

WAITING TIMES AND ACCESS TARGETS

Recommendation

The NHS Board is asked to note progress against the national targets as at the end of June 2010.

OVERVIEW OF TARGETS

This paper reports on progress across the single system towards achieving waiting time and other access targets set by the Scottish Government (commonly known as HEAT Targets).

Outpatient, Inpatient / Day Case and Diagnostics

Waiting times for outpatient appointments, inpatient and day case treatment and diagnostic tests have been falling over recent years as the Board has achieved successive Government targets. The current Government target is that, by December 2011, the total maximum journey time will be 18 weeks from referral to treatment. The Board has already achieved interim milestones of 12 weeks for a first outpatient appointment (March 2009) and a 9 week maximum wait for admission for inpatient and day case treatment (March 2010). In addition, the maximum wait of 4 weeks for eight key diagnostic tests was also achieved (March 2010).

Cataract Surgery

The maximum time from referral to completion of treatment for cataract surgery is 18 weeks.

Hip Surgery

The maximum time from admission following fracture to a specialist hip surgery unit for surgery is 24 hours for 98% of patients.

Accident and Emergency Waiting Times

The maximum length of time from arrival to admission, discharge or transfer is 4 hours for 98% of Accident and Emergency patients.

Cancer

In October 2008, the Scottish Government published Better Cancer Care – An Action Plan, where it announced it would:

- Extend the 62-day urgent referral to treatment target to include patients who had screened positive and all patients referred urgently with a suspicion of cancer (to be delivered by 2011)
- Introduce a new 31-day target for all patients diagnosed with cancer (no matter how they were referred) from decision to treat to first treatment (to be delivered by 2011)

The action plan set out the basis for the revised cancer waiting targets, as follows:

- 62-day target from receipt of referral to treatment for all cancers. This applies to each of the following groups:
 - any patient urgently referred with a suspicion of cancer by their primary care clinician (e.g. G.P. or Dentist)
 - any screened-positive patient who are referred through a national cancer screening programme (breast, colorectal or cervical)
 - any direct referral to hospital (e.g. self referral to A&E)
- 31-day target from decision to treat until first treatment for all cancers, no matter how patients are referred. For breast cancer, this replaces the existing 31-day diagnosis to treatment target

Chest Pain

Following the transfer of all interventional cardiology and cardiothoracic surgical services to the Golden Jubilee National Hospital, the Board is now only responsible for Rapid Access Chest Pain services, with a target waiting time of two weeks as part of the overall 16 week patient journey.

Delayed Discharge

No patient who is clinically ready for discharge should be delayed by more than 6 weeks.

Stroke

80% of fast track referrals to Stroke / TIA clinics to be seen within 14 days. 80% of stroke patients to have CT or MRI scan within 48 hours of admission (Quality Improvement Scotland standard). However, the Glasgow Managed Clinical Network has reviewed and changed the target for CT scanning from 48 hours to 24 hours as more clinically pertinent to stroke management.

PROGRESS AGAINST TARGETS

Outpatient Waiting Times

From April 2009 the Division has maintained the target of no patients waiting over 12 weeks.

As a milestone towards achieving the 18 weeks referral to treatment guarantee, the Division is now working towards meeting the next target of no patients waiting over 10 weeks by the end of December 2010. The number of patients waiting over 10 weeks at June 2010 is shown below. It should be noted however that this number is likely to rise, initially, due to the impact of unavailability over the summer period.

The following table shows current performance data:

Outpatients	Waiting Over 12 weeks			Waiting over 10 weeks
	April 2010	May 2010	June 2010	June 2010
Greater Glasgow & Clyde	0	0	0	1077
Yorkhill	0	0	0	21
Total	0	0	0	1098

Inpatient / Day Case Waiting Times

As a milestone towards achieving the 18 weeks referral to treatment guarantee, the Division met the target set for March 2010 of no patients waiting over 9 weeks for treatment as an inpatient / day case. This target has been maintained in April, May and June.

The Division is now working towards meeting the next target of no patients waiting over 8 weeks by the end of March 2011. The number of patients waiting over 8 weeks at June 2010 is shown below. It should be noted however that this number is likely to rise, initially, due to the impact of unavailability over the summer period.

The following table shows the current performance data:

Inpatients / Day Cases	Waiting Over 9 weeks			Waiting over 8 weeks
	April 2010	May 2010	June 2010	June 2010
Greater Glasgow & Clyde	0	0	0	83
Yorkhill	0	0	0	0
Total	0	0	0	83

Diagnostic Waiting Times

As a milestone towards achieving 18 weeks referral to treatment guarantee, the Division met the target set for March 2010 of no patients waiting over 4 weeks from referral to CT scan, MRI scan, non-obstetric ultrasound, barium studies, upper endoscopy, lower endoscopy, colonoscopy and cystoscopy, and this has been maintained in April, May and June.

The Division is now working towards meeting the next target of no patients waiting over 3 weeks from referral to scan by the end of March 2011.

The number of patients waiting over 3 weeks at June 2010 is shown below. It should be noted however that this number is likely to rise, initially, due to the impact of unavailability over the summer period.

The following table shows the current performance data:

Investigation	April 2010 Total number of patients waiting over 4 weeks	May 2010 Total number of patients waiting over 4 weeks	June 2010 Total number of patients waiting over 4 weeks	June 2010 Total number of patients waiting over 3 weeks
CT	0	0	0	85
MRI	0	0	0	185
Non Obstetric Ultrasound	0	0	0	28
Barium studies	0	0	0	8
Upper Endoscopy	0	0	0	35
Lower Endoscopy	0	0	0	21
Colonoscopy	0	0	0	82
Cystoscopy	0	0	0	24

Meeting the out patient, in patient and daycase, and diagnostic waiting times targets will be a significant challenge and key to ensuring that the Division is able to meet the 18 week referral to treatment guarantee by December 2011.

Cataract Targets

The maximum time from referral to completion of treatment for cataract surgery is 18 weeks. This target was achieved in December 2007 and has been maintained since that date.

Hip Fracture

The target is to operate on 98% of all hip fracture patients within 24 hours of admission to an orthopaedic unit, subject to medical fitness and during safe operating hours (8am - 8pm, 7 days a week).

Hip Fracture to Surgery within 24 hours	Apr 2010	May 2010	June 2010
Greater Glasgow & Clyde	100%	100%	100%

NHS Greater Glasgow & Clyde continues to meet this target.

Accident & Emergency 4 Hour Wait

The table on the following page details full month unscheduled care performance by site for the months of April to June 2010. Performance against the 4 hour waiting time target has improved from compliance figures of 95% and 96% earlier in the year.

Work continues to restore the Board's performance to the 98% level.

Site	April 2010	May 2010	June 2010
Western Infirmary	97%	96%	97%
Glasgow Royal Infirmary	95%	95%	96%
Stobhill Hospital	99%	98%	100%
RHSC	98%	98%	98%
Southern General Hospital	96%	97%	96%
Victoria Infirmary	96%	98%	97%
Royal Alexandra Hospital	96%	95%	97%
Inverclyde Royal Hospital	97%	98%	97%
Vale of Leven Hospital	99%	99%	99%
Board Average	97%	97%	97%

Table: A&E 4 hr wait (April 2010 - June 2010)

Uptake at the minor injuries units continues to increase as a percentage of overall activity at Stobhill Hospital and the Victoria Infirmary. We have also re-configured admission pathways for some GP referred patients at Stobhill Hospital, Glasgow Royal Infirmary and the Western Infirmary and we are expecting to see benefits from these changes in terms of quicker turnaround of patients in these A&E Departments.

Cancer Waiting Times

The table below demonstrates the current (unvalidated) performance for NHSGG&C for the period April to June 2010. This data is provisional and may be subject to change following the data validation process undertaken by ISD Scotland.

	62 day target	31 day target
Cancer Type	%	%
Breast	96.7%	97.0%
Colorectal	96.3%	97.6%
Head & Neck	96.2%	97.5%
Lung	93.8%	97.8%
Lymphoma	100.0%	100.0%
Melanoma	100.0%	98.8%
Ovarian	100.0%	100.0%
Upper GI	92.3%	100.0%
Urology	97.1%	94.0%
All Cancers	95.7%	97.3%

Table: Cancer waiting times (quarter 2 April 2010 - June 2010)

The quarter 1 (January 2010 - March 2010) position, reported to the Board in June, remains unvalidated at 96.3% (62 day target) and 97% (31 day target).

The last ISD validated position, quarter 4 (October 2009 - December 2009), was 96.6%, this being the fifth quarter in a row that the target (95%) was exceeded.

Chest Pain

The maximum wait from GP referral through a rapid access chest pain clinic, or equivalent, to cardiac intervention is 16 weeks. The Board is now only responsible for Rapid Access Chest Pain services, with a target waiting time of two weeks as part of the overall 16 week patient journey.

The Board continued to meet this target in May and June 2010.

Delayed Discharge

The Board is required to maintain a performance standard of no patients waiting over 6 weeks for discharge. There continue to be individual circumstances where, due to case complexity, arrangements were not completed in accordance with the standard.

	May 2009	June 2009		May 2010	June 2010
	Patients Waiting Over 6 Weeks			Patients Waiting Over 6 Weeks	
E Dun				1	
W Dun					2
Glasgow	4	15		6	4
North	1	1			1
East		1			
West	1	3		2	1
South East	1	7		1	2
South West	1	3		3	
I'Clyde		1			
N Lan		1			
S Lan	3				
E Ren					
Renfrewshire		5		1	1
Other				1	1
Total	7	22		9	8

Stroke

The following standards are monitored for stroke services across the Board area.

Target	80% of fast track referrals to Stroke / TIA clinics within 14 days	80% of Stroke patients CT or MRI scan within 24 hours of admission
May 2010		
GG&C	96%	84%
June 2010		
GG&C	97%	82%

Work is ongoing to redesign out-patient services towards a position of all referrals being seen within 7 days and the effect of this can be seen in the reducing waiting times for a first appointment. The scanning target is now also being delivered consistently across the Board area.

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