

**Cyfarwyddwr Cyffredinol Lechyd, Gofal Cymdeithasol a'r
Blynyddoedd Cynnarlechyd / Prif Weithredwr y GIG
Grŵp lechyd, Gofal Cymdeithasol a'r Blynyddoedd Cynnar**

**Director General Health, Social Care & Early Years / NHS Wales
Chief Executive
Health, Social Care & Early Years Group**



**Llywodraeth Cymru
Welsh Government**

To : All NHS Wales Health Board Chief Executives
Chief Executive, WAST
Chief Executive, Velindre NHS Trust
Interim Chief Commissioner

Our Ref: JP/NW/SB

7 May 2024

Dear Colleagues

Key Performance Indicators

Following the recent NHS Wales Leadership Board and our Team Wales event last week, I am writing to set out our approach to achieving performance improvement across NHS Wales for the coming year.

The need to achieve substantial improvement in the quality of patient care and experience in Wales is paramount and a key priority for the Cabinet Secretary for Health & Social Care, and a key requirement for your boards. Our patients are also seeking improved access to care and extended waiting times are central to their care experience and outcomes.

The attached annex sets out the 5 areas which we are highlighting and the minimum access standards for this financial year which we require all organisations to achieve. I expect all organisations to set out a clear improvement trajectory against each of the key performance indicators to achieve the milestones set out in the table.

I will be arranging an initial meeting at the end of May, with all of you, to discuss your submissions which need to be with my office by 28th May 2024.

We will then provide a weekly report on progress against the KPIs and use this to support monthly meetings with your teams and an end of quarter performance meeting with myself, the Director of Finance, and Deputy Chief Executive of NHS Wales for early July.

As we have discussed we need to make rapid progress to improve access to NHS care in the first half of this year.

My office will be in touch to set out the key meeting dates.

Yours sincerely

Judith Paget

Judith Paget CBE

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Annex

Key Performance Indicators

Urgent & Emergency Care

Number of patients who spend 12 hours or more in all major and minor emergency care facilities from arrival until admission, transfer or discharge.

20% reduction by September 2024
Further 20% reduction by March 2025

Number of ambulance patient handovers over 1 hour

30% reduction by December 2024

Cancer

Percentage of patients starting first definitive cancer treatment within 62 days from point of suspicion (regardless of the referral route)

60% performance by December 2024
70% performance by March 2025

Diagnostics

Number of patients waiting more than 8 weeks for a specified diagnostic

95% to be zero by December 2024

Elective Care

Number of patients waiting more than 104 weeks for referral to treatment

Zero end of December 2024

Number of patients waiting over 52 weeks for a new outpatient appointment

40% reduction by end of September 2024
Zero by March 2025

Mental Health

Percentage of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS for people age under 18 years

Percentage of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS for adults age 18 years and over

80% for both by December 2024