



Agenda Item
3.1

Joint Commissioning Committee

Integrated Performance Report

Dyddiad y Cyfarfod / Date of Meeting	21/05/2024
Statws Cyhoeddi / Publication Status	Open/ Public Not Applicable
Awdur yr Adroddiad / Report Author	Stephen Harrhy
Cyflwynydd yr Adroddiad / Report Presenter	Abigail Harris, Interim Chief Commissioner
Noddwr Gweithredol yr Adroddiad / Report Executive Sponsor	Abigail Harris, Interim Chief Commissioner

Pwrpas yr Adroddiad / Report Purpose	For Noting
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Engagement (internal/external) undertaken to date (including receipt /consideration at Committee/Group)		
Committee / Group / Individuals	Date	Outcome
		Choose an item.

Acronyms / Glossary of Terms	
DHCW	Digital Health & Care Wales
EASC	Emergency Ambulance Services Committee (former)
NWJCC	NHS Wales Joint Commissioning Committee
ViHC	Value in Healthcare
WFI	Wales Fertility Institute
WG	Welsh Government
WHSSC	Welsh Health Specialised Services Committee (former)
WIMOS	Welsh Institute of Metabolic and Obesity Surgery

1. SITUATION / BACKGROUND

This report aims to provide Members with an update on performance up until 31 March 2024 for the former Emergency Ambulance Services Committee (EASC) and the former Welsh Health Specialised Services Committee. In addition, Members may be aware of the additional key performance indicators for 2024/2025 recently introduced by Welsh Government.

This report therefore brings the targets relating to services commissioned by the JCC to the attention of Members and explains how these will be monitored and reported to future meetings.

There are three sections to the report:

1. Former EASC performance report and Ambulance Service Indicators (ASI) for month 11 2023/2024
2. Former WHSSC performance report for month 11 2023/2024
3. Welsh Government additional targets for 2024/2025.

2. SPECIFIC MATTERS FOR CONSIDRATION

2.1 Former EASC Performance Report including Ambulance Service Indicators

2.1.1 Ambulance Service Indicators

The narrative and overview document for the latest reporting period – February 2024 is available at **Appendix 1**.

Full access to the ASI information for all publication is available at <https://jcc.nhs.wales/insighthub/asi/>

2.1.2 Ambulance Performance Dashboard

The Performance Dashboard is available at **Appendix 2**.

The dashboard presents time series information across a number of periods, including daily, monthly and annual time periods.

Of particular note within the dashboard for this reporting period:

- There were 4,854 RED calls, 48.9% receiving a response within 8 minutes (target is 65%)
- There were 15,084 AMBER calls, the median response was 1hour and 29 minutes
- There were 1,316 GREEN calls, the median response was 1hour and 18mins
- Community First Responders attended 774 incidents over the reporting period and were first on scene in 655 (84.6%) of these incidents
- 999 call volumes in February 2024 were 16.2% higher than February 2023.
- 12.4% increase in incidents in February 2024 compared to February 2023.
- Hear and Treat levels are 0.2% lower in February 2024 compared to February 2023.

- Red incidents reduced by 14.9% between December 2023 and February 2024 but increased by 25% between February 2023 and February 2024.
- Amber incidents in February 2024 were 4.8% higher compared to February 2023
- Ambulance handover lost hours in February 2024 are 24.8% higher compared to February 2023. In Q1 and Q2 of 2023/24, some improvements were made on a number of metrics, % handed over in 15 min and handovers over 4 hours but have declined since Q3 2023/24. Between December 2023 and February 2024 there has been a 4.9% increase in handover lost hours.

2.1.3 Immediate Release Requests

The Ambulance and 111 Team have continued to work with health boards and WAST in the development and delivery of recommendations from the immediate release request task and finish group.

A development and delivery plan has been established for the delivery of the recommendations. WAST has made notable progress in the delivery of WAST related actions but further work is required with health boards and the 6 Goals for Urgent and Emergency Care for all health board related actions.

The recommendations are aligned to all areas of the immediate release request process but health boards had raised specific concerns regarding the validation of immediate release request data. The work has now reviewed and updated the validation process. Via the task and finish group, health boards have reported recognised improvements in the validation process and that there is now confidence in the quality of data being produced.

All recommendations and actions are planned to be completed by Q2 24/25. Future updates on this work will be presented to the new JCC.

2.1.4 Integrated Commissioning Action Plans (ICAP)

It is recognised that ICAP actions are aligned to all goals of the Six Goals for Urgent and Emergency Care Programme. ICAP actions contribute to improvements in ambulance handover delays and wider system improvements through improved delivery of services between health boards and WAST.

The Ambulance and 111 Team will continue monitor progress against key actions via the ICAP meetings.

2.2 Former WHSSC Performance Report

The document, attached at **Appendix 3** provides an integrated overview of the performance of specialised services commissioned by former WHSSC now NWJCC up to the end of February 2024.

Quality issues, services in escalation, financial performance, recovery rates, access comparisons across health boards and waiting lists are considered, along with the relevant Performance Measures set out by Welsh Government.

Breakdowns of the current data (inpatient activity, outpatient activity and patients waiting) by resident health board is provided in an associated Power BI report to health boards directly.

The performance report was presented on a monthly basis to the former WHSSC Management Group, and presented at each Joint Committee meeting. These arrangements are being reviewed during Quarter 1 of 2024/25 as part of the transition to the new JCC.

The purpose of the report is to provide a monthly overview of the performance of commissioned services and the measures that are being taken by the JCC team with the provider if they are not performing in line with relevant contract requirements and/or Ministerial Directions.

The NWJCC Team have used the national data sources from Digital Health and Care Wales (DHCW), together with monthly contract monitoring information received from providers to inform this report. Members are asked to note that the DHCW data for Admitted Patient Care and Patients Waiting includes all Welsh activity for providers with a NWJCC contract, and also includes some non-specialist activity that may be included in local health board contracts.

The DHCW data used in this report was refreshed on 2 April 2024; this data is available to all NHS Wales organisations on an anonymised basis, and is also the data that underlies the Welsh Government statistics reported online.

2.3 Welsh Government additional targets for 2024/2025

Members will be aware that the NHS Wales Chief Executive wrote to all health boards, WAST and Velindre Trust on 7 May 2024 in relation to Key Performance Indicators following the NHS Wales Leadership Board and the most recent Team Wales event. The letter (**Appendix 4**) stressed the need to make rapid progress to improve access to NHS care in the first half of the year and:

‘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’.

There are 5 areas highlighted and the minimum access standards for the financial year identified for all organisations to achieve:

1. Urgent and Emergency Care
2. Cancer
3. Diagnostics

- 4. Elective Care
- 5. Mental health

The expectation is that all organisations will set out a clear improvement trajectory against each of the key performance indicators to achieve milestones set out in the accompanying spreadsheet (**Appendix 5**) which would be reported on weekly and would support monthly meetings with organisations – the requirements are highlighted in table 1 below.

A meeting at the end of quarter performance would also take place with key Welsh Government officials.

Table 1 – WG Key Performance Indicators

MEASURE	TARGET
Number of patients waiting more than 52 weeks for a new outpatient appointment ¹	40% reduction by end of September 2024 Zero by March 2025
Number of patients waiting more than 104 weeks for referral to treatment ¹	Zero end of December 2024
Number of patients waiting over 8 weeks for a specified diagnostic ¹	95% to be zero by December 2024
Percentage of patients starting their first definitive treatment within 62 days from point of suspicion (regardless of the referral route)	60% performance by December 2024 70% performance by March 2025
Number of ambulance patient handovers over 1 hour ¹	30% reduction by December 2024
Number of patients who spend 12 hours or more in all major and minor emergency care facilities from arrival until admission, transfer or discharge ¹	20% reduction by September 2024 Further 20% reduction by March 2025
Percentage of therapeutic interventions started within (up to and including) 28 days following an assessment by LPMHSS for people age under 18 years	80% by December 2024
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% by December 2024

There are two targets that relate specifically to the work of the NWJCC namely:

- 1. Number of patients waiting more than 104 weeks for referral to treatment**, to be zero by the end of December 2024. Position in relation to the NWJCC is that this relates to patients waiting in Swansea Bay UHB for plastics. Members may recall that an overt decision was made by the former WHSSC not to accelerate improvement and to ensure achievement by March 2025. This will now need to be reviewed and a revised trajectory agreed.
- 2. Number of ambulance patient handovers over 1 hour**, to have a 30% reduction by December 2024 from the April 2024 baseline. Members are reminded that in April 2024 (the baseline position) just over 6,100 patients waited more than one hour before being handed over to hospital staff. Therefore a reduction in the order of 1,830 patients is required by December 2024. This is a significant reduction and of a scale that has not previously been delivered. In order to ensure that every effort is made to achieve this target a set of urgent meetings are being arranged with individual health boards to confirm the impact of the current actions included within Integrated Commissioning Action Plans (ICAPs) and to identify any additional actions required. This will enable trajectories to be

set and for these to be monitored closely by the NWJCC and its Planning and Performance Sub-Committee.

The Ambulance and 111 Commissioning Team will work closely with health boards and the Welsh Ambulance Services University NHS Trust to ensure that a collaborative approach is adopted. The Team will also work with colleagues in Welsh Government and the NHS Executive to ensure that the necessary progress is made and there is a common approach to monitoring and performance managing this matter. The weekly and monthly dashboards will be updated to include this target and the agreed trajectories.

3. KEY RISKS / MATTERS FOR ESCALATION

Members should note for Ambulance and 111, whilst some improvements are being made, Members will note that within the ASIs and the Performance Dashboard there are a number of areas of concern regarding response performance and lost hours and the resulting impact on patient care.

- a. Areas of risk are identified within the Specialised Services Integrated Performance Dashboard.
- b. The NWJCC will continue to work together to provide an integrated performance dashboard for a future meeting.
- c. Further updates on progress will be provided at each meeting of the Committee.

4. ASSESSMENT

Objectives / Strategy	
Dolen i Nod (au) Strategol / Link to Strategic Goal(s)	Improving Care
	The JCC was established on 1 April 2024. As yet the JCC strategic goals have not yet been developed.
Dolen i Feysydd Strategol / Link to Strategic Areas	Not Applicable
	The JCC was established on 1 April 2024. As yet the JCC strategic goals have not yet been developed.
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A Healthier Wales
	A more equal Wales

Dolen i Hwyluswyr Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Enablers of Quality <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	Whole-systems Perspective
	Data to knowledge Learning, improvement and research
Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Domains of Quality <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	Person Centred
	Efficient Effective Equitable Timely Safe All domains of quality
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable

Impact Assessment		
Ansawdd <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> Quality <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below:
Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below:
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	
Enw da / Reputational	There is no direct impact on the reputation of the Joint Committee as a result of the activity outlined in this report.	
Effaith Adnoddau <i>(Pobl /Ariannol) /</i> Resource Impact <i>(People / Financial)</i>	There is no direct impact on resources as a result of the activity outlined in this report.	

5. RECOMMENDATIONS

The Joint Commissioning Committee is asked to:

- **Note** the former EASC performance report and Ambulance Service Indicators (ASI) for month 11 2023/2024,
- **Note** the former WHSSC performance report for month 11 2023/2024; and
- **Note** the Welsh Government additional targets for 2024/2025.

6. NEXT STEPS

The NWJCC Team will continue to work together to create an integrated performance dashboard for the Committee.

Progress work to monitor and support the delivery of the Welsh Government additional targets 2024/25.

A performance report will be provided at every Joint Committee meeting.