



NHS oversight metrics for 2021/22

June 2021

Oversight theme	NHS Long Term Plan/People Plan headline area	2021/22 Planning guidance deliverable	Measure name (metric)	CCG	Trust	ICS
Quality, access and outcomes	Primary and community services including new community services response times	All general practices to be delivering at, or above, pre-pandemic appointment levels, including through consolidating and maximising the use of digital consultation methods and technology	Access to general practice – number of available appointments	✓		✓
			Proportion of the population with access to online GP consultations	✓		✓
		Maximising dental activity and targeting capacity to minimise deterioration in oral health and reduce health inequalities	Dental activity	✓		✓
		Transforming community services and improving discharge	2-hour urgent response activity	✓	✓	✓
			Discharges by 5pm	✓	✓	✓
			Delayed transfers of care per 100,000 population	✓		✓
	Restoration of elective and cancer services*	Maximise elective activity, taking full advantage of the opportunities to transform the delivery of services	Elective activity levels	✓	✓	✓
			Overall size of the waiting list	✓	✓	✓
			Patients waiting more than 52 weeks to start consultant-led treatment	✓	✓	✓
		Restore full operation of all cancer services	Cancer referral treatment levels	✓	✓	✓
			People waiting longer than 62 days	✓	✓	✓
			% meeting faster diagnosis standard	✓	✓	✓

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		Maximise diagnostic activity focused on patients of highest clinical priority	Diagnostic activity levels	✓	✓	✓
	Improve cancer outcomes: early diagnosis and survival		Proportion of people who survive cancer for at least 1 year after diagnosis	✓		✓
			Proportion of cancers diagnosed at stages 1 or 2	✓		✓
	Outpatient reform: avoidance of up to a third of outpatient appointments	Embed outpatient transformation	Advice and guidance and patient initiated follow-up activity levels	✓	✓	✓
	Implementation of agreed waiting times		% of all outpatient activity delivered remotely via telephone or video consultation	✓	✓	✓
			UEC performance measure*	✓	✓	✓
			30-minute ambulance breaches	✓	✓	✓
			Ambulance response times		✓	
	Maternal and children's health**	Continue delivery of the maternity transformation measures set out in the NHS Long Term Plan	% women on continuity of care pathway		✓	
			Number of stillbirths per 1,000 total births			✓

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		Implement the five elements of the Saving Babies' Lives care bundle	Number of neonatal deaths per 1,000 live births			✓
	Emergency care: on agreed trajectory for same day emergency care (SDEC) and integrated urgent care services (IUC)	Maximise the use of booked time slots in A&E	% of patients referred to an emergency department by NHS 111 that receive a booked time slot to attend	✓		✓
		Increase % of patients seen and treated on the same day or within 12 hours if this spans to midnight	% of zero-day length of stay admissions (as a proportion of total)		✓	✓
		Reduce avoidable A&E attendances by directing patients to more appropriate urgent care settings	% of unheralded patients attending EDs	✓		✓
		Meet the MHIS and use the investment to grow the workforce and deliver transformation of care	Delivery of the mental health investment standard	✓		✓
	Mental health	Deliver the mental health ambitions outlined in the NHS Long Term Plan, expanding and transforming core mental health services	NHS Long Term Plan metrics for mental health	✓	✓	✓
		Learning disability and autism: reducing	Continue to reduce reliance on inpatient care (adults and children)			✓
			Reliance on specialist inpatient care for adults/children with a learning disability and/or autism			✓

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	inpatient rate and increasing learning disability physical health checks	Make progress on the delivery of annual health checks for people with a learning disability	Number of people with a learning disability on the GP register receiving an annual health check	✓		✓
	People will get more control over their own health by rolling out NHS personalised care model across the country	Systems should continue and, where possible, accelerate the delivery of existing requirements, including personalised health budgets, wheelchairs for children, social prescribing referrals and personalised care and support plans	Number of personalised care interventions	✓		✓
Personal health budgets			✓		✓	
Social prescribing unique patient referrals			✓		✓	
Delivering safe, high quality care overall			Summary hospital-level mortality indicator		✓	
			Overall CQC rating (provision of high-quality care)		✓	
			Acting to improve safety (safety culture theme in NHS Staff survey)		✓	
			Patient experience of GP services	✓		✓
			Potential under-reporting of patient safety incidents		✓	
			National Patient Safety Alerts not completed by deadline		✓	

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			Methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia infection rate		✓	
			<i>Clostridium difficile</i> infection rate		✓	
			<i>E. coli</i> bloodstream infections	✓	✓	✓
			Venous thromboembolism (VTE) risk assessment		✓	
			Antimicrobial resistance: appropriate prescribing of antibiotics and broad-spectrum antibiotics in primary care	✓		✓
Preventing ill health and reducing inequalities	Screening and vaccination programmes meet base levels in the public health agreement or national goals	First COVID-19 vaccination dose offered to all adults by the end of July	% of adults vaccinated			✓
		Maximise efforts to recover immunisation services that were paused or had reduced uptake due to the COVID-19 pandemic	Population vaccination coverage – MMR for two doses (5 year olds) to reach the optimal standard nationally (95%)	✓		✓
		Flu vaccination	Number of people receiving flu vaccination	✓	✓	✓
		Restore of NHS bowel cancer screening programme	Bowel screening coverage, aged 60–74, screened in last 30 months	✓		✓
		Restore the national breast screening service back to the key performance indicator threshold	Breast screening coverage, females aged 50–70, screened in last 36 months	✓		✓

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		Restore cervical screening	Cervical screening coverage, females aged 25-64, attending screening within target period	✓		✓	
		Improvements for people with conditions such as diabetes, CVD and obesity	Improved uptake of the NHS diabetes prevention programme	Number of people supported through the NHS Diabetes Prevention programme	✓		✓
	Diabetes patients that have achieved all the NICE-recommended treatment targets (adults and children)			✓		✓	
	Make progress against the NHS Long Term Plan high impact actions to support stroke, cardiac and respiratory care		Number of people with CVD treated for cardiac high risk conditions	✓		✓	
			Number of people receiving mechanical thrombectomy	✓		✓	
	Increase referrals to NHS digital weight management services		Number of referrals to NHS digital weight management services	✓		✓	
	Reducing inequalities	Restoring NHS services inclusively	Ethnicity and most deprived quintile proportions across service restoration and NHS Long Term Plan metrics	✓	✓	✓	
		Accelerating preventative programmes	COVID-19 vaccination uptake for black and minority ethnic groups and the most deprived quintile compared to the national average			✓	
		Ensuring datasets are complete and timely	Proportions of patient activities with an ethnicity code	✓	✓	✓	
		Leadership		Quality of leadership†	✓	✓	✓

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Leadership and capability			Aggregate score for NHS Staff Survey questions that measure perception of leadership culture ^{††}	✓	✓	✓
People	People Promise	Supporting the health and wellbeing of staff and taking action on recruitment and retention	People promise index ^{††}	✓	✓	✓
			Health and wellbeing index ^{††}	✓	✓	✓
			Proportion of staff who say they have personally experienced harassment, bullying or abuse at work from (a) managers, (b) other colleagues, (c) patients/ service users, their relatives or other members of the public in the last 12 months	✓	✓	✓
	Looking after our people		Proportion of people who report that in the last three months they have come to work despite not feeling well enough to perform their duties	✓	✓	✓
			Percentage of staff who say they are satisfied or very satisfied with the opportunities for flexible working patterns	✓	✓	✓
			% of jobs advertised as flexible	✓	✓	✓
			Staff retention rate (all staff)	✓	✓	✓

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			Sickness absence (working days lost to sickness)	✓	✓	✓
			Proportion of staff who say they have a positive experience of engagement	✓	✓	✓
			Number of people working in the NHS who have had a 'flu vaccination	✓	✓	✓
	Belonging in the NHS		Proportion of staff in senior leadership roles who are (a) from a BME background, (b) women	✓	✓	✓
			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	✓	✓	✓
	Growing for the future		Number of registered nurses employed by the NHS (WTE)			✓
			Number of doctors working in general practice (WTE)	✓		✓
			Additional primary care WTE through ARRS	✓		✓
			Number of healthcare support workers employed by the NHS			✓
			Mental health workforce growth	✓		✓

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Finance and use of resources	The NHS will return to financial balance: NHS in overall financial balance each year	Systems to manage within financial envelopes	Performance against financial plan	✓	✓	✓
			Underlying financial position	✓	✓	✓
			Run rate expenditure	✓	✓	✓
			Overall trend in reported financial position	✓	✓	✓

Note: This list may be updated in year to reflect planning guidance for the second half of the year.

* A response to the consultation to the UEC clinically-led review of standards will be published in due course.

** We will also monitor delivery against the other priorities set out in the planning guidance, including progress against implementing the immediate and essential actions from the Ockenden report.

† Based on CQC leadership rating for trusts and GP practices, and NHS England and NHS Improvement assessment for CCGs and ICSs.

†† Metric under development.

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