

NHS Constitution for England - January 2019 Definitions - selected Rights and Pledges from the "Access to Health Services" and "Quality of Care and Environment" and "Respect, Consent and Confidentiality" sections

Rights and Pledges from above named NHS Constitution Sections		QTR 1			QTR 2			QTR 3			QTR 4			Target	Year to Date
		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19		
"You have the right to access certain services commissioned by NHS bodies within maximum waiting times, or for the NHS to take all reasonable steps to offer you a range of suitable alternative providers if this is not possible. The waiting times are described in the Handbook to the NHS Constitution." (Section 3a of the NHS Constitution)	% consultant-led treatment within a maximum of 18 weeks from referral for non-urgent conditions	92.7%	92.8%	92.6%	93.0%	93.3%	93.8%	94.3%	93.9%	93.0%	93.1%	92.9%	92.8%	92%	93.2%
	% patients seen within two weeks for an urgent GP referral for suspected cancer	94.3%	95.0%	93.6%	92.4%	94.4%	95.5%	95.0%	95.8%	95.1%	93.4%	95.1%	95.6%	93%	94.6%
"The NHS commits to provide convenient, easy access to services within the waiting times set out in this Handbook to the NHS Constitution." (Section 3a of the NHS Constitution)	% of patients seen within 2 weeks for an urgent referral for breast symptoms	88.4%	85.4%	93.1%	87.5%	92.6%	93.5%	96.8%	92.2%	94.1%	96.5%	100.0%	89.6%	93%	92.4%
	% of patients receiving definitive treatment within 1 month of a cancer diagnosis	97.9%	98.3%	96.5%	96.1%	98.0%	93.5%	92.5%	97.9%	97.8%	100.0%	96.6%	95.5%	96%	96.8%
	% of patients receiving subsequent treatment for cancer within 31 days (Surgery)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	93.3%	100.0%	94%	98.0%
	% of patients receiving subsequent treatment for cancer within 31 days (Radiotherapy Treatments)	100.0%	97.1%	96.6%	100.0%	96.8%	92.9%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	98%	98.4%
	% of patients receiving subsequent treatment for cancer within 31 days (Drug Treatments)	100.0%	95.5%	100.0%	97.4%	100.0%	96.0%	100.0%	97.1%	100.0%	93.5%	100.0%	95.5%	98%	97.7%
	% of patients receiving 1st definitive treatment for cancer within 2 months (62 days)	89.6%	81.0%	94.2%	82.9%	80.4%	80.0%	81.0%	87.8%	80.9%	94.9%	81.8%	82.9%	85%	85.2%
	% of patients receiving treatment for cancer within 62 days from an NHS Cancer Screening Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	90.5%	100.0%	100.0%	90%	95.3%
	% of patients receiving treatment for cancer within 62 days upgrade their priority	100.0%	75.0%	90.0%	100.0%	85.7%	83.3%	85.7%	72.7%	100.0%	77.8%	75.0%	100.0%	-	87.5%
	% spending a maximum four-hour wait in A&E from arrival to admission, transfer or discharge (Warrington & Halton Hospitals NHS Foundation Trust)	84.4%	89.4%	89.5%	88.7%	85.3%	82.1%	82.0%	80.3%	76.4%	74.3%	75.8%	79.4%	95%	82.5%
	% of patients waiting 6 weeks or more for a diagnostic test	1.55%	1.80%	2.09%	2.68%	0.87%	0.28%	0.49%	0.20%	0.68%	0.58%	0.26%	0.24%	<1%	0.94%
	% of patients on Care Programme Approach (CPA) discharged from inpatient care who are followed up within 7 days	100.0%			96.0%			97.0%			98.3%			95%	97.8%
	% of patients not treated within 28 days of last minute elective cancellation	26.8%			2.2%			3.2%			8.9%			-	9.3%
	All ambulance trusts must respond to Category 1 calls in 7 minutes on average	00:07:32	00:08:02	00:07:40	00:07:58	00:08:04	00:07:59	00:08:04	00:08:41	00:07:37	00:08:35	00:08:20	00:07:28	00:07:00	00:08:00
	All ambulance trusts must respond to 90% of Category 1 calls in 15 minutes	00:13:52	00:14:26	00:12:17	00:13:42	00:15:22	00:13:42	00:13:55	00:14:18	00:12:06	00:13:36	00:13:54	00:12:04	00:15:00	00:13:36
	All ambulance trusts must respond to Category 2 calls in 18 minutes on average	00:22:34	00:26:25	00:25:11	00:25:00	00:23:04	00:22:12	00:19:54	00:19:55	00:22:21	00:24:53	00:22:50	00:20:32	00:18:00	00:22:54
	All ambulance trusts must respond to 90% of Category 2 calls in 40 minutes	00:47:27	00:57:48	00:54:06	00:50:59	00:47:57	00:48:42	00:41:48	00:39:17	00:47:51	00:51:57	00:45:17	00:43:49	00:40:00	00:48:05
	All ambulance trusts must respond to 90% of Category 3 calls in 120 minutes (2 hours)	01:50:03	02:32:27	02:50:35	02:37:30	02:13:43	02:37:38	01:43:11	02:16:18	02:44:07	02:45:17	02:30:23	02:13:03	02:00:00	02:24:31
	All ambulance trusts must respond to 90% of Category 4 calls in 180 minutes (3 hours)	03:02:43	02:59:27	03:14:02	03:33:26	02:50:01	03:41:10	03:20:31	02:52:41	03:02:51	03:51:12	03:51:24	03:38:46	03:00:00	03:19:51
	% people referred to improving access to psychological therapies (IAPT) programmes beginning treatment within 6 weeks of referral	99.6%	99.1%	100.0%	99.1%	100.0%	99.2%	99.2%	100.0%	99.5%	99.6%	100.0%	100.0%	75%	99.61%
% people referred to improving access to psychological therapies (IAPT) programmes beginning treatment within 18 weeks of referral	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95%	100%	
% people experiencing 1st episode of psychosis starting treatment within 2 weeks of referral (source - interim NHS Digital report)	66.7%	100.0%	100.0%	66.7%	100.0%	80.0%	60.0%	100.0%	50.0%	100.0%	100.0%	100.0%	53%	85.3%	
"The NHS commits that if you are admitted to hospital, you will not have to share sleeping accommodation with patients of the opposite sex, except where appropriate, in line with details set out in this Handbook to the NHS Constitution."	2	2	6	6	16	10	16	4	5	7	2	3	-	79	