One Gloucestershire
Transforming Care, Transforming Communities

NHS

Integrated Performance Report - Metrics

January 2026

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One Gloucestershire
Transforming Care, Transforming Communities

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Improving Services & Delivering Outcomes (Our Performance)

(System Resources Committee)

Our People

(People Committee)

Quality (Safety, Experience and Effectiveness)

(Quality Committee)

Finance and Use of Resources

(System Resources Committee)

Summary

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Performance Metrics

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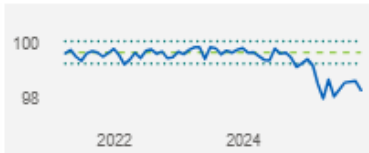
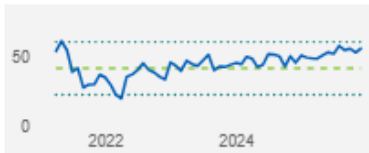
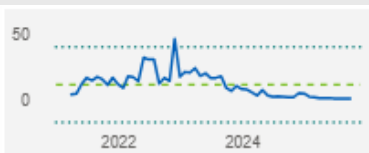
Improving Services & Delivering Outcomes

Urgent & Emergency Care - Attendances

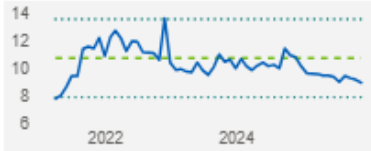
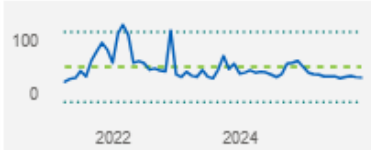
NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking (better than / worse than)	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%	63.60 Gloucester ICS		November 2025	63.60 Gloucester ICS; 57.12 Other South West ICS; 60.04 All ICS		November 2025	
	A&E 4 Hour Target - % seen, treated and discharged/admitted within 4 hours of arrival to A&E (Type 3)	High	95.0%	98.28 GHFT		November 2025	98.28 GHFT; 0.00 Other South West ICS; 96.60 All ICS		November 2025	
	A&E 4 Hour Target - % seen, treated and discharged/admitted within 4 hours of arrival to A&E (System)	High	95.0%	76.75 GHFT		November 2025	76.75 GHFT; 0.00 Other South West ICS; 73.66 All ICS		November 2025	
	ED Assessment - % patients assessed within 15 minutes of arrival at A&E	High		56.50 Gloucester ICS		December 2025	*Benchmarking to follow*			
S103a	12 Hour ED Waits - Proportion of patients spending more than 12 hours in an emergency department	Low	8.0%	10.09 GHFT		December 2025	*Benchmarking to follow*			
	Mental Health Patients who spent >12 Hours in ED	Low	*Reporting under development*							
	111 Call Abandonment	Low	3%	1.6% ICB		October 2025	*Benchmarking to follow*			

Improving Services & Delivering Outcomes

Urgent & Emergency Care - Ambulance

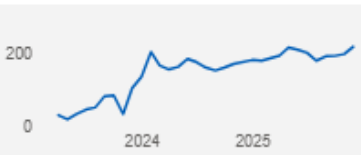
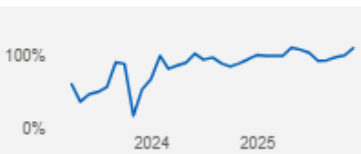
NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking				Reporting Period	Dashboard Link
							better than	worse than	Quartile Q1 = High Q4 = Low			
S020a	Average Ambulance Response Times (Category 1)	Low	7 minutes	00:08:55 Gloucester ICS		December 2025	00:09:08 Gloucester ICS	00:08:45 Other South West ICS	00:08:01 England		November 2025	
S020b	Average Ambulance Response Times (Category 2)	Low	18 minutes	00:31:25 Gloucester ICS		December 2025	00:32:12 Gloucester ICS	00:31:02 Other South West ICS	00:32:46 England		November 2025	
S020c	Average Ambulance Response Times (Category 3)	Low	120 minutes	01:45:08 Gloucester ICS		December 2025	01:48:29 Gloucester ICS	01:34:11 Other South West ICS	02:02:19 England		November 2025	
S020d	Average Ambulance Response Times (Category 4)	Low	180 minutes	02:36:07 Gloucester ICS		December 2025	02:13:48 Gloucester ICS	02:06:42 SWASFT	03:04:18 England		November 2025	
	Ambulance Conveyance Rates (% incidents conveyed)	Low		38.26 Gloucester ICS		December 2025	41.74 Gloucester ICS	47.49 Other South West ICS	52.78 England		November 2025	
S019a	Ambulance Handovers - Total resource hours lost	Low		446 GHFT		December 2025	*Benchmarking to follow*					

Improving Services & Delivering Outcomes

Urgent & Emergency Care - Occupancy & System Discharges

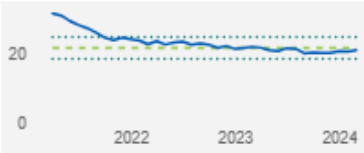
NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking: better than / worse than / Quartile (Q1 = High, Q4 = Low) / Reporting Period	Dashboard Link
	No Criteria to Reside (GHFT)	Low		131.00 GHFT		November 2025	Benchmarking unavailable	
	Patients with 21+ Day Length of Stay (Avg)	Low		108.50 GHFT		December 2025	Benchmarking unavailable	
	Number of virtual ward beds occupied	Low		217.00 Value		December 2025	Benchmarking unavailable	
S103a	% of virtual ward beds occupied	Low		109.6% Value - %		December 2025	Benchmarking unavailable	
	Overnight General & Acute Beds Available and Occupied	Low		92.59 Gloucester ICS		December 2025	Benchmarking unavailable	

Improving Services & Delivering Outcomes

Planned Care & Elective Recovery

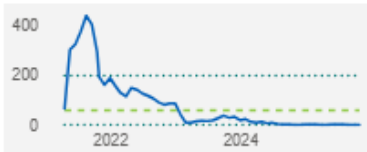
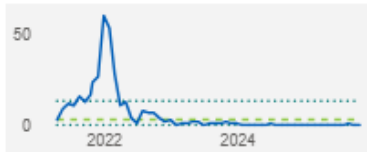
NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking: better than / worse than / Quartile (Q1 = High, Q4 = Low) / Reporting Period	Dashboard Link
	Outpatient follow up ratio	Low		0.51 GHFT		December 2025	Benchmarking to follow	
	Virtual Outpatient Appointments - % of outpatient activity which is virtual/telephone	High	25.0	23.85 GHFT		December 2025	Benchmarking to follow	
E.M.34	PIFU - % of all outpatient appointments moved or discharged to PIFU	High		10.44 GHFT		December 2025	Benchmarking to follow	
S016a	A&G - Number of patients recieving Advice and Guidance	High		3389 GHFT		November 2025	Benchmarking to follow	
S016a	GHFT Theatre Utilisation (%)	High	85%	81 GHFT		October 2025	Benchmarking to follow	

Improving Services & Delivering Outcomes

Planned Care & Elective Recovery - RTT

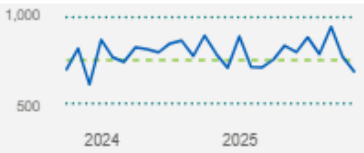
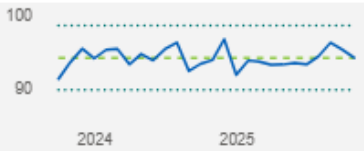
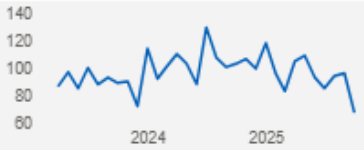
NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking			Dashboard Link
							better than	worse than	Quartile (Q1 = High, Q4 = Low) / Reporting Period	
	RTT (18 week) - % waiting list waiting under 18 weeks	High	92.0%	70.11 Gloucester ICS		November 2025	Benchmarking to follow			
S009a	RTT (52 week waits) - Number of patients on RTT list >52 weeks	Low	0	129 GHFT		November 2025	Benchmarking to follow			
	RTT (65 week waits) - Number of patients on RTT list >65 weeks	Low	0	6 Gloucester ICS		November 2025	Benchmarking to follow			
S009b	RTT (78 week waits) - Number of patients on RTT list >78 weeks	Low	0	1 GHFT		November 2025	Benchmarking to follow			
S009c	RTT (104 week waits) - Number of patients on RTT list >104 weeks	Low	0	0 Gloucester ICS		November 2025	Benchmarking to follow			

Improving Services & Delivering Outcomes

Cancer

NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking (better than / worse than / Quartile Q1 = High Q4 = Low / Reporting Period)	Dashboard Link
	2 Week Wait - % patients seen or STT within 2 weeks of referral	High	93.0%	70.90 Gloucester ICS		November 2025	*Note: national benchmarking for 2ww ceased with the updates to cancer targets from October 2023*	
S012a	28 day Faster Diagnosis - % patients recieving diagnosis or all clear within 28 days of referral	High	75.0%	75.66 GHFT		November 2025	*Benchmarking to follow*	
S010a	31 day Treatment - activity	High		693 GHFT		November 2025	*Benchmarking to follow*	
	31 day Treatment - % patients recieving treatment within 31 days of DTT	High	96.0%	94.08 Gloucester ICS		November 2025	*Benchmarking to follow*	
S011a	62 day Treatment - patient waiting list number beyond 62 days	Low		68.00 GHFT		October 2025	*Benchmarking to follow*	
	62 day Treatment - % patients recieving treatment within 62 days of referral	High	85.0%	79.67 GHFT		November 2025	*Benchmarking to follow*	
	Non specific symptom referrals	High	104	55.00 GHFT		November 2025	*Benchmarking to follow*	

Diagnostics

NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking (better than / worse than / Quartile Q1 = High Q4 = Low / Reporting Period)	Dashboard Link
S013	Activity - % activity vs 19/20 baseline	High		187.37 Gloucester ICS		November 2025	Benchmarking to follow	
	Waiting Times - % patients waiting more than 6 weeks for diagnostic test	Low	1.0%	21.51 GHFT		November 2025	Benchmarking to follow	
S013a	Diagnostic Activity Levels - imaging	High		10514 GHFT		November 2025	Benchmarking to follow	
S013b	Diagnostic Activity Levels - physiological measurement	High		2805 Gloucester ICS		November 2025	Benchmarking to follow	
S013c	Diagnostic Activity Levels - endoscopy	High		2428 GHFT		November 2025	Benchmarking to follow	

Improving Services & Delivering Outcomes

Mental Health - Adults

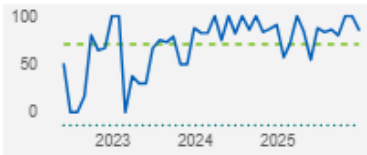
NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking: better than	Latest Benchmarking: worse than	Latest Benchmarking: Quartile (Q1 = High, Q4 = Low)	Latest Benchmarking: Reporting Period	Dashboard Link
S081a	IAPT Access - Number of patients accessing IAPT in year	High	*Reporting being refreshed to reflect change in focus for IAPT reporting (to completed cases, reliable recovery and reliable improvement)*								
S082a	IAPT Recovery - % patients entering recovery following IAPT	High	50.0	54.40 Value		December 2025	*Benchmarking to follow*				
E.H.13	SMI Physical Health Checks - % SMI register receiving/declining full health check	High	60.0	58.0 Value		June 2025	*Benchmarking to follow*				
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	140 Value		November 2025	*Benchmarking to follow*				
	Access to Core Community Mental Health Services	High		5,735 Value		October 2025	5,735 Value	0.00 Other South West ICS	0.00 All ICS		April 2021

Improving Services & Delivering Outcomes

Mental Health - CYP

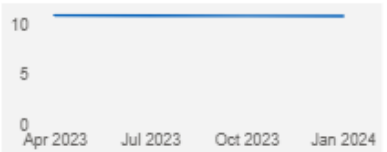
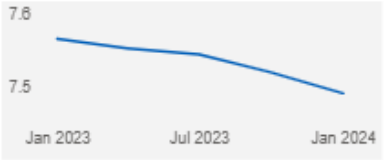
NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking: better than / worse than / Quartile (Q1 = High, Q4 = Low) / Reporting Period	Dashboard Link
E.H.10	CYP Eating Disorder (Urgent) - % patients recieving treatment within 1 week of referral	High	95%	33% Gloucester ICS		December 2025	Benchmarking to follow	
E.H.11	CYP Eating Disorder (Routine) - % patients receiving treatment within 4 weeks of referral	High	95%	85.7% Gloucester ICS		December 2025	Benchmarking to follow	
S084a	CYP Mental Health Access - Number of CYP accessing services	High		9,885 Value		October 2025	Benchmarking to follow	
	CYP Mental Health Waiting Times - % CYP receiving first contact within 4 weeks	High	80%	68.5% Gloucester ICS		December 2025	Benchmarking to follow	

Improving Services & Delivering Outcomes

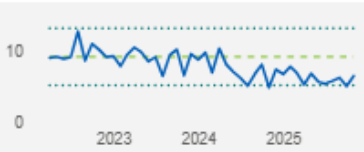
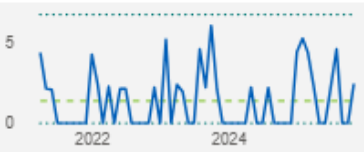
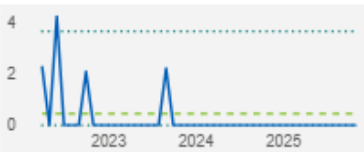
Mental Health - Adults

NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking: better than / worse than / Quartile (Q1 = High, Q4 = Low) / Reporting Period	Dashboard Link
S029a	Learning Disability Inpatient rate per million ONS Resident Population (care commissioned by ICSs)	Low	1.00	10.81 Gloucester ICS		January 2024	*Benchmarking to follow*	
S029b	Learning Disability Inpatient rate per million ONS Resident Population (care commissioned by NHSE)	Low	15.00	23.43 Gloucester ICS		January 2024	*Benchmarking to follow*	
S029c	CYP - Learning Disability inpatient rate per million ONS Resident Population (care commissioned by NHSE for children & young people)	Low		7.49 GHFT		January 2024	*Benchmarking to follow*	
S030a	Learning Disability Registers & Annual Health Checks Delivered by GPs - % LD register over 14 recieving an annual health check	Low		37.25 Value		Novem... 2025	*Benchmarking to follow*	

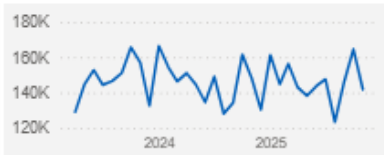
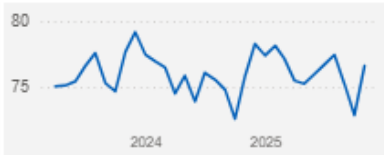
Maternity

NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking: better than / worse than / Quartile (Q1 = High, Q4 = Low) / Reporting Period	Dashboard Link
E.H.15	Perinatal Access - Number of pregnant women accessing perinatal mental health service	High		64.00 Gloucester ICS		December 2025	Benchmarking to follow	
S021a	Continuity of Care Pathway - % of women on CoC pathway			Pathway suspended				
	Smoking in Pregnancy - % SATOD	Low	8	6.49 GHFT		November 2025	Benchmarking to follow	
S022a	Stillbirth rate	Low	2	0.00 GHFT		November 2025	Benchmarking to follow	
S032a	Neonatal mortality rate	Low	1	2.40 GHFT		November 2025	Benchmarking to follow	
	Brain Injury Rate	Low	3	0.00 GHFT		November 2025	Benchmarking to follow	

Primary Care

NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking: better than / worse than / Quartile (Q1 = High, Q4 = Low) / Reporting Period	Dashboard Link
	GP Appointments (Attended)	High		141765 Gloucester ICS		November 2025	Benchmarking to follow	
	GP Appointments (% booked within 14 days)	High		76.63 Gloucester ICS		November 2025	Benchmarking to follow	

Note: Appointments booked within 2 weeks is currently including all appointments rather than the 8 categories expected to be completed within 2 weeks

Continuing Healthcare

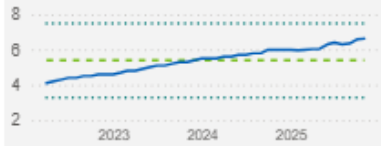
NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking					Dashboard Link
							better than	worse than		Quartile Q1 = High Q4 = Low	Reporting Period	
	Referral Completion - % referrals completed within 28 days of referral	High	80.0%	76.68% Gloucester ICS		September 2025	76.68% Gloucester ICS		75.99 England		September 2025	
	Place of Assessment - % assessments in hospital	Low		0.00% Gloucester ICS		September 2025	0.00% Gloucester ICS		0.67 England		September 2025	
	Long waits - number of cases waiting > 12 weeks	Low		3 Gloucester ICS		September 2025	3 Gloucester ICS		442.00 England		September 2025	
	Conversion Rate - % referrals converted to CHC	Low		6.74% Gloucester ICS		September 2025	6.74% Gloucester ICS		13.27 England		September 2025	

Improving Services & Delivering Outcomes

Community Care & Ageing Well

NHS Gloucestershire

Indicator	Metric	Good is	National Target	Latest Performance	Trend	Latest Reporting Period	Latest Benchmarking: better than / worse than / Quartile (Q1 = High, Q4 = Low) / Reporting Period	Dashboard Link
S107a	2 Hour Community UCR Contacts - % cases recieving a response within 2 hours	High		79.0% Gloucester ICS		November 2025	Benchmarking to follow	
	Dementia Diagnosis Rate (DDR)	High	66.7%	66.5% Gloucester ICS		November 2025	Benchmarking to follow	
	% 65+ with RESPECT Plan in Place	Low		6.6% ICB		November 2025	Benchmarking to follow	
	% people dying in their preferred place	Low		63.64 GHFT		December 2025	Benchmarking to follow	
	Community Waiting List over 52 Weeks - Adults	Low		4.00 Value		October 2025	Benchmarking to follow	
	Community Waiting List over 52 Weeks - Children	Low		74.00 Value		October 2025	Benchmarking to follow	

One Gloucestershire
Transforming Care, Transforming Communities

NHS

Improving Services & Delivering Outcomes (Our Performance)

(System Resources Committee)

Our People

(People Committee)

Quality (Safety, Experience and Effectiveness)

(Quality Committee)

Finance and Use of Resources

(System Resources Committee)

Workforce Metrics

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Workforce Key Performance Indicators

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Our People (Workforce)

Gloucestershire ICS Workforce Key Performance Indicators

One Gloucestershire
Transforming Care, Transforming Communities

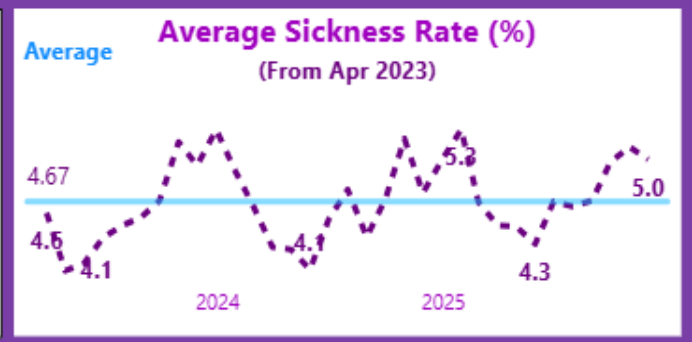
Leavers Rate (%)	Leavers Rate (%) [<1 Year LOS]	NET Leaving / Joining (%)	Sickness Absence (%)	Vacancy Rate (%)	Bank Usage (FTE)	Agency Usage (FTE)
11.4 ✓	20.5 !	0.4 !	5.0 !	8.5 !	408.1 ✓	43.4 ✓
Last value (diff): 11.8 (-0.36)	Last value (diff): 19.9 (+0.58)	Last value (diff): -0.3 (+0.79)	Last value (diff): 4.7 (+0.35)	Last value (diff): 8.3 (+0.14)	Last value (diff): 466.5 (-58.45)	Last value (diff): 47.5 (-4.05)

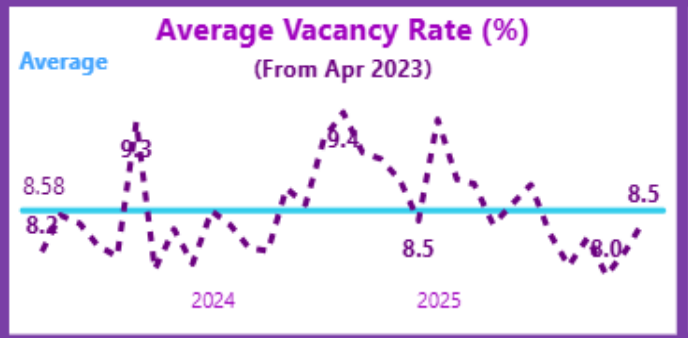
ICS PROVIDERS
Filters

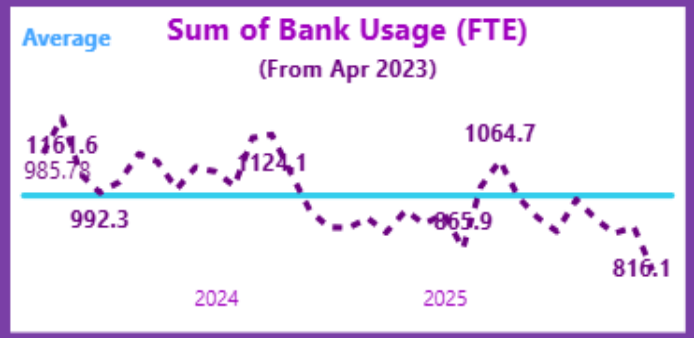
- [ ] Select all
- [x] NHS Providers
- [ ] Social Care

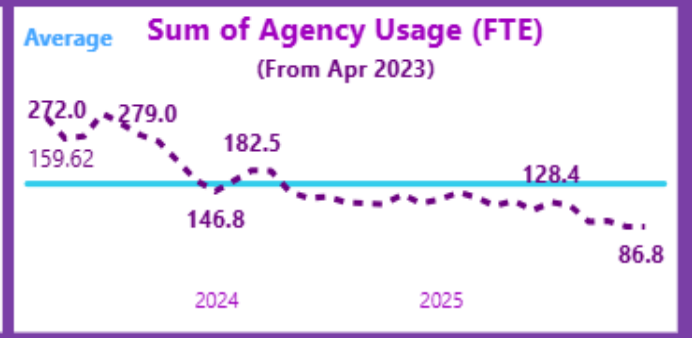
Disclaimer

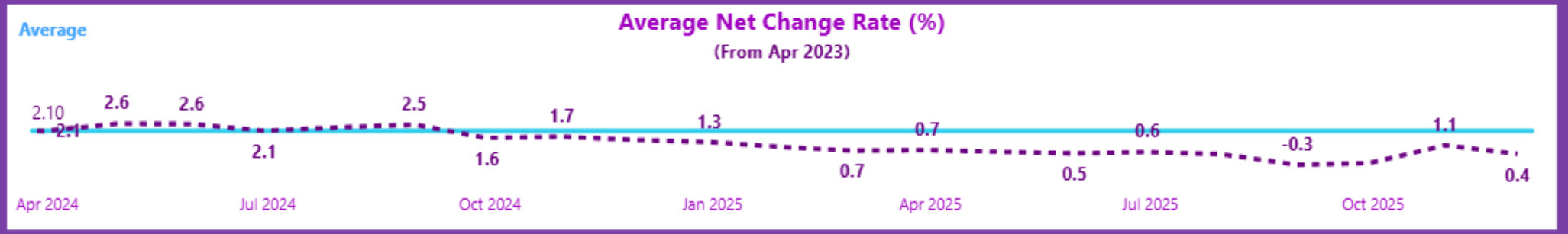
- From April 2025, GHFT's data includes GMS. This keeps the reporting in line with the Provider Workforce Return.
- KPI cards show latest month vs previous month
- Missing values are filled in with an aggregated average for visual consistency
- The rates are calculated using a 12-month rolling average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











Our People (Workforce)

GHC Workforce Key Performance Indicators

One Gloucestershire
Transforming Care, Transforming Communities

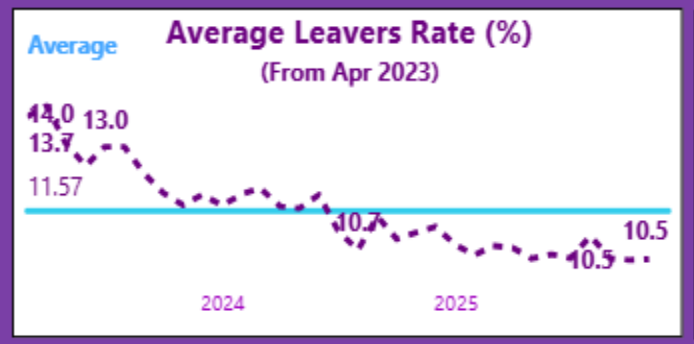
Leavers Rate (%)	Leavers Rate (%) [<1 Year LOS]	NET Leaving / Joining (%)	Sickness Absence (%)	Vacancy Rate (%)	Bank Usage (FTE)	Agency Usage (FTE)
10.5 ✓	22.8 !	1.1 ✓	5.6 !	9.8 !	307.7 ✓	27.4 ✓
Last value (diff): 11.0 (-0.53)	Last value (diff): 22.6 (+0.13)	Last value (diff): 1.5 (-0.49)	Last value (diff): 5.3 (+0.28)	Last value (diff): 9.4 (+0.40)	Last value (diff): 323.4 (-15.70)	Last value (diff): 27.9 (-0.51)

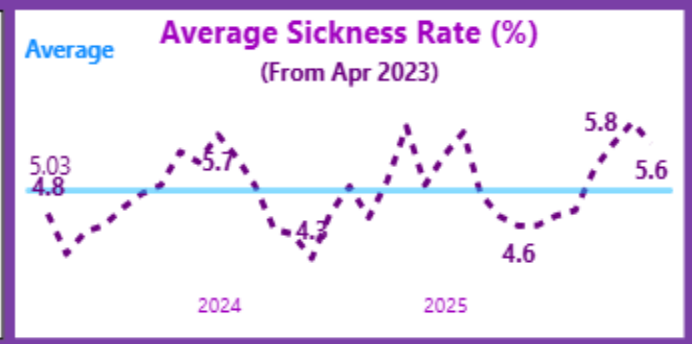
ICS PROVIDERS
Filters

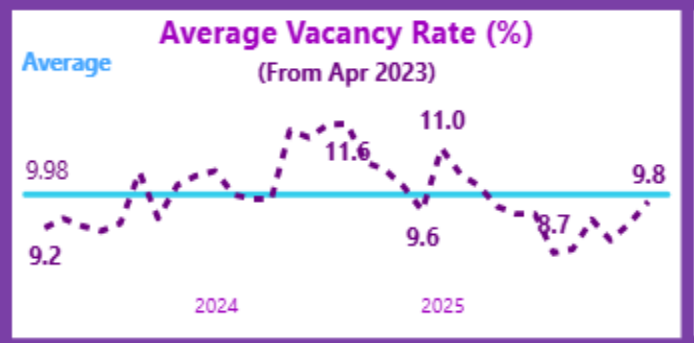
- [ ] Select all
- [x] NHS Providers
- [ ] Social Care

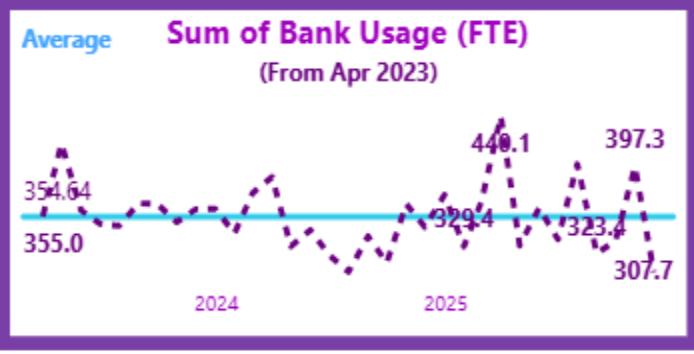
Disclaimer

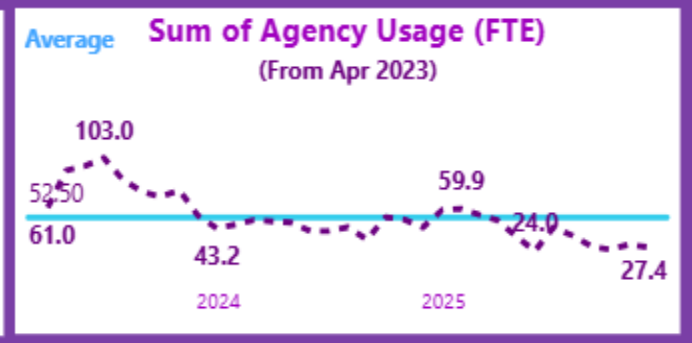
- KPI cards show latest month vs previous month
- Missing values are filled in with an aggregated average for visual consistency
- The rates are calculated using a 12-month rolling average
- The temporary staffing data is based on monthly usage

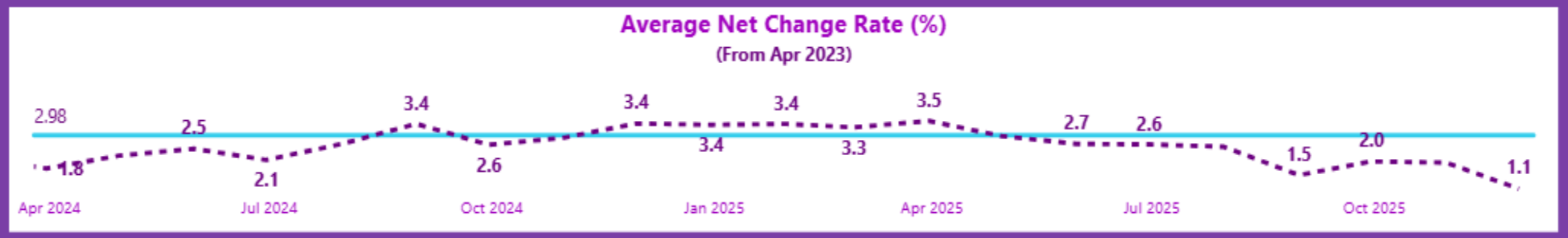












Our People (Workforce)

GHFT Workforce Key Performance Indicators

One Gloucestershire
Transforming Care, Transforming Communities

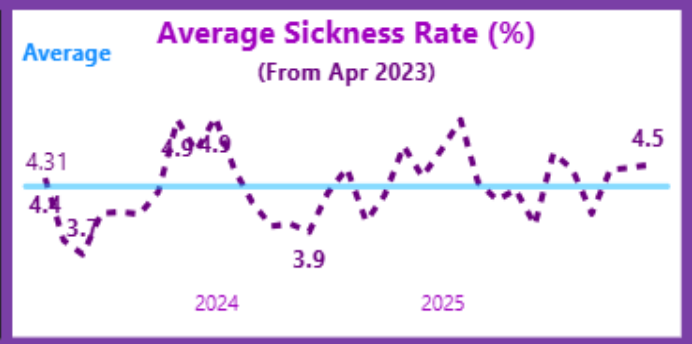
Leavers Rate (%)	Leavers Rate (%) [<1 Year LOS]	NET Leaving / Joining (%)	Sickness Absence (%)	Vacancy Rate (%)	Bank Usage (FTE)	Agency Usage (FTE)
12.4 ✓	18.3 !	-0.2 !	4.5 !	7.2 ✓	508.4 ✓	59.5 ✓
Last value (diff): 12.6 (-0.18)	Last value (diff): 17.3 (+1.03)	Last value (diff): -2.2 (+2.06)	Last value (diff): 4.1 (+0.41)	Last value (diff): 7.3 (-0.12)	Last value (diff): 609.6 (-101.19)	Last value (diff): 67.0 (-7.58)

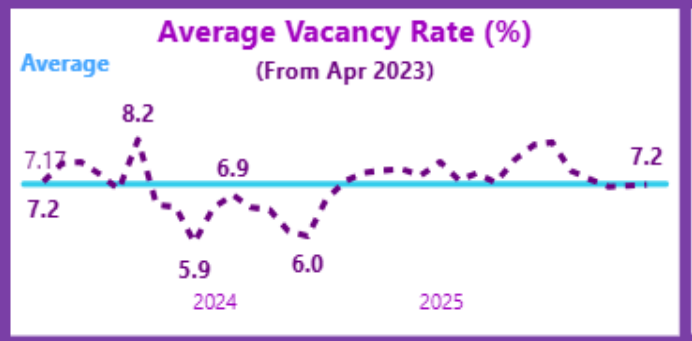
ICS PROVIDERS
Filters

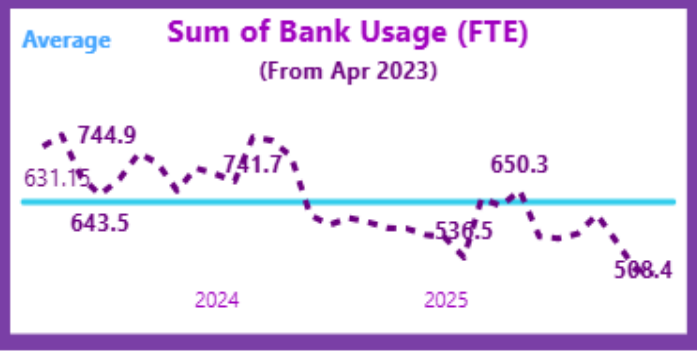
- [ ] Select all
- [x] NHS Providers
- [ ] Social Care

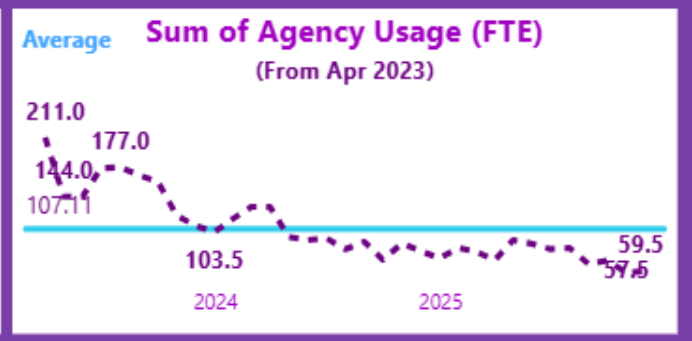
Disclaimer

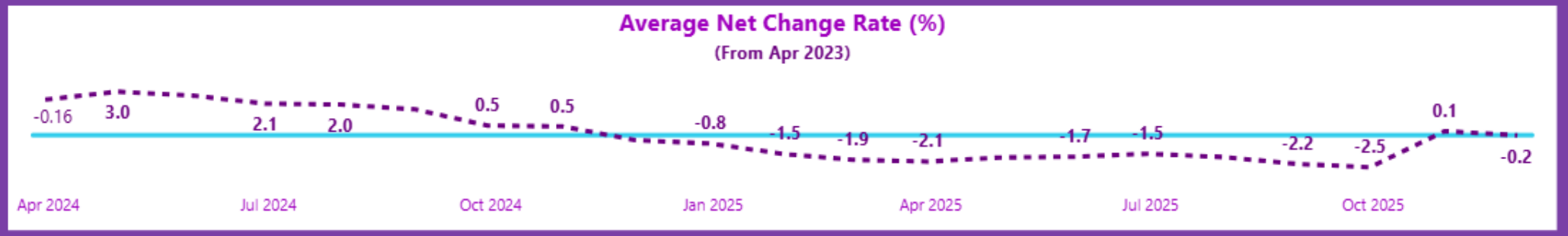
- From April 2025, GHFT's data includes GMS. This keeps the reporting in line with the Provider Workforce Return.
- KPI cards show latest month vs previous month
- Missing values are filled in with an aggregated average for visual consistency
- The rates are calculated using a 12-month rolling average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











Our People (Workforce)

Social Care Workforce Key Performance Indicators

One Gloucestershire
Transforming Care, Transforming Communities

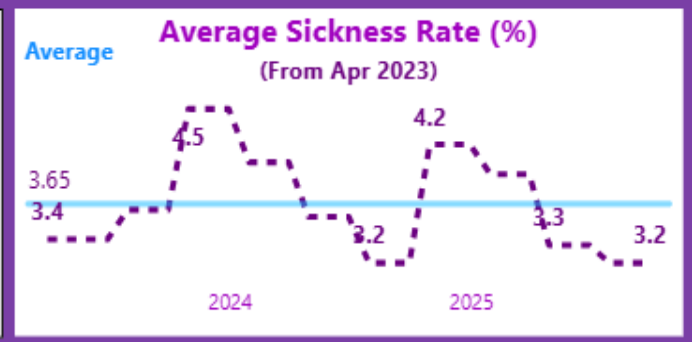
Leavers Rate (%)	Leavers Rate (%) [<1 Year LOS]	Sickness Rate (%)	Net Change (%)	Leavers Rate (%)	Bank Usage (FTE)	Agency Usage (FTE)
10.8 !	23.0 ✓	11.0 ✓	3.2 ✓	13.2 !	50.0 !	85.0 !
Last value (diff): 10.2 (+0.55)	Last value (diff): 24.3 (-1.25)	Last value (diff): 11.3 (-0.26)	Last value (diff): 3.3 (-0.15)	Last value (diff): 11.8 (+1.40)	Last value (diff): 49.5 (+0.50)	Last value (diff): 82.0 (+3.00)

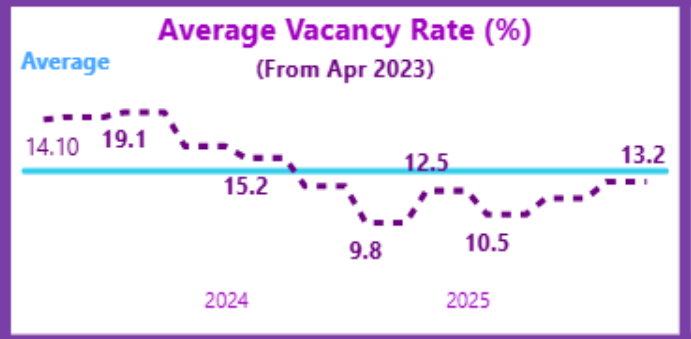
ICS PROVI | Filters

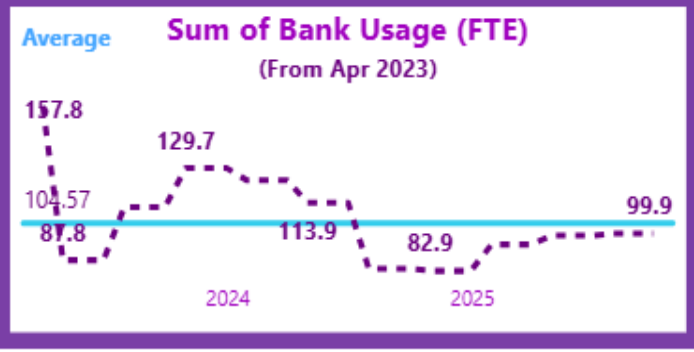
- ☑ Select all
- ☑ Social Care

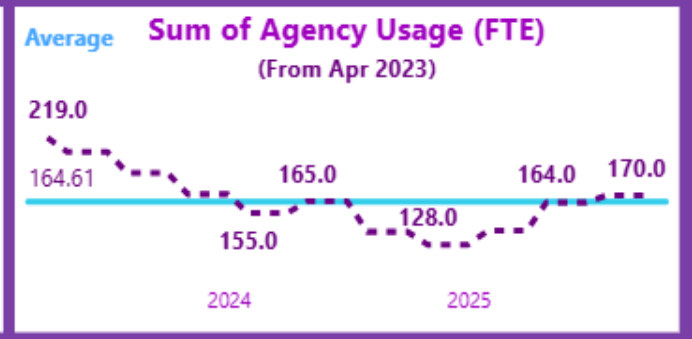
Disclaimer

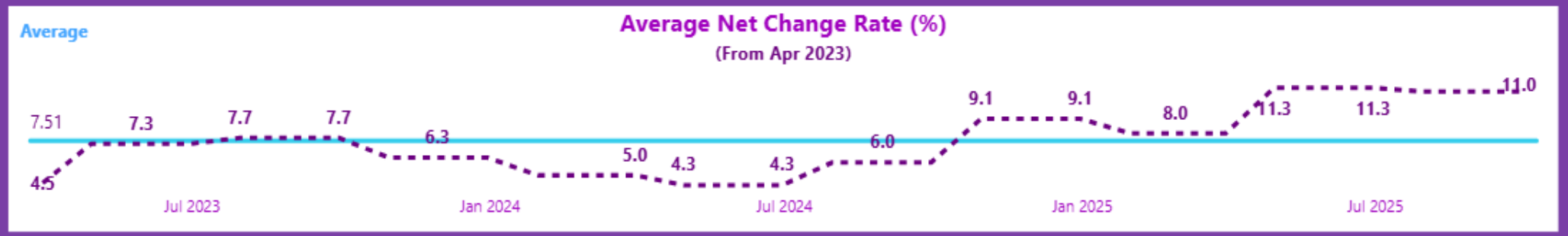
- KPI cards show latest quarter vs previous quarter
- Social Care data is provided quarterly but distributed monthly for visual consistency
- The rates are calculated using a 12-month rolling average
- Staffing data is based on average by month for each quarter









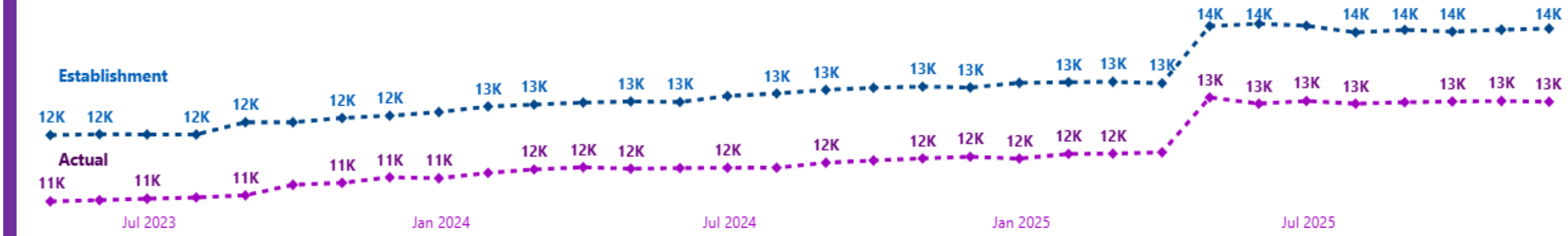


Our People (Workforce)

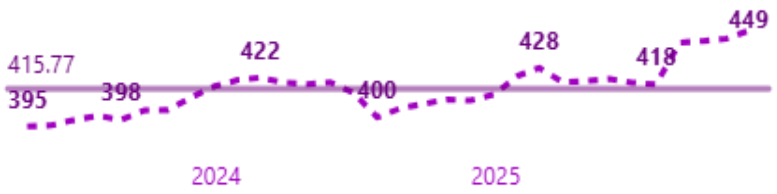
NHS Workforce

One Gloucestershire
Transforming Care, Transforming Communities

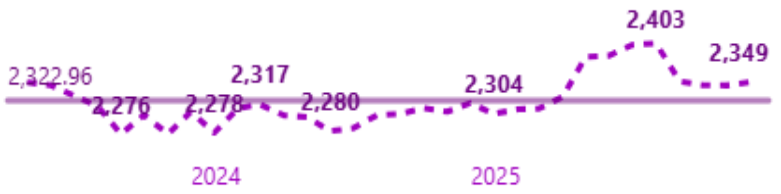
Establishment Vs Actual Workforce



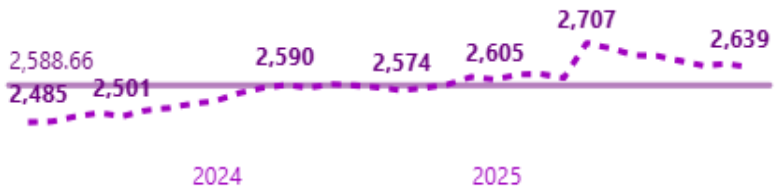
Add Prof Scientific and Technic WF



Additional Clinical Services WF

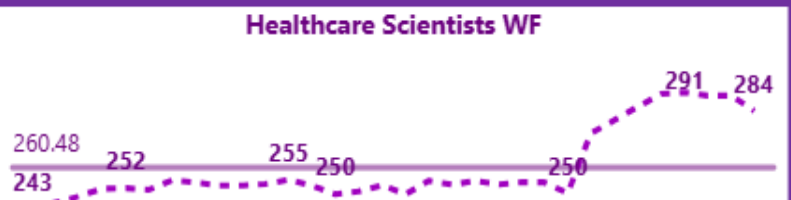


Administrative and Clerical WF

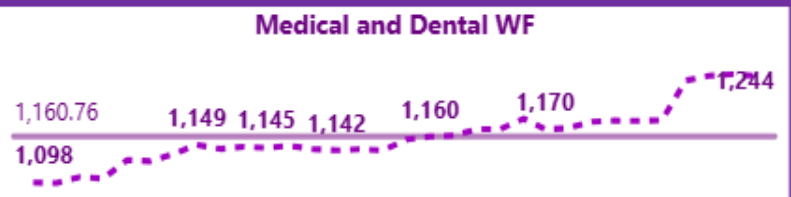


Allied Health Professionals WF

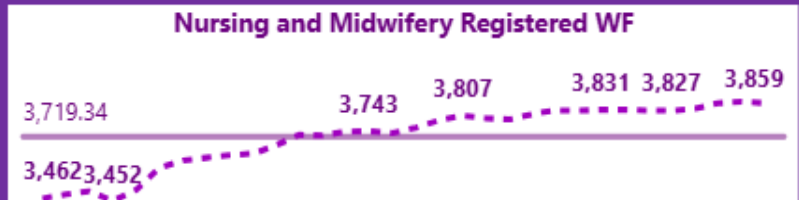
Healthcare Scientists WF



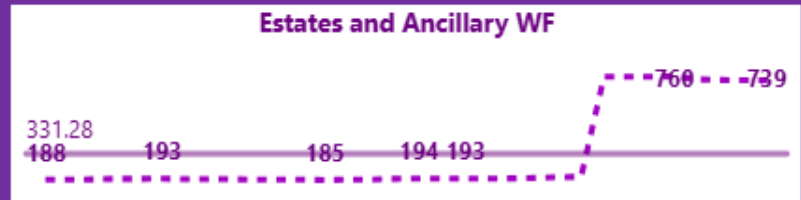
Medical and Dental WF



Nursing and Midwifery Registered WF



Estates and Ancillary WF

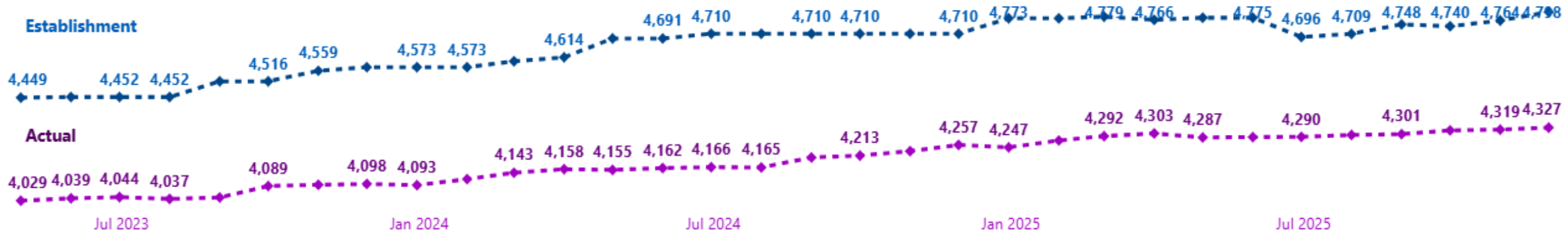


Our People (Workforce)

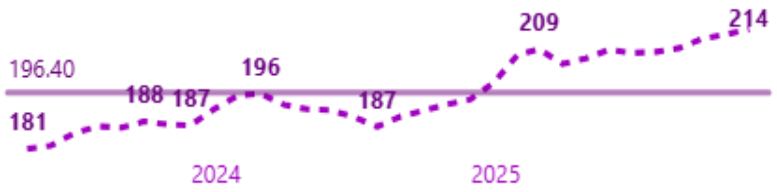
GHC Workforce

One Gloucestershire
Transforming Care, Transforming Communities

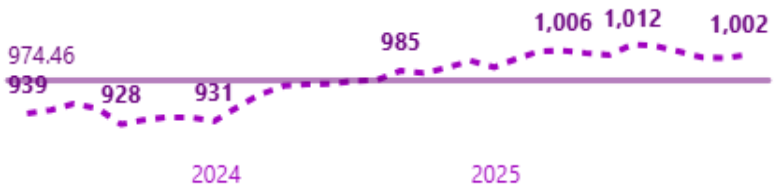
Establishment Vs Actual Workforce



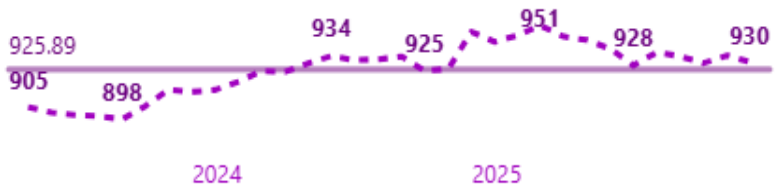
Add Prof Scientific and Technic WF



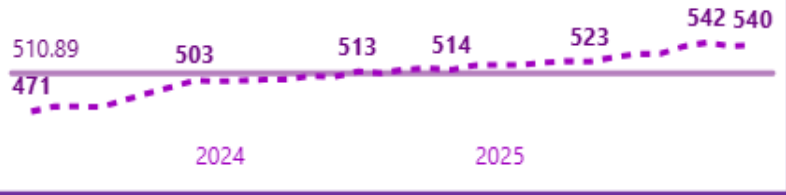
Additional Clinical Services WF



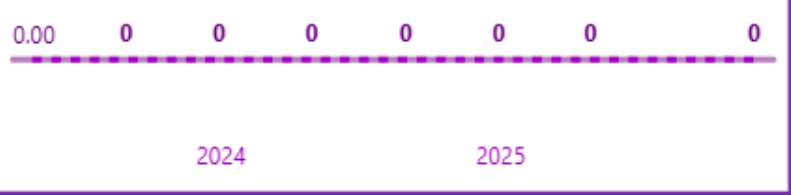
Administrative and Clerical WF



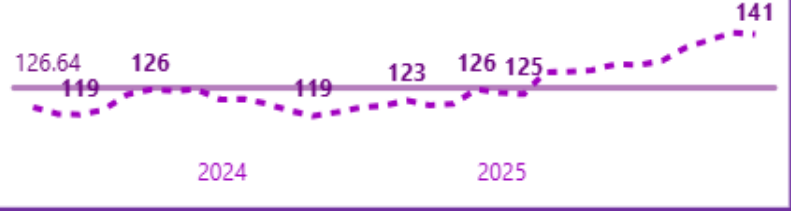
Allied Health Professionals WF



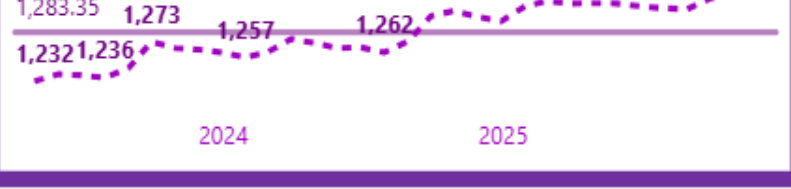
Healthcare Scientists WF



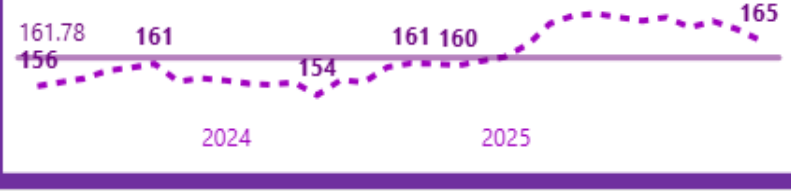
Medical and Dental WF



Nursing and Midwifery Registered WF



Estates and Ancillary WF

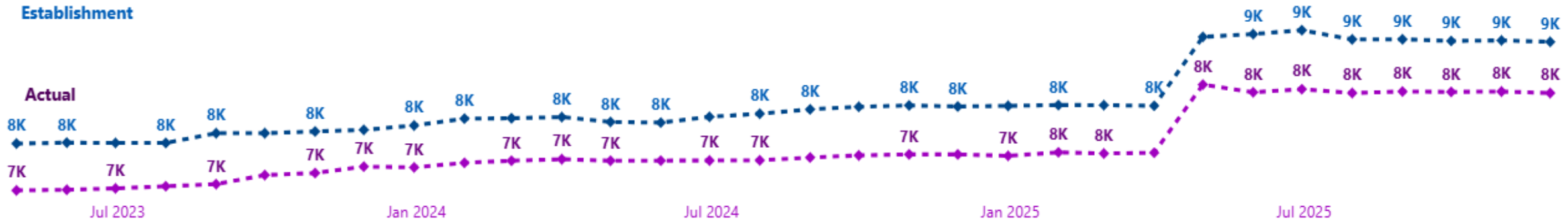


Our People (Workforce)

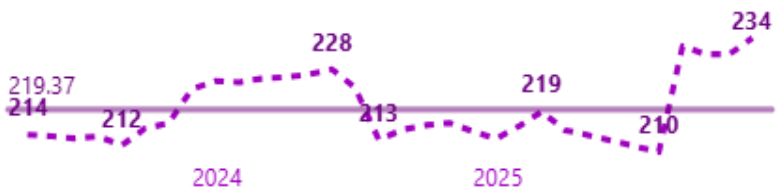
GHFT Workforce

One Gloucestershire
Transforming Care, Transforming Communities

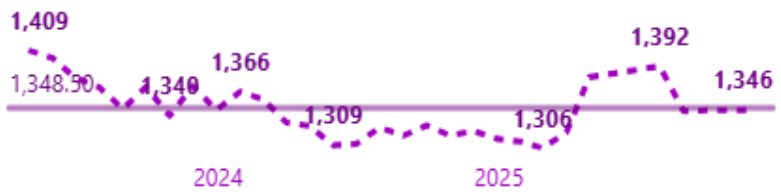
Establishment Vs Actual Workforce



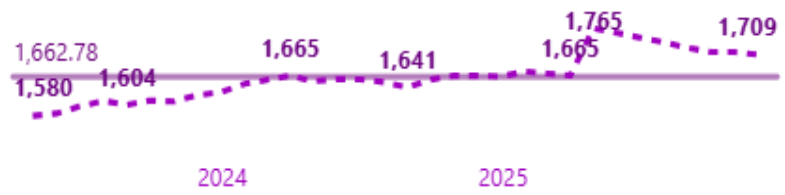
Add Prof Scientific and Technic WF



Additional Clinical Services WF



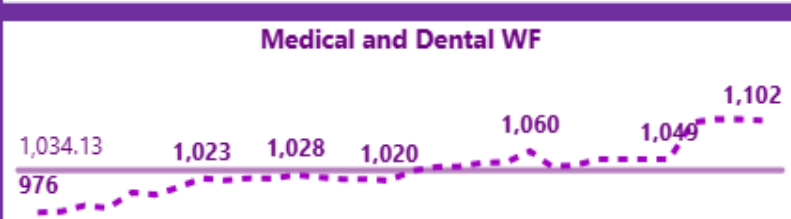
Administrative and Clerical WF



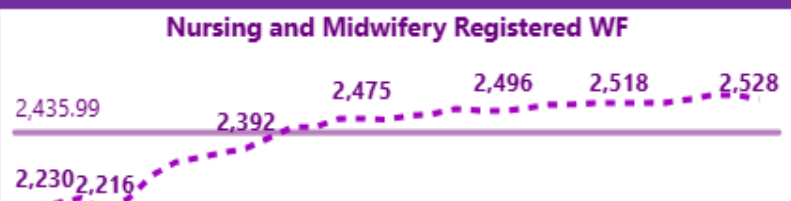
Allied Health Professionals WF

Healthcare Scientists WF

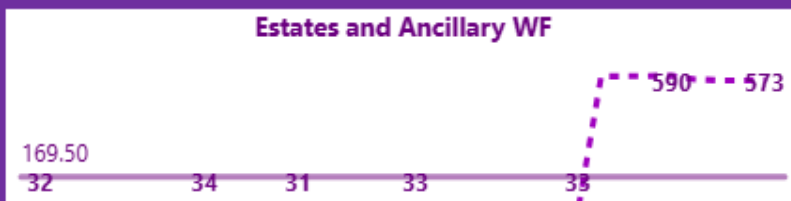
Medical and Dental WF



Nursing and Midwifery Registered WF



Estates and Ancillary WF



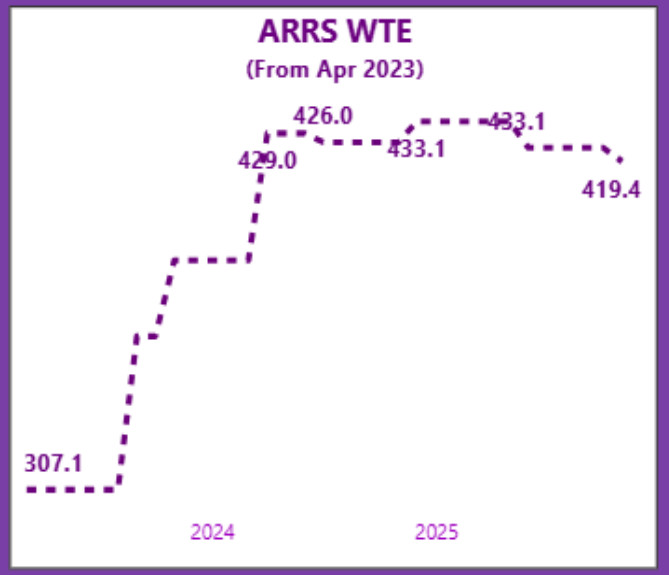
Our People (Workforce)

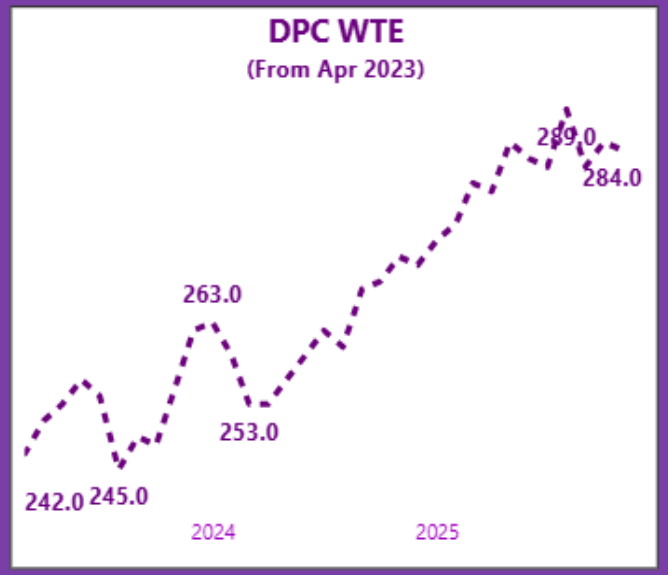
Primary Care Workforce

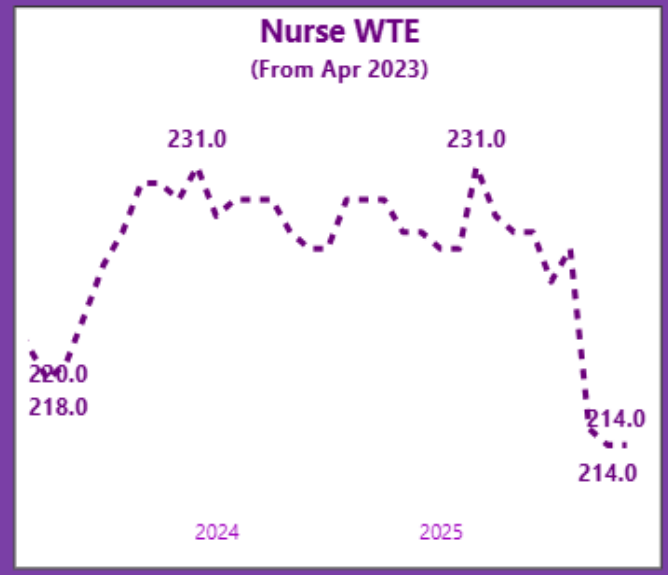
One Gloucestershire
Transforming Care, Transforming Communities

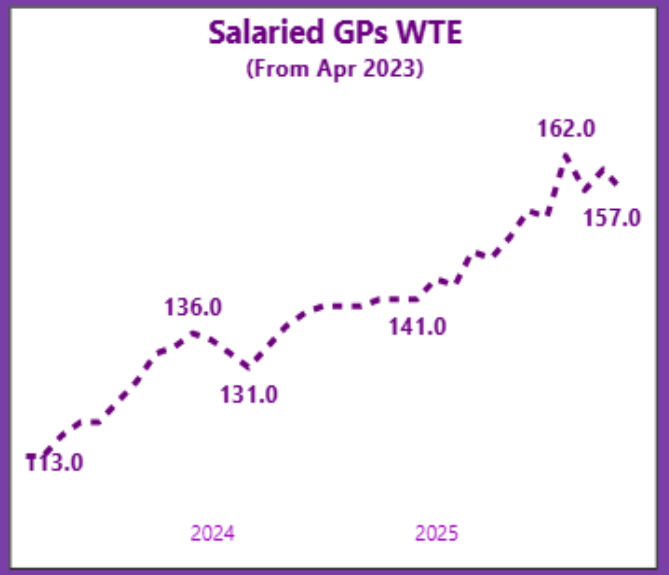
Disclaimer

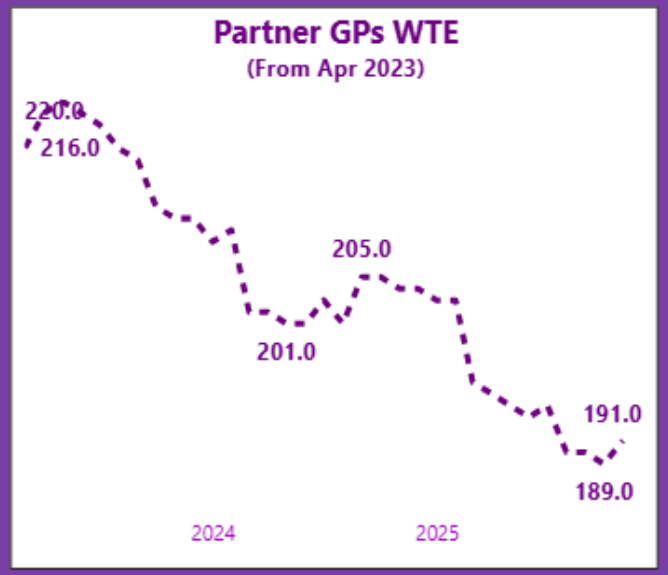
- For 25/26 this page has been expanded to include clinical staff on the Primary Care Performance and Quality Report
- All Qualified GPs includes Salaried and Partner GPs. It also includes GP retainers, regular GP locums and NHSE category "All regular GPs"
- The GP figures do not include flexible workforce, 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.

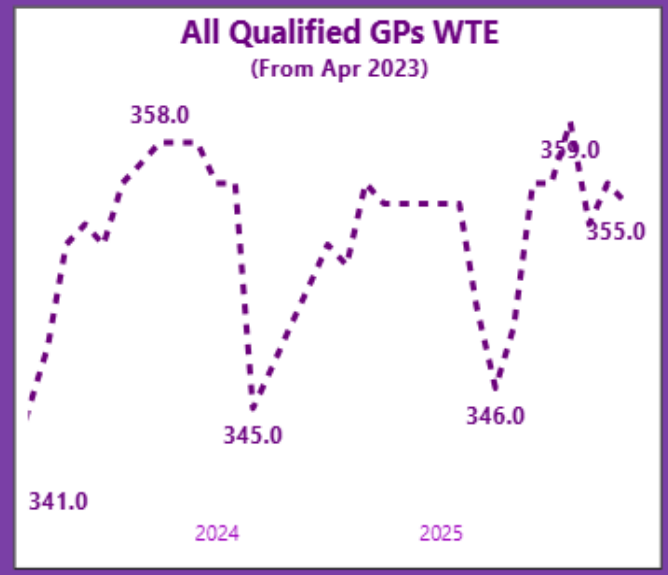












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NHS

Workforce Actuals vs Operational Plans

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

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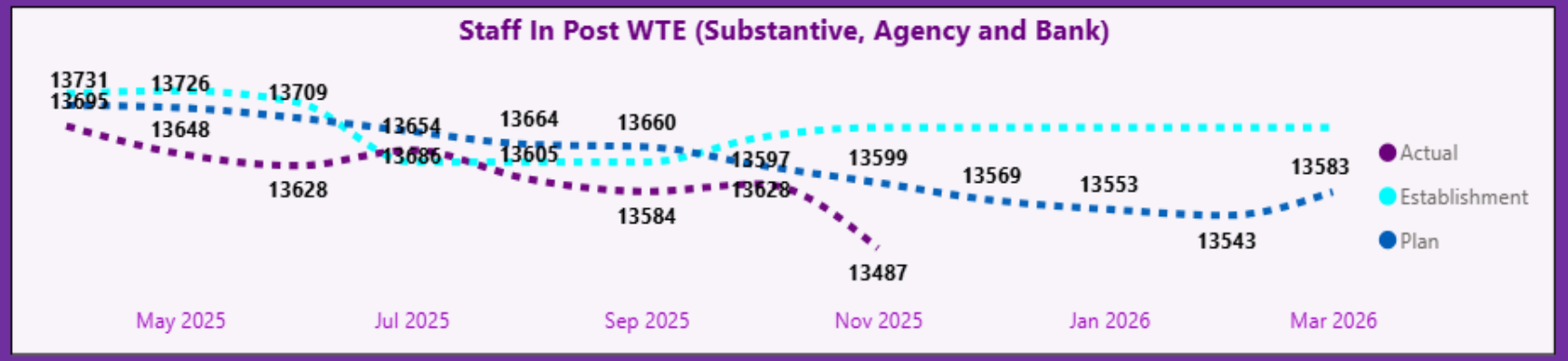
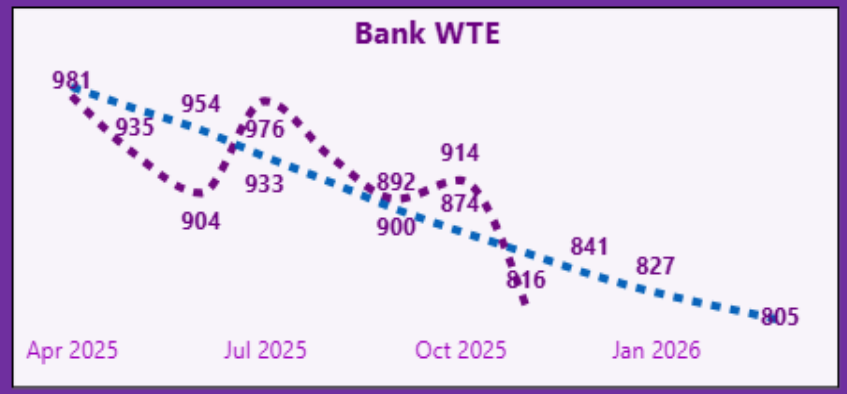
Transforming Care, Transforming Communities

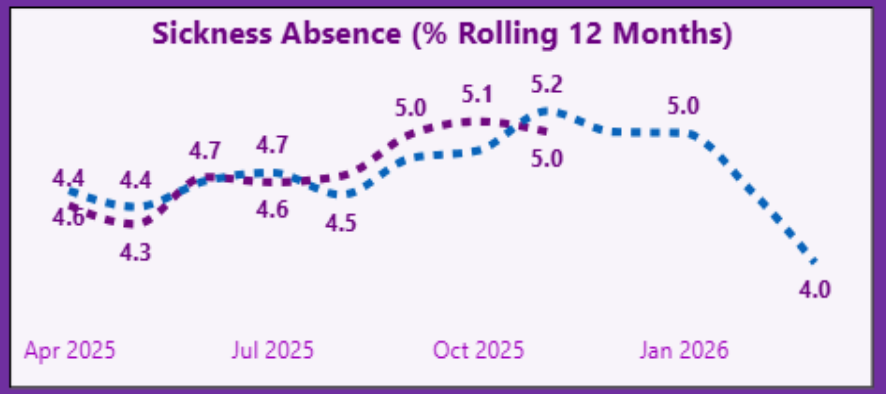
Our People (Workforce)

Staff in Post
13K✓
Plan: 13K (-67)
November 2025



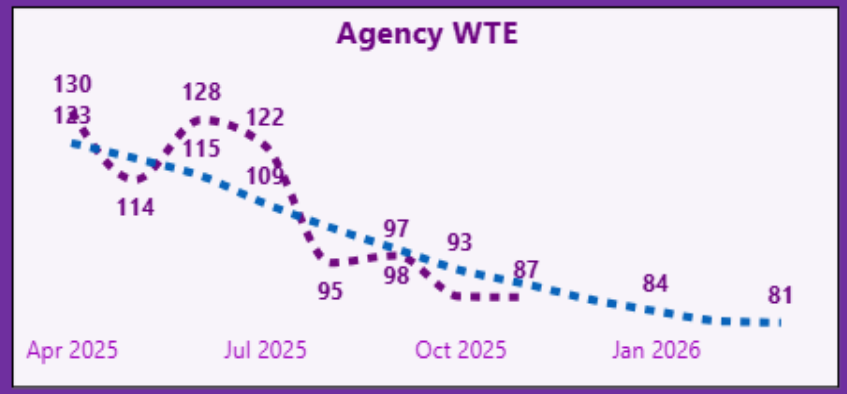
Bank
816✓
Plan: 858 (-42)
November 2025

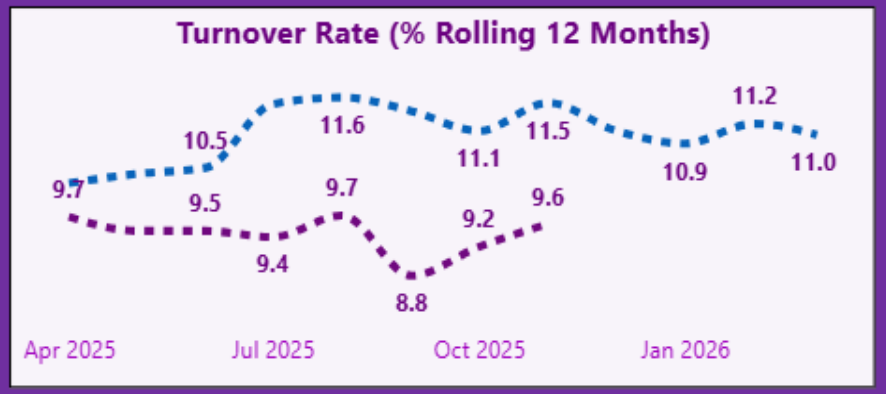




Sickness %
5.0✓
Plan: 5.2 (-0)
November 2025

Agency
87✓
Plan: 90 (-3)
November 2025





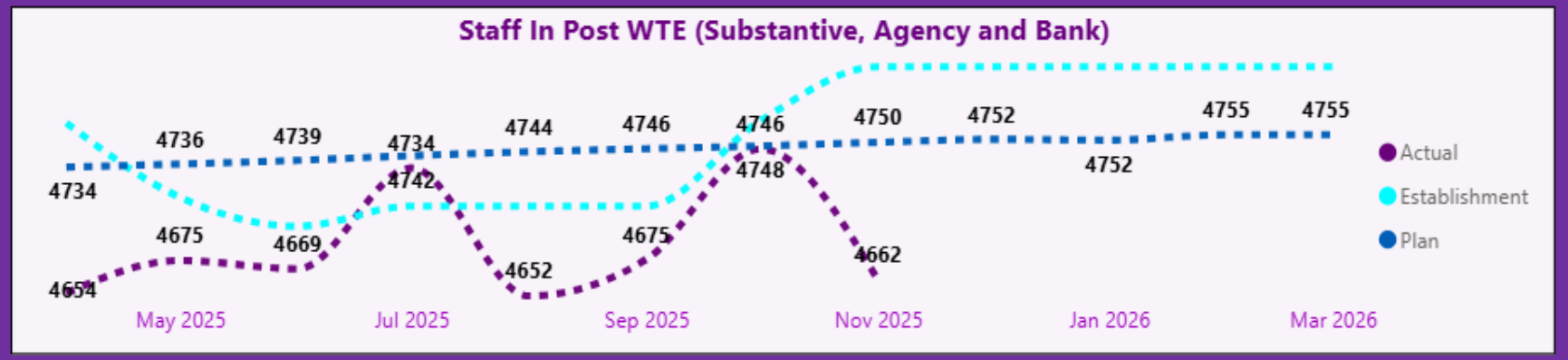
Turnover %
9.6✓
Plan: 11.5 (-2)
November 2025

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

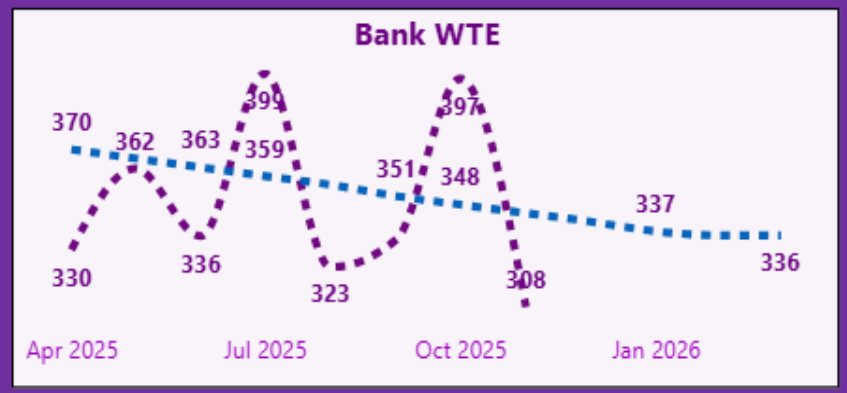
One Gloucestershire
Transforming Care, Transforming Communities

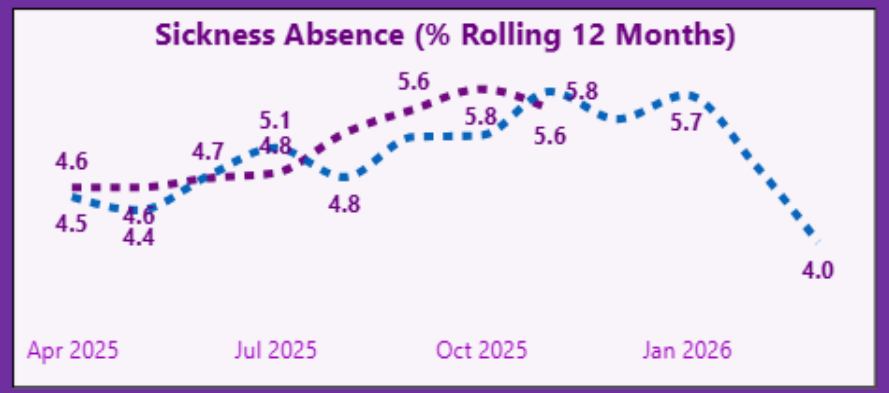
Our People (Workforce)

Staff in Post
4K✓
Plan: 4K (-34)
November 2025



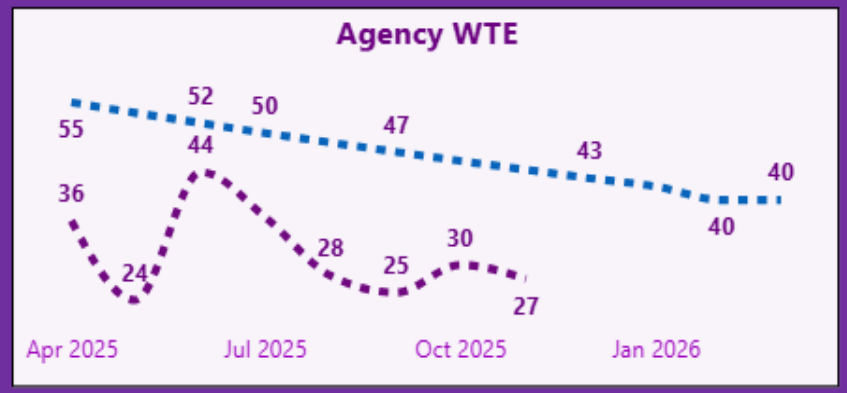
Bank
308✓
Plan: 345 (-37)
November 2025

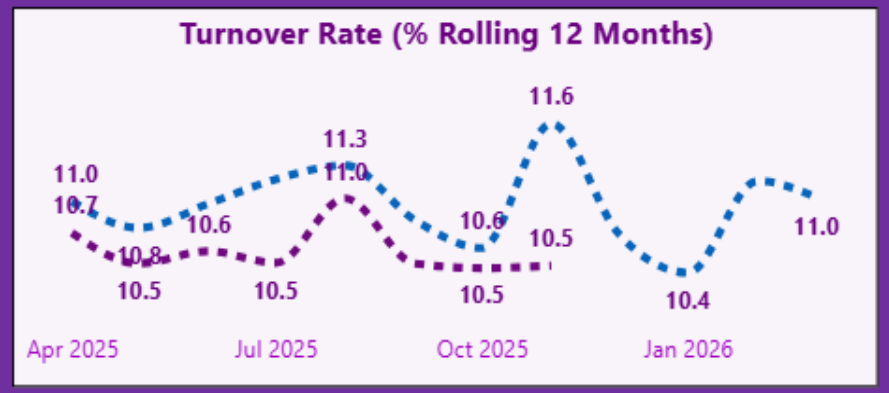




Sickness %
5.6✓
Plan: 5.8 (-0)
November 2025

Agency
27✓
Plan: 45 (-17)
November 2025





Turnover %
10.5✓
Plan: 11.6 (-1)
November 2025

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

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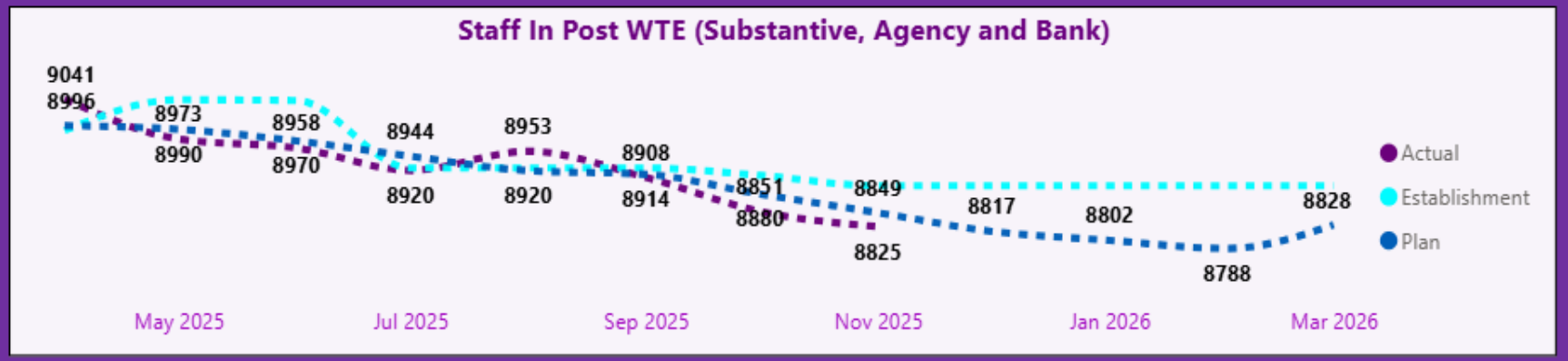
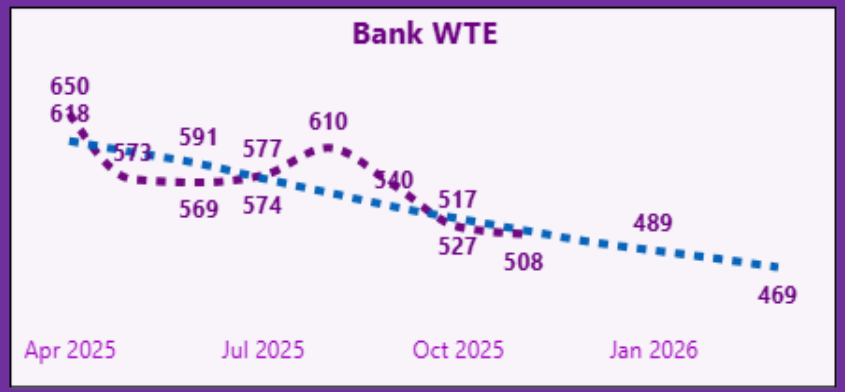
Transforming Care, Transforming Communities

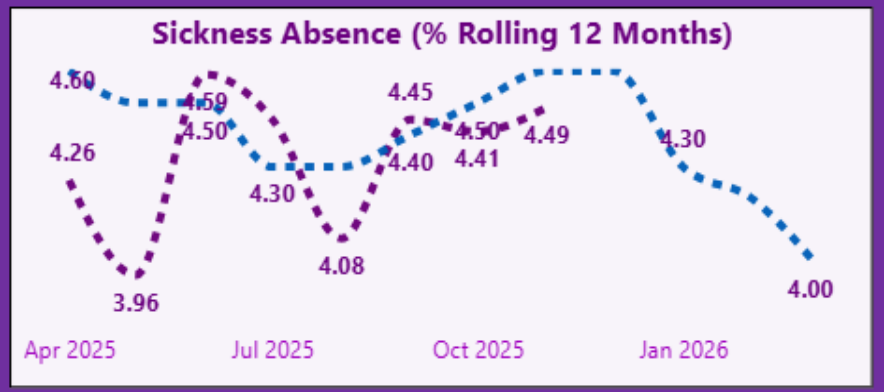
Our People (Workforce)

Staff in Post
8K✓
Plan: 8K (-33)
November 2025



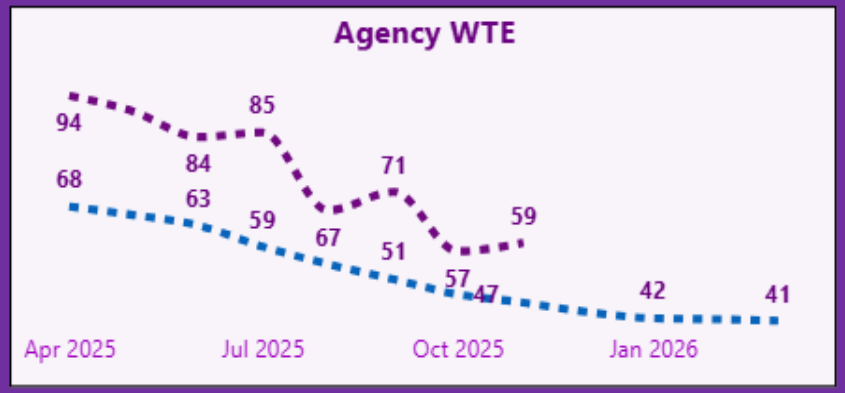
Bank
508✓
Plan: 513 (-5)
November 2025

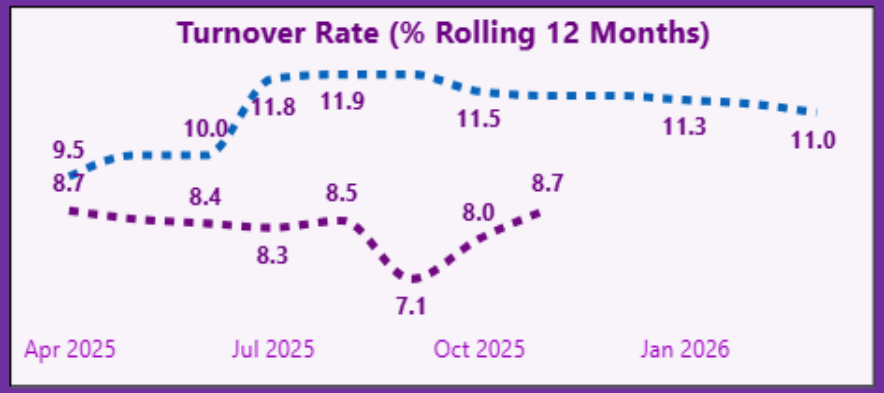




Sickness %
4.5✓
Plan: 4.6 (-0)
November 2025

Agency
59 !
Plan: 45 (+14)
November 2025





Turnover %
8.7✓
Plan: 11.4 (-3)
November 2025