



# Integrated Performance Report - Metrics

September 2025







Improving Services
& Delivering
Outcomes
(Our Performance)

(System Resources Committee)

Quality (Safety, Experience and Effectiveness)

(Quality Committee

Our People

(People Committee)

Finance and Use of Resources

(System Resources Committee)

## Summary



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## **Performance Metrics**



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## Urgent & Emergency Care - Attendances



Indicator	Metric	Good is	National Target	Latest Performance		Trend	Latest Reporting Period	better th		t Benchma	arking Quartile Q1 = High Q4 = Low	Reporting Period	Dashboard Link
	A&E 4 Hour Target - % seen, treated and discharged/admitted within 4 hours of arrival to A&E (Type 1)	High	95.0%	60.50 Gloucester ICS	60	2022 2024	August 2025	60.50 Gloucester ICS	59.71 Other South West ICS	61.73 All ICS		August 2025	i
	A&E 4 Hour Target - % seen, treated and discharged/admitted within 4 hours of arrival to A&E (Type 3)	High	95.0%	98.56 GHFT	100		August 2025	98.56 GHFT	0.00 Other South West ICS	97.62 All ICS		August 2025	i
	A&E 4 Hour Target - % seen, treated and discharged/admitted within 4 hours of arrival to A&E (System)	High	95.0%	75.97 GHFT	70	2022 2024	August 2025	75.97 GHFT	0.00 Other South West ICS	75.29 All ICS		August 2025	i
	ED Assessment - % patients assessed within 15 minutes of arrival at A&E	High		58.44 Gloucester ICS	50	2022 2024	August 2025		Benchi	marking to	follow		i
S103a	12 Hour ED Waits - Proportion of patients spending more than 12 hours in an emergency department	Low	8.0%	8.98 GHFT	10	2022 2024	August 2025		Benchi	marking to	follow		i
	Mental Health Patients who spent >12 Hours in ED	Low				Reporting un	der develop	ment					j
	111 Call Abandonment	Low	3%	1.5% ICB	0	2022 2024	August 2025		Benchi	marking to	) follow		j

## Urgent & Emergency Care - Ambulance



Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period		orse than		Reporting Period	Dashboard Link
S020a	Average Ambulance Response Times (Category 1)	Low	7 minutes	00:08:59 Gloucester ICS	14 12 10 8 6 2022 2024	August 2025	00:08:59 00:09:03 Gloucester ICS Other South West ICS	00:07:47 England		August 2025	j
S020b	Average Ambulance Response Times (Category 2)	Low	18 minutes	00:30:15 Gloucester ICS	0 2022 2024	August 2025	00:30:15 Gloucester ICS	00:27:03 England		August 2025	j
\$020c	Average Ambulance Response Times (Category 3)	Low	120 minutes	01:33:34 Gloucester ICS	0 2022 2024	August 2025	01:33:34 Gloucester ICS Other South West ICS	01:32:49 England		August 2025	j
\$020d	Average Ambulance Response Times (Category 4)	Low	180	01:53:45 Gloucester ICS	0 2022 2024	August 2025	01:53:45 Gloucester ICS 01:56:28 SWASFT	02:04:00 England		August 2025	j
	Ambulance Conveyance Rates (% incidents conveyed)	Low		40.52 Gloucester ICS	40 2022 2024	August 2025	40.52 Gloucester ICS  49.35 Other South West ICS	53.77 England		August 2025	j
S019a	Ambulance Handovers - Total resource hours lost	Low		705 GHFT	5,000	August 2025	Bench	marking to	follow		j

## Urgent & Emergency Care - Occupancy & System Discharges



Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Quartile Q1 = High Q4 = Low Period	Dashboard Link
	No Criteria to Reside (GHFT)	Low		108.00 GHFT	200 100 0 2024 2025	August 2025	Benchmarking unavailable	j
	Patients with 21+ Day Length of Stay (Avg)	Low		121.10 GHFT	200 100 2023 2024 2025	August 2025	Benchmarking to follow	j
	Number of virtual ward beds occupied	Low		201.00 Value	200	July 2025	Benchmarking to follow	j
S103a	% of virtual ward beds occupied	Low		103.1% Value - %	100%	July 2025	Benchmarking to follow	j
	Overnight General & Acute Beds Available and Occupied	Low		90.90 Gloucester ICS	95 2023 2024 2025	August 2025	Benchmarking to follow	j

## Planned Care & Elective Recovery



Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Better than  Worse than  Quartile 21 = High Q1 = Low Period	Dashboard Link
	Outpatient follow up ratio	Low		0.51 GHFT	0.6 0.5 2022 2024	August 2025	Benchmarking to follow	i
	Virtual Outpatient Appointments - % of outpatient activity which is virtual/telephone	High	25.0	24.62 GHFT	0 2022 2023 2024	August 2025	Benchmarking to follow	j
E.M.34	PIFU - % of all outpatient appointments moved or discharged to PIFU	High		10.70 GHFT	20.0 10.0 0.0 2024 2025	August 2025	Benchmarking to follow	j
S016a	A&G - Number of patients recieving Advice and Guidance	High		3100 GHFT	3K 2022 2024	August 2025	Benchmarking to follow	i
S016a	GHFT Theatre Utilisation (%)	High	85%	<b>84</b> GHFT	50 2024 2025	August 2025	Benchmarking to follow	j

## Planned Care & Elective Recovery - RTT



Indicator	Metric	Good is		Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Quartile 01 = High 04 = Low Period  Reporting Period	Dashboard Link
	RTT (18 week) - % waiting list waiting under 18 weeks	High	92.0%	68.01 Gloucester ICS	80 70 60 2022 2024	July 2025	Benchmarking to follow	j
S009a	RTT (52 week waits) - Number of patients on RTT list >52 weeks	Low	0	<b>137</b> GHFT	4K 2K 0K 2022 2024	July 2025	Benchmarking to follow	j
	RTT (65 week waits) - Number of patients on RTT list >65 weeks	Low	0	7 Gloucester ICS	1,000 500 2022 2024	July 2025	Benchmarking to follow	j
S009b	RTT (78 week waits) - Number of patients on RTT list >78 weeks	Low	0	2 GHFT	200 0 2022 2024	July 2025	Benchmarking to follow	j
S009c	RTT (104 week waits) - Number of patients on RTT list >104 weeks	Low	0	O Gloucester ICS	0 2022 2024	July 2025	Benchmarking to follow	j



Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period		t Benchmarking  Guartile G1 = High G4 = Low	Reporting Period	Dashboard Link
	2 Week Wait - % patients seen or STT within 2 weeks of referral	High	93.0%	92.36 Gloucester ICS	50 2022 2024	July 2025		chmarking for 2ww cea cancer targets from C		i
S012a	28 day Faster Diagnosis - % patients recieving diagnosis or all clear within 28 days of referral	High	75.0%	83.97 Gloucester ICS	80 2022 2024	July 2025	83.97 Gloucester ICS  77.78 Other South West ICS	76.55 Alics	July 2025	i
\$010a	31 day Treatment - activity	High		847 GHFT	500 2024 2025	July 2025	Bench	marking to follow		i
	31 day Treatment - % patients recieving treatment within 31 days of DTT	High	96.0%	93.03 Gloucester ICS	90 2024 2025	July 2025	93.03 Gloucester ICS	92.40 ALICS	July 2025	i
\$011a	62 day Treatment - patient waiting list number beyond 62 days	Low		178.00 GHFT	140 120 100 80 60 2024 2025	July 2025	Bench	marking to follow		i
	62 day Treatment - % patients recieving treatment within 62 days of referral	High	85.0%	78.26 Gloucester ICS	80 2022 2024	July 2025	77.99 70.65 GHFT Other South West ICS	69.18 ALICS	July 2025	i
	Non specific symptom referrals	High	104	78.00 ghft	50 0 2023 2024 2025	July 2025	Bench	marking to follow		i

## Diagnostics



Indicator	Metric	Good is		Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Quartile 1	Dashboard Link
S013	Activity - % activity vs 19/20 baseline	High		175.35 Gloucester ICS	200 100 0 2022 2024	July 2025	Benchmarking to follow	j
	Waiting Times - % patients waiting more than 6 weeks for diagnostic test	Low	1.0%	24.49 Gloucester ICS	20 10 0 2022 2024	July 2025	Benchmarking to follow	j
S013a	Diagnostic Activity Levels - imaging	High		9933 Gloucester ICS	5,000 0 2022 2024	July 2025	Benchmarking to follow	j
S013b	Diagnostic Activity Levels - physiological measurement	High		3014 Gloucester ICS	2K 0K 2022 2024	July 2025	Benchmarking to follow	j
S013c	Diagnostic Activity Levels - endoscopy	High		2276 Gloucester ICS	2K	July 2025	Benchmarking to follow	j

## Mental Health - Adults



Indicator	Metric	Good is		Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Quartile q1 = High Q4 = Low Period	Dashboard Link
S081a	IAPT Access - Number of patients accessing IAPT in year	High			Reporting being refreshed to refle (to completed cases, reliable re			j
S082a	IAPT Recovery - % patients entering recovery following IAPT	High	50.0	54.30 Value	50 2022 2024	July 2025	Benchmarking to follow	j
E.H.13	SMI Physical Health Checks - % SMI register receiving/declining full health check	High	60.0	58.0 Value	100 50 0 2022 2024	June 2025	Benchmarking to follow	j
S086a	Out of Area Placement Bed Days - inappropriate OAP bed days for adults that are either 'internal' or 'external' to the sending provider	Low	67	85 Value	100 2022 2024	August 2025	Benchmarking to follow	j
	Access to Core Community Mental Health Services	High		5,685 Value	8,000 6,000 4,000 2,000 2023 2024 2025	June 2025	5,685 0.00 0.00 April 2021  Value Other South West ICS	j

## Mental Health - CYP



Indicator	Metric	Good is		Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Quartile 21 = High Q4 = Low Period	Dashboard Link
E.H.10	CYP Eating Disorder (Urgent) - % patients recieving treatment within 1 week of referral	High	95%	100% Gloucester ICS	100% 50% 0% 2023 2024 2025	July 2025	Benchmarking to follow	j
E.H.11	CYP Eating Disorder (Routine) - % patients receiving treatment within 4 weeks of referral	High	95%	83.3% Gloucester ICS	50 2023 2024 2025	July 2025	Benchmarking to follow	j
S084a	CYP Mental Health Access - Number of CYP accessing services	High		9,920 Value	5,000 2023 2024 2025	June 2025	Benchmarking to follow	j
	CYP Mental Health Waiting Times - % CYP receiving first contact within 4 weeks	High	80%	81.1% Gloucester ICS	100% 50% 0% 2023 2024 2025	July 2025	Benchmarking to follow	j

## Mental Health - Adults



Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Better than  Worse than  Quartile 21 = High 24 = Low Period	Dashboard Link
S029a	Learning Disability Inpatient rate per million ONS Resident Population (care commissioned by ICSs)	Low	1.00	10.81 Gloucester ICS	10 5 0 Apr 2023 Jul 2023 Oct 2023 Jan 2024	January 2024	Benchmarking to follow	j
S029b	Learning Disability Inpatient rate per million ONS Resident Population (care commissioned by NHSE)	Low	15.00	23.43 Gloucester ICS	20 Apr 2023 Jul 2023 Oct 2023 Jan 2024	January 2024	Benchmarking to follow	j
S029c	CYP - Learning Disability inpatient rate per million ONS Resident Population (care commissioned by NHSE for children & young people)	Low		7.49 GHFT	7.5  Jan 2023 Jul 2023 Jan 2024	January 2024	Benchmarking to follow	j
\$030a	Learning Disability Registers & Annual Health Checks Delivered by GPs - % LD register over 14 recieving an annual health check	Low		14.77	50 0 Jul 2024 Jan 2025 Jul 2025	July 2025	Benchmarking to follow	j

## Maternity



Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Quartile Q1 = High Q4 = Low Period	Dashboard Link
E.H.15	Perinatal Access - Number of pregnant women accessing perinatal mental health service	High		84.00 Gloucester ICS	0 2023 2024 2025	July 2025	Benchmarking to follow	j
S021a	Continuity of Care Pathway - % of women on CoC pathway				Pathway sus <sub>i</sub>	pended		j
	Smoking in Pregnancy - % SATOD	Low	8	5.39 ghft	0 2023 2024 2025	July 2025	Benchmarking to follow	j
S022a	Stillbirth rate	Low	2	<b>4.42</b> GHFT	5 0 2022 2024	July 2025	Benchmarking to follow	j
S032a	Neonatal mortality rate	Low	1	2.24 GHFT	5 2022 2024	July 2025	Benchmarking to follow	j
	Brain Injury Rate	Low	3	0.00 GHFT	2 2023 2024 2025	July 2025	Benchmarking to follow	j

## **Primary Care**



Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Better than  Worse than  Quartile 21 = High Q4 = Low Period	Dashboard Link	
	GP Appointments (Attended)	High		147585 Gloucester ICS	180K 160K 140K 120K 2024 2025	July 2025	Benchmarking to follow	j	
	GP Appointments (% booked within 14 days)	High		76.72 Gloucester ICS	75 2024 2025	July 2025	Benchmarking to follow	j	Note: Appointments booked w weeks is currently including a appointments rather than the categories expected to be cor within 2 weeks – performance all other appointments is 83.6

## **Continuing Healthcare**



Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	better than	Latest Benchma	Quartile Reporting Q1 = High Q4 = Low Period	Dashboard Link
	Referral Completion - % referrals completed within 28 days of referral	High	80.0%	63.31% Gloucester ICS	50%	June 2025	63.31% Gloucester ICS	75.61 England	June 2025	j
	Place of Assessment - % assessments in hospital	Low		0.00% Gloucester ICS	100% 50% 0% 2022 2024	June 2025	0.00% Gloucester ICS	0.69 England	June 2025	j
	Long waits - number of cases waiting > 12 weeks	Low		6 Gloucester ICS	5 0 2022 2024	June 2025	6 Gloucester ICS	391.00 England	June 2025	j
	Conversion Rate - % referrals converted to CHC	Low		3.55% Gloucester ICS	5% 2022 2024	June 2025	3.55% Gloucester ICS	13.05 England	June 2025	j

## Community Care & Ageing Well



Indicator	Metric	Good is		Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking  Quartile a1 = High Q4 = Low Period	Dashboard Link
S107a	2 Hour Community UCR Contacts - % cases recieving a response within 2 hours	High		184.7% Gloucester ICS	80 60 2023 2024 2025	August 2025	Benchmarking to follow	j
	Dementia Diagnosis Rate (DDR)	High	66.7%	62.7% Gloucester ICS	60% 2022 2024	May 2025	Benchmarking to follow	(i)
	% 65+ with RESPECT Plan in Place	Low		6.4% ICB	8 6 4 2023 2024 2025	July 2025	Benchmarking to follow	j
	% people dying in their preferred place	Low		76.56 GHFT	50%	July 2025	Benchmarking to follow	i
	Community Waiting List over 52 Weeks - Adults	Low		11.00 Value	20 10 10 Jul 2024 Jan 2025 Jul 2025	July 2025	Benchmarking to follow	j
	Community Waiting List over 52 Weeks - Children	Low		111.00 Value	100 0 Jul 2024 Jan 2025 Jul 2025	July 2025	Benchmarking to follow	j





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## **Workforce Metrics**



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# Workforce Key Performance Indicators



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## **Gloucestershire ICS Workforce Key Performance Indicators**



Leavers Rate (%)

10.5

Last value (diff): 10.4 (+0.10) July 2025 Leavers Rate (%)

[with <1ys LOS]

**22.1**<sup>-</sup>

Last value (diff): 23.2 (-1.03) July 2025 Sickness Rate (%)

4.6

Last value (diff): 4.0 (+0.64) July 2025 Net Change (%)

1.2

Last value (diff): 6.3 (-5.08) July 2025 Vacancy Rate (%)

8.1~

Last value (diff): 10.1 (-1.98) July 2025 Bank Usage (FTE)

976.4

Last value (diff): 1.0K (-26.97) July 2025 Agency Usage (FTE)

122.5°

Last value (diff): 292.4

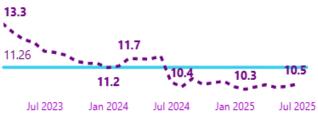
(-160 05)

#### **ICS PROVIDERS**

**Filters** 

- ✓ Select all
- NHS Providers
- Social Care

## Average Leavers Rate (%) (From Apr 2023)



Average Leavers Rate (%) with <1 yr LOS

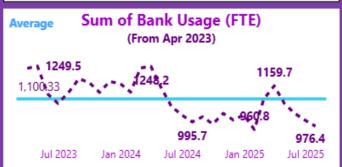


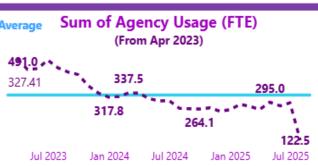


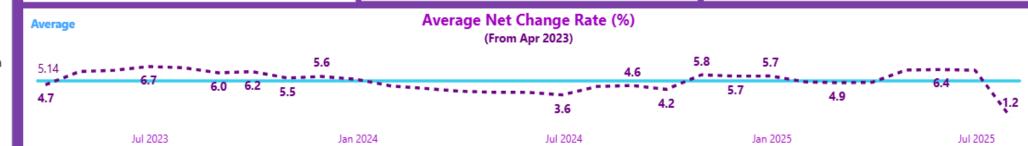
#### Disclaimer

- From April 2025, GHFT's data includes GMS. This keeps the reporting in line with the Provider Workforce Return.
- Missing values are filled in with an aggregated average for visual consistency
- The rates are calculated using a 12-month rolling average
- The temporary staffing data is based on monthly usage









## **GHC Workforce Key Performance Indicators**



Leavers Rate (%)

10.5~

Last value (diff): 10.6 (-0.09) July 2025

Leavers Rate (%)

[with <1ys LOS]

Last value (diff): 22.1 (+0.05) July 2025

Sickness Rate (%)

Last value (diff): 4.7 (+0.06) July 2025

Net Change (%)

[Leaving/Joining]

Last value (diff): 2.6 (-0.08) July 2025

Vacancy Rate (%)

Last value (diff): 8.7 (+0.09) July 2025

Bank Usage (FTE)

399.4

Last value (diff): 335.5 (+63.83) July 2025

Agency Usage (FTE)

Last value (diff): 44.2 (-7.04) July 2025

#### ICS PROVIDERS

Filters

- Select all
- NHS Providers

#### Average Leavers Rate (%) Average (From Apr 2023) 44,0 13.0 13.7 11.70

Average Vacancy Rate (%)

(From Apr 2023)

Average

10.06

Jul 2023

Average

355.0

Average (From Apr 2023) 22.66 22.8

Sum of Bank Usage (FTE)

(From Apr 2023)

Average Leavers Rate (%) with <1 yr LOS

Jul 2023 Jan 2024 Jul 2024





Average Sickness Rate (%)

(From Apr 2023)

## 61.0 43.2

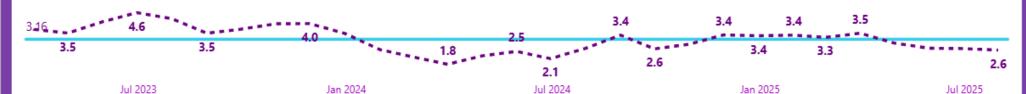
#### Disclaimer

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- The rates are calculated using a 12-month rolling average
- · The temporary staffing data is based on monthly usage

#### Average Net Change Rate (%) Average (From Apr 2023)

8.8

Jul 2025



## **GHFT Workforce Key Performance Indicators**



Leavers Rate (%)

10.5~

Last value (diff): 10.6 (-0.09) July 2025

Leavers Rate (%) [with <1ys LOS]

Last value (diff): 22.1 (+0.05) July 2025

Sickness Rate (%)

Last value (diff): 4.6 (-0.14) July 2025

Net Change (%)

[Leaving/Joining]

Last value (diff): 0.0 (-0.10) July 2025

Vacancy Rate (%)

Last value (diff): 8.1 (-0.65) July 2025

Bank Usage (FTE)

Last value (diff): 568.9 (+8.13) July 2025

Agency Usage (FTE)

Last value (diff): 84.3 (+1.09)

#### **ICS PROVIDERS**

Filters

- Select all
- NHS Providers

#### Average Leavers Rate (%) Average (From Apr 2023)





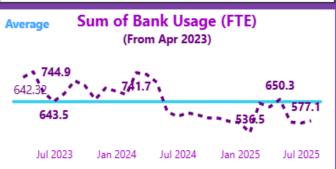
July 2025

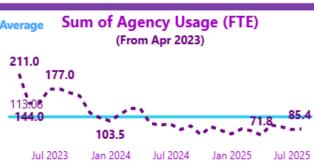


#### Disclaimer

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- · Missing values are filled in with an aggregated average for visual consistency
- The rates are calculated using a 12-month rolling average
- The temporary staffing data is based on monthly usage







#### Average Net Change Rate (%) Average (From Apr 2023) 5.2 4.2



## **Social Care Workforce Key Performance Indicators**



Leavers Rate (%)

10.5

Last value (diff): 10.7 (-0.24)

Leavers Rate (%)

[<1 Year LOS]

Last value (diff): 19.9 (+2.29)

Sickness Rate (%)

Last value (diff): 1.4 (-0.13)

Net Change (%)

Last value (diff): 4.5 (+0.17)

Leavers Rate (%)

Last value (diff): 8.6 (-0.52)

Bank Usage (FTE)

488.2

Last value (diff): 490.3 (-2.06)

**Agency Usage** (FTE)

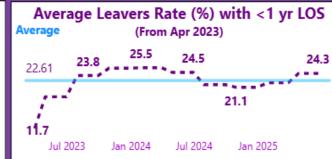
Last value (diff): 65.5 (-4.23)

#### **ICS PROVIDERS**

#### **Filters**

- Select all
- Social Care

#### Average Leavers Rate (%) Average (From Apr 2023) 13.2 11.03 11.2 10.0 Jul 2023 Jan 2024 Jul 2024 Jan 2025

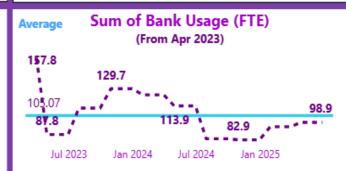


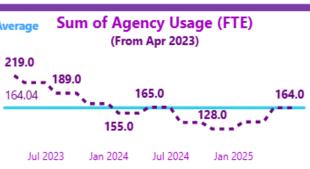


#### **Disclaimer**

- · Social Care data is provided quarterly but distributed monthly for visual consistency
- The rates are calculated using a 12-month rolling average
- · Staffing data is based on average by month for each quarter



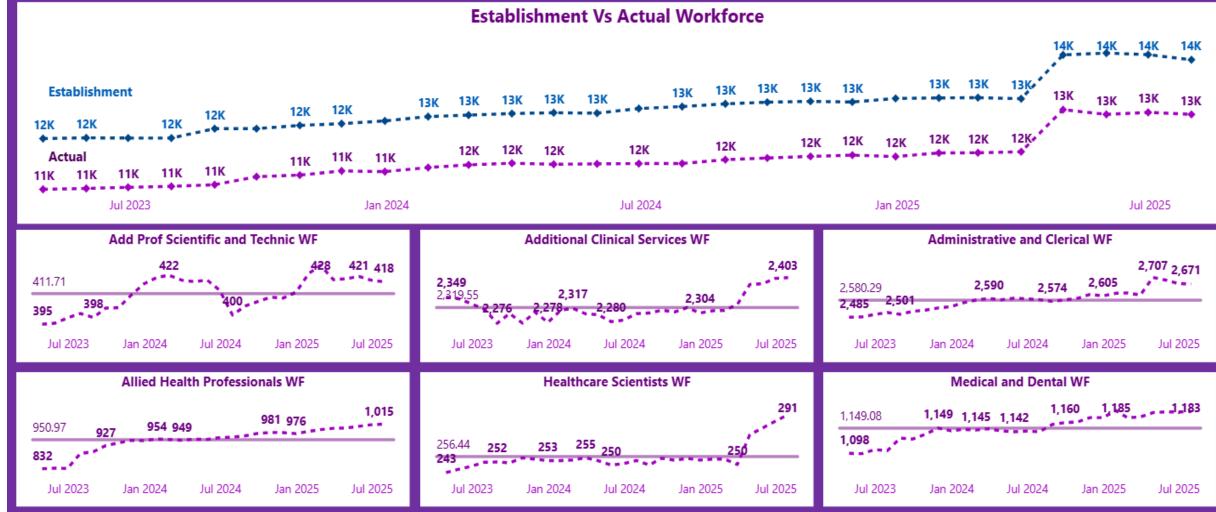






### **NHS Workforce**

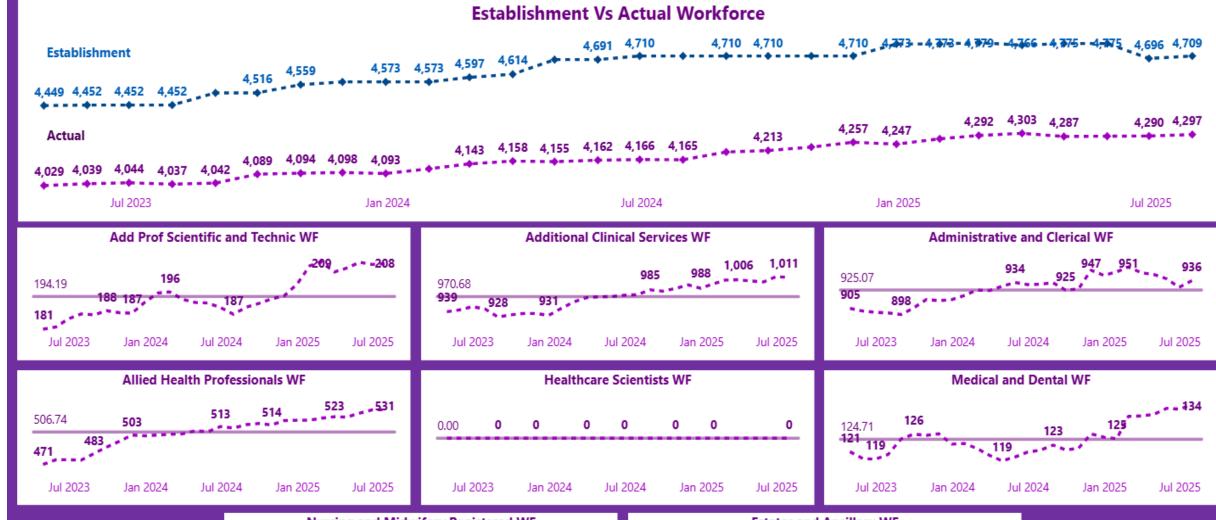




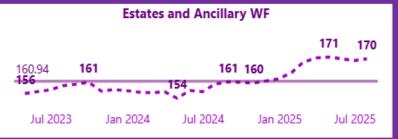


### **GHC Workforce**



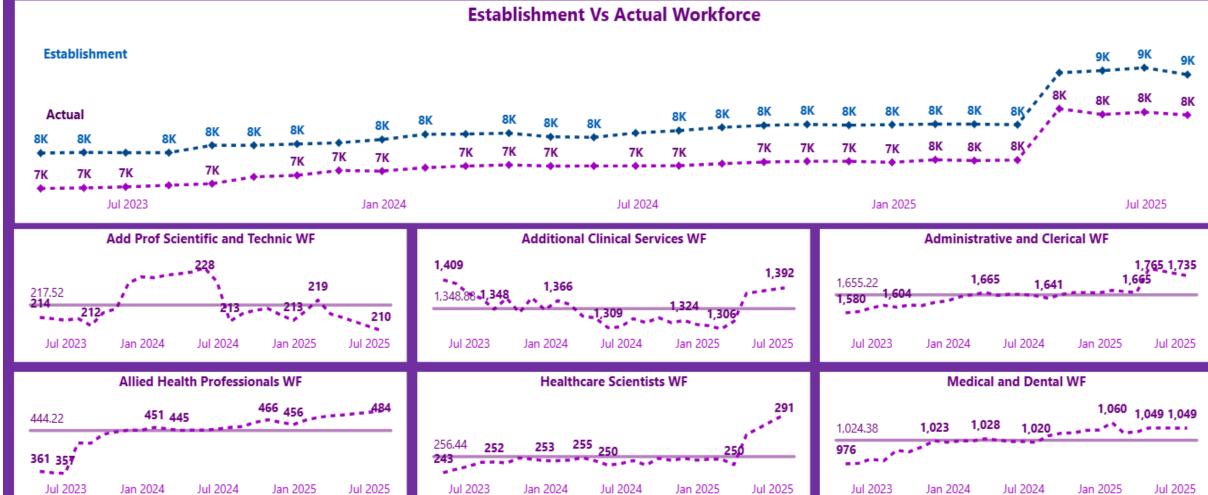




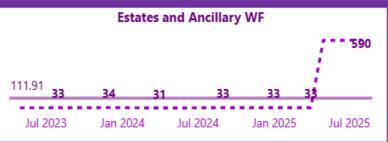


## **GHFT Workforce**







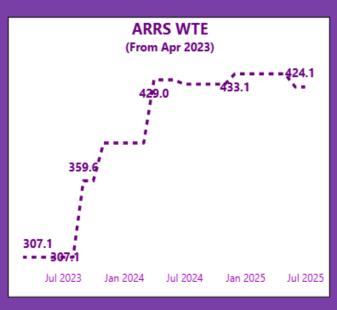


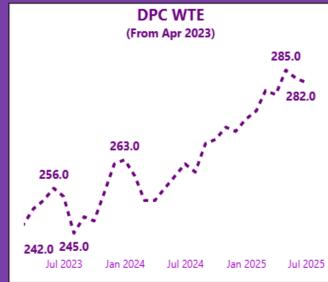
## **Primary Care Workforce**



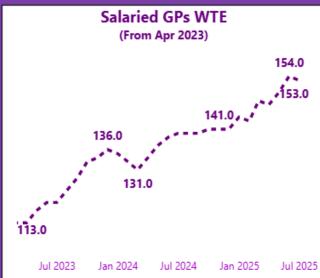
#### **Disclaimer**

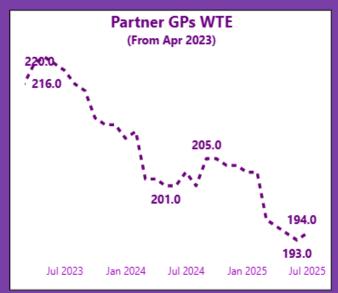
- For 25/26 this page has been expanded to include clinical staff on the Primary Care Performance and Quality Report
- All Qualified GPs includes Salaried and Partner GPs. It also includes GP retainers, regular GP locums and NHSE category "All regular GPs"
- The GP figures do not include flexible workforce, i.e. full time "non GP practice attached" GP Locums (Headcount 84 on Flexible Pool report from NASGP)
- A breakdown of roles and FTE funded through ARRS was available historically but it is not currently produced by NHSE.
- With changes to PCN DES there is a small number of GPs under ARRS (newly qualified with strict eligibility criteria) and a small number of nurses (newly qualified/new to practice, a few advanced practitioners and nursing associates).
   Overlap with Nurse/GP WTE should be minimal.

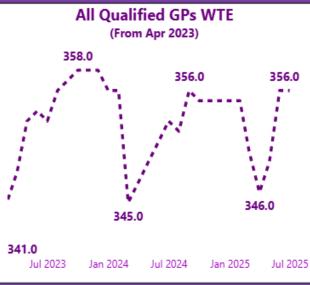
















# Workforce Actuals vs Operational Plans



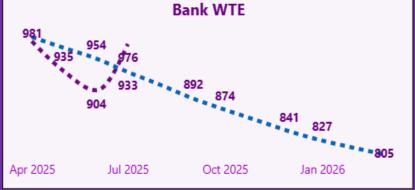
# Combined Operational Plan Performance (Actual vs 25-26 Plan)

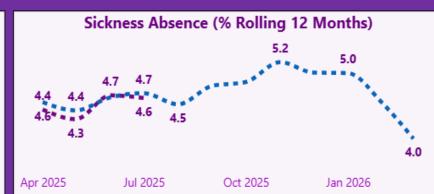






Bank 976! Plan: 933 (+43) July 2025





Sickness % 4.6 \( \simes \) Plan: 4.7 (-0) July 2025

Agency 122! Plan: 109 (+14) July 2025

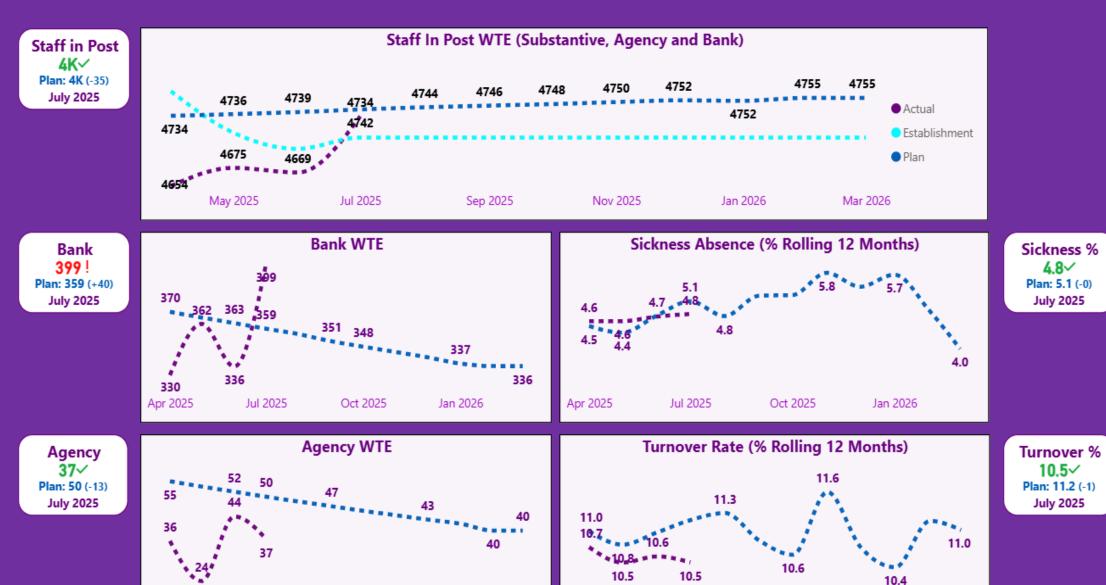




Turnover % 9.4 \( \times \)
Plan: 11.5 (-2)
July 2025

# GHC Operational Plan Performance (Actual vs 25-26 Plan)





Apr 2025

Jul 2025

Oct 2025

Jan 2026

Jul 2025

Apr 2025

Oct 2025

Jan 2026

# GHFT Operational Plan Performance (Actual vs 25-26 Plan)

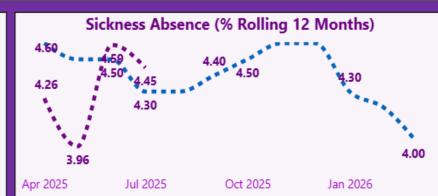






Bank 577! Plan: 574 (+3) July 2025





Sickness % 4.4! Plan: 4.3 (+0) July 2025

Agency 85! Plan: 59 (+27) July 2025





Turnover % 8.3√ Plan: 11.8 (-3) July 2025