

EXECUTIVE SUMMARY

Performance Summary



Demand

- 97,418 incidents were provided with a face to face response in M5, an overall decrease of 2.9% compared to the previous month
- C1 incidents decreased a considerable 18% compared to the previous month
- C3 incidents increased by 4.5% compared to the previous month

Performance

- C1 Mean and 90th Centile continues to remain within the 7 minute National Standard
- The C2 90th Centile has reduced to within the 40 minute National Standard following two months above 40 minutes
- The C3 and C4 90th Centile measures remain challenged and above the National Standards of 2 and 3 hours respectively

Outliers

- The table opposite shows the breakdown of chief complaints categorised as C4 in the outlier CCG
- The C4 90th outliers :
 - NHS Enfield CCG
 - NHS Bexley CCG
 - NHS Tower Hamlets CCG
 - NHS Waltham Forest CCG
 - NHS Lambeth CCG
 - NHS Merton CCG
- The table demonstrates the outliers for the C4 90th measure are largely due to Inter-Facility Transfers or calls transferred from NHS 111

CCG Name	Chief Complaint	Total
NHS Bexley CCG	Falls	27
	NHS 111 Transfer	19
NHS Enfield CCG	Falls	15
	Inter-facility Evaluation / Transfer	9
NHS Lambeth CCG	NHS 111 Transfer	14
	Falls	32
NHS Merton CCG	Inter-facility Evaluation / Transfer	9
	NHS 111 Transfer	24
NHS Tower Hamlets CCG	Falls	17
	NHS 111 Transfer	15
NHS Waltham Forest CCG	Falls	23
	NHS 111 Transfer	9
NHS 111	Falls	11
	Inter-facility Evaluation / Transfer	10

* Incident data is correct as of 9th September and is subject to change due to data validation.