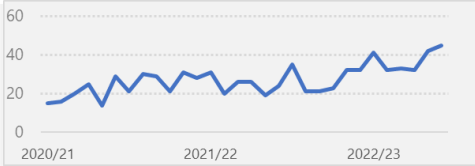
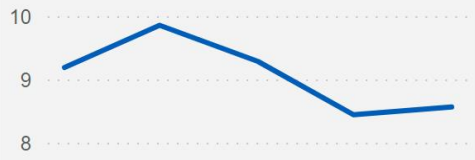

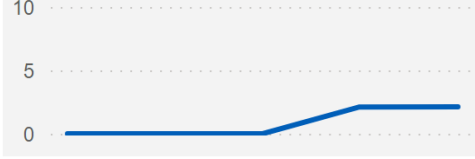


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|-----------|---|---------|-----------------|--------------|--------------------|--|-------------------------|---------------------|-----------------------------|------------------|-----------------------|
| | | | | | | | | better than | worse than | | Q1 = High Q4 = Low |
| S081a | IAPT Access - number of patients accessing IAPT in year | High | As per LTP | 1147 | 1042 |  | Sept 2022 | | Benchmarking data to follow | | |
| | IAPT Recovery - % patients entering recovery following IAPT | High | 50% | | 50.2% |  | Sept 2022 | | Benchmarking data to follow | | |
| E.H.13 | SMI Physical Health Checks - % SMI register receiving/declining full health check | High | 60% | | 48.7% |  | Q2 22/23 | | Benchmarking data to follow | | |
| 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 | | | | Metric data to follow | | | | | |

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|-----------|---|---------|-----------------|--------------|-------------------------|---|-------------------------|-------------------------|------------------|------------------|-----------------------|
| | | | | | | | | better than | worse than | | Q1 = High Q4 = Low |
| | Inpatient Bed Days - reduction in inpatients with 60 day LoS | Low | | | | Identifying data for this metric | | | | | |
| | Inpatient Bed Days - reduction in inpatients with 90 day LoS | Low | | | | Identifying data for this metric | | | | | |
| 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

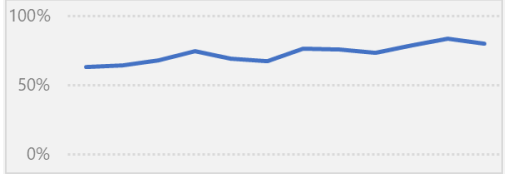
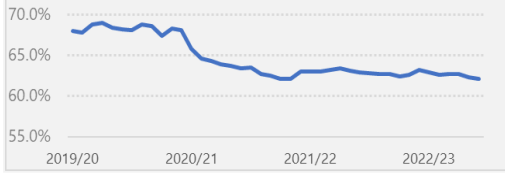
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|-----------|---|---------|-----------------|--------------|---|---|-------------------------|-------------------------|------------------|------------------|-----------------------------------|
| | | | | | | | | better than | worse than | | |
| E.H.10 | 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).

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|-----------|---|---------|-----------------|--------------|--------------------|---|-------------------------|---------------------|------------|-----------------------------|-----------------------|
| | | | | | | | | better than | worse than | | Q1 = High Q4 = Low |
| E.H.15 | Perinatal Access - % pregnant women accessing perinatal mental health service | High | As per LTP | 44 | 45 |  | Sept 2022 | | | Benchmarking data to follow | |
| S021a | Continuity of Care Pathway - % of women on CoC pathway | High | 51 | | 8.56 GHFT |  | August 2022 | | | Benchmarking data to follow | |
| | Smoking in Pregnancy - % SATOD | Low | 8 | | 12.64 GHFT |  | August 2022 | | | Benchmarking data to follow | |
| S022a | Stillbirth rate | Low | 2.6 | | 2.12 GHFT |  | August 2022 | | | Benchmarking data to follow | |
| S023a | Neonatal mortality rate | Low | 1.0 | | 2.15 GHFT |  | August 2022 | | | Benchmarking data to follow | |
| | Brain Injury Rate | Low | 3.7 | | 0.00 GHFT |  | August 2022 | | | Benchmarking data to follow | |



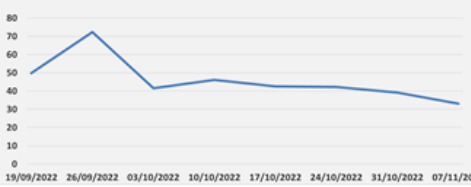
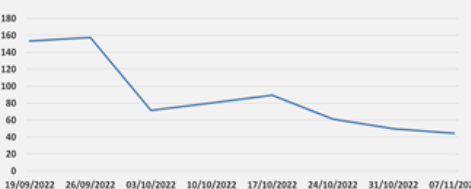
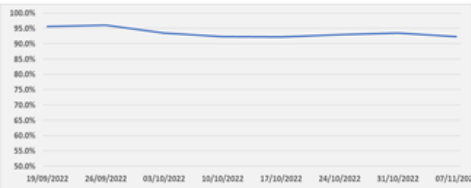
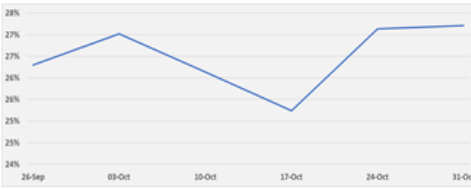
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| | | | | | | | | better than | worse than | | | Q1 = High Q4 = Low |
| PC001 | Primary Care Activity - number of attended appointments (GP only) | High | | | 151.25K Gloucester ICS |  | September 2022 | Benchmarking data to follow | | | | |
| PC001a | Primary Care Activity - number of attended face to face and home visit appointments (GP only) | High | | | 105.01K Gloucester ICS |  | September 2022 | Benchmarking data to follow | | | | |
| PC001b | Primary Care Activity - number of attended telephone and video appointments (GP only) | High | | | 23.12K Gloucester ICS |  | September 2022 | Benchmarking data to follow | | | | |
| PC002 | Primary Care Activity - number of attended appointments (non GP) | High | | | 168.36K Gloucester ICS |  | September 2022 | Benchmarking data to follow | | | | |
| PC002a | Primary Care Activity - number of attended face to face and home visit appointments (non GP) | High | | | 131.83K Gloucester ICS |  | September 2022 | Benchmarking data to follow | | | | |
| PC002b | Primary Care Activity - number of attended telephone and video appointments (non GP) | High | | | 24.95K Gloucester ICS |  | September 2022 | Benchmarking data to follow | | | | |

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|-----------|---|---------|-----------------|--------------|-------------------------|-------|-------------------------|-----------------------------|------------------------------|-----------------|------------------|-----------------------|
| | | | | | | | | better than | worse than | | | Q1 = High Q4 = Low |
| PC003 | Primary Care Activity - number of DNA's (GP only) | Low | | | 3.98K Gloucester ICS | | September 2022 | Benchmarking data to follow | | | | |
| | 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 |
|-----------|--|---------|-----------------|--------------|--------------------------------|--|-------------------------|-----------------------------|------------|------------------|------------------|-----------------------|
| | | | | | | | | better than | worse than | | | Q1 = High Q4 = Low |
| S107a | 2 Hour Community UCR Contacts - % cases receiving a response within 2 hours | High | 70% | | 79.8% |  | Oct 2022 | Benchmarking data to follow | | | | |
| | Falls training carried out in care homes | High | | | Exploring data for this metric | | | | | | | |
| | % people with advanced care plans in place | High | | | Exploring data for this metric | | | | | | | |
| | 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 | | | Exploring data for this metric | | | | | | | |

Continuing Healthcare

| Indicator | Metric | Good is | National Target | Local Target | Latest Performance | Trend | Latest Reporting Period | Latest Benchmarking | | Reporting Period | Quartile |
|-----------|--|---------|-----------------|--------------|-------------------------|--|-------------------------|-------------------------|-----------------|------------------|----------|
| | 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.

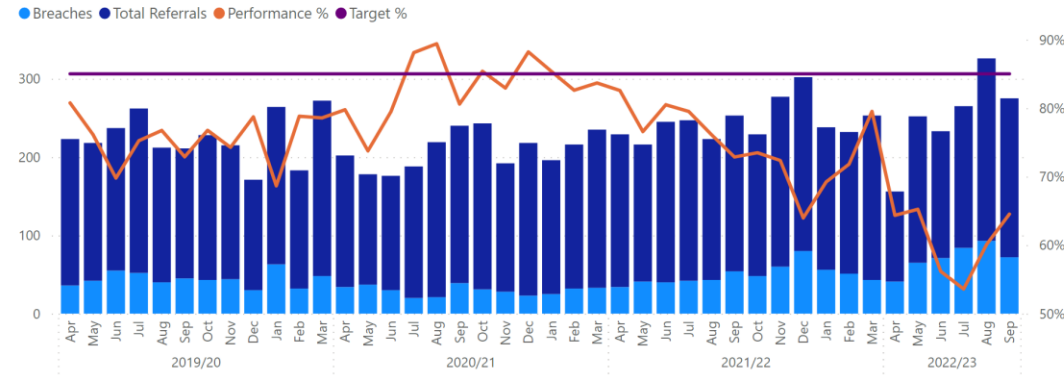
Shown below is the proposed Cancer detail view:

- 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).

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

Cancer - Referrals and Breaches



| Financial Year Tumour Group | 2019/20 | | | | | | | | | | | | | 2020/21 | | | | | | | | | | | | | 2021/22 | | | | | | | |
|--------------------------------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total | Apr | May | Jun | Jul | Aug | Sep | Oct | |
| Acute Leukaemia | 2 | | | | | | | | | | 1 | | 3 | | | | 1 | | | | 1 | 1 | | | | 3 | | | | | | | | |
| Brain / Central Nervous System | 1 | 1 | | | | | | | | | | 1 | 3 | | | 1 | | | | 2 | | | | | 4 | | | | | 1 | | | | |
| Breast | 25 | 34 | 24 | 31 | 28 | 23 | 30 | 19 | 21 | 33 | 21 | 33 | 322 | 24 | 16 | 11 | 35 | 54 | 32 | 24 | 30 | 35 | 30 | 30 | 21 | 342 | 33 | 21 | 38 | 23 | 25 | 35 | 26 | |
| Childrens Cancer | | | | | | | | | | | 1 | | 1 | | 1 | 1 | | | | | | | | | 2 | | | | | | | | | |
| Gynaecological | 12 | 10 | 11 | 6 | 13 | 10 | 8 | 8 | 9 | 7 | 7 | 11 | 112 | 17 | 13 | 11 | 12 | 10 | 8 | 10 | 7 | 12 | 8 | 11 | 9 | 128 | 11 | 10 | 12 | 15 | 12 | 12 | 12 | |
| Haematological | 11 | 6 | 7 | 10 | 6 | 10 | 7 | 7 | 7 | 7 | 10 | 5 | 93 | 10 | 13 | 10 | 10 | 6 | 12 | 10 | 8 | 6 | 7 | 15 | 10 | 117 | 7 | 11 | 8 | 12 | 8 | 9 | 7 | |
| Head and Neck | 9 | 6 | 8 | 9 | 6 | 6 | 10 | 7 | 3 | 7 | 8 | 13 | 92 | 3 | 7 | 10 | 6 | 9 | 8 | 9 | 4 | 5 | 5 | 3 | 9 | 78 | 7 | 12 | 10 | 12 | 6 | 11 | 5 | |
| Lower Gastrointestinal | 18 | 23 | 19 | 19 | 19 | 15 | 23 | 14 | 21 | 24 | 9 | 17 | 225 | 19 | 7 | 10 | 17 | 13 | 25 | 26 | 22 | 15 | 20 | 20 | 18 | 212 | 26 | 19 | 21 | 26 | 24 | 22 | 36 | |
| Lung | 16 | 16 | 16 | 17 | 11 | 15 | 11 | 7 | 9 | 16 | 6 | 13 | 153 | 10 | 8 | 3 | 6 | 9 | 10 | 13 | 15 | 12 | 6 | 9 | 9 | 110 | 9 | 8 | 15 | 13 | 7 | 11 | 8 | |
| Other | 1 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | | | 4 | 2 | 18 | 4 | 3 | 3 | 4 | 1 | 4 | 1 | 4 | | 1 | 1 | 3 | 29 | 4 | 2 | 4 | 2 | 1 | 1 | 1 | |
| Sarcoma | 1 | 3 | | | 3 | | 1 | 1 | 1 | 2 | | | 13 | 2 | 1 | | | 1 | 3 | 2 | 1 | 2 | | | 1 | 13 | 1 | 1 | 2 | 2 | | | 1 | |
| Skin | 34 | 33 | 39 | 39 | 37 | 44 | 45 | 41 | 35 | 47 | 37 | 57 | 488 | 21 | 30 | 47 | 49 | 44 | 59 | 58 | 37 | 56 | 49 | 47 | 64 | 561 | 45 | 40 | 50 | 55 | 46 | 50 | 36 | |
| Testicular | 4 | | | 1 | 3 | | 1 | 3 | 1 | 1 | 1 | 1 | 19 | | | | 1 | 2 | 4 | 1 | 2 | 2 | 1 | | 13 | | | 2 | 1 | 1 | 1 | | | |
| I Inner Gastrointestinal | 15 | 7 | 15 | 18 | 8 | 8 | 9 | 14 | 6 | 6 | 20 | 12 | 138 | 22 | 8 | 16 | 9 | 12 | 8 | 14 | 11 | 12 | 10 | 12 | 16 | 150 | 8 | 9 | 13 | 14 | 6 | 10 | 12 | |
| Total < | 187 | 176 | 182 | 210 | 172 | 166 | 185 | 171 | 141 | 201 | 151 | 224 | 2166 | 168 | 141 | 146 | 168 | 198 | 201 | 212 | 164 | 195 | 171 | 184 | 202 | 2150 | 195 | 175 | 205 | 205 | 180 | 199 | 181 | |

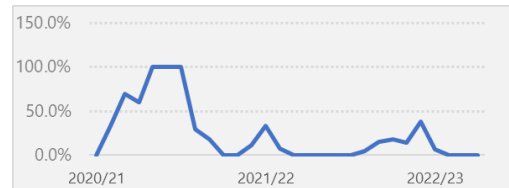
| Financial Year Tumour Group | 2019/20 | | | | | | | | | | | | 2020/21 | | | | | | | | | | | |
|--------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|--------|-----|--|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | |
| Acute Leukaemia | 100.0% | | | | | | | | | 0.0% | | | 66.7% | | | 100.0% | | | | 100.0% | 100.0% | | | |
| Brain / Central Nervous System | 100.0% | 100.0% | | | | | | | | | | 100.0% | 100.0% | | | | | | | 100.0% | 100.0% | | | |
| Breast | 100.0% | 94.1% | 100.0% | 100.0% | 96.4% | 100.0% | 100.0% | 100.0% | 100.0% | 93.9% | 100.0% | 97.0% | 98.1% | 100.0% | 100.0% | 100.0% | 91.4% | 96.3% | 96.9% | 95.8% | 93.3% | | | |
| Childrens Cancer | | | | | | | | | | | 0.0% | | 0.0% | | 100.0% | 100.0% | | | | | | | | |
| Gynaecological | 58.3% | 70.0% | 45.5% | 66.7% | 69.2% | 60.0% | 87.5% | 62.5% | 66.7% | 71.4% | 71.4% | 81.8% | 67.0% | 82.4% | 84.6% | 90.9% | 100.0% | 100.0% | 62.5% | 80.0% | 42.9% | | | |
| Haematological | 81.8% | 66.7% | 42.9% | 90.0% | 50.0% | 80.0% | 71.4% | 57.1% | 71.4% | 71.4% | 100.0% | 100.0% | 75.3% | 70.0% | 61.5% | 60.0% | 60.0% | 83.3% | 58.9% | 80.0% | 25.0% | | | |
| Head and Neck | 44.4% | 50.0% | 37.5% | 66.7% | 33.3% | 83.3% | 50.0% | 100.0% | 66.7% | 57.1% | 87.5% | 69.2% | 62.0% | 100.0% | 57.1% | 80.0% | 83.3% | 88.9% | 87.5% | 100.0% | 75.0% | | | |
| Lower Gastrointestinal | 83.3% | 78.3% | 56.5% | 84.2% | 78.9% | 66.7% | 56.5% | 85.7% | 71.4% | 66.7% | 66.7% | 58.8% | 70.7% | 78.9% | 28.6% | 70.0% | 64.7% | 61.5% | 52.0% | 53.8% | 59.1% | | | |
| Lung | 75.0% | 87.5% | 56.3% | 82.4% | 81.8% | 73.3% | 81.8% | 85.7% | 100.0% | 81.3% | 66.7% | 84.6% | 79.1% | 90.0% | 100.0% | 66.7% | 100.0% | 77.8% | 80.0% | 92.3% | 86.7% | | | |
| Other | 100.0% | 100.0% | 100.0% | 0.0% | 50.0% | 100.0% | 100.0% | 50.0% | | 75.0% | | 100.0% | 77.8% | 50.0% | 66.7% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% | 75.0% | | | |
| Sarcoma | 100.0% | 66.7% | | | 66.7% | | 100.0% | 100.0% | 100.0% | 50.0% | | 100.0% | 76.9% | 100.0% | 0.0% | | | 0.0% | 0.0% | 100.0% | 100.0% | | | |
| Skin | 100.0% | 93.9% | 100.0% | 100.0% | 100.0% | 90.9% | 93.3% | 90.2% | 88.6% | 83.0% | 86.5% | 94.7% | 93.2% | 90.5% | 90.0% | 89.4% | 98.0% | 100.0% | 94.9% | 98.3% | 100.0% | | | |
| Testicular | 100.0% | | | 100.0% | 66.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 94.7% | | | | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | |
| Upper Gastrointestinal | 86.7% | 71.4% | 93.3% | 94.4% | 75.0% | 87.5% | 88.9% | 85.7% | 100.0% | 83.3% | 85.0% | 91.7% | 87.7% | 77.3% | 75.0% | 81.3% | 77.8% | 91.7% | 50.0% | 85.7% | 100.0% | | | |
| Total | 80.7% | 76.1% | 69.8% | 75.2% | 76.7% | 72.9% | 76.8% | 74.3% | 78.7% | 68.7% | 78.8% | 78.6% | 75.5% | 79.8% | 73.8% | 79.5% | 88.1% | 89.4% | 80.6% | 85.4% | 82.9% | | | |

Key

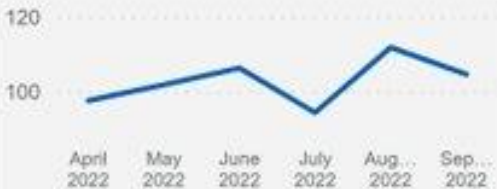



Target or benchmarked performance is coloured to show relative performance of Gloucestershire ICB

(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 |
|-----------|--|---------|-----------------|--------------|--------------------------|---|-------------------------|--------------------------|------------------------------|-----------------|------------------|-----------------------|
| | | | | | | | | better than | worse than | | | Q1 = High Q4 = Low |
| S013 | Activity - % activity vs 19/20 baseline | High | | | 104.55 Gloucester ICS |  | Septem... 2022 | 104.55 Gloucester ICS | 0.00 Other South West ICS | 0.00 All ICS | Septem... 2022 | |
| | Waiting Times - % patients waiting more than 6 weeks for diagnostic test | Low | | | 21.88 Gloucester ICS |  | Septem... 2022 | 21.88 Gloucester ICS | 0.00 Other South West ICS | 0.00 All ICS | Septem... 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 | |