



Meeting Date	23rd August 2022	Agenda Item	3.2
Report Title	NHS Wales Performance Framework Overview 2022-23		
Report Author	Meghann Protheroe, Head of Health Board Performance		
Report Sponsor	Darren Griffiths, Director of Finance and Performance		
Presented by	Darren Griffiths, Director of Finance and Performance		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to inform the Performance and Finance Committee of the changes that are required to the Health Board's performance reporting arrangements in order to align with the 2022/23 NHS Wales Performance Framework.		
Key Issues	<p>The key issues set out in this report are: -</p> <p>The previous NHS Wales National Delivery Framework has now been renamed as the NHS Wales Performance Framework. The updated document includes the previously reported ministerial priority measures, along with general changes to reflect the new priorities for Healthcare in Wales going forward.</p> <p>A total of twenty measures currently reported by the Health Board have been removed from the 2022/23 Performance Framework, with an additional thirty-two measures being added, therefore prompting a review of the Health Board current performance reporting arrangements to ensure it aligns with the updated Framework.</p> <p>The reporting review has included the: -</p> <ul style="list-style-type: none"> • twice-weekly performance reports • monthly Unit level performance statements; and • the monthly Integrated Performance Report. <p>This review process is a routine annual governance process carried out by the performance team to ensure that the Health Board is fully sighted on the measures set out in the Performance Framework.</p>		
Specific Action Required	Information	Discussion	Assurance
	✓		✓
Recommendations	<p>The Performance and Finance Committee is asked to:</p> <ul style="list-style-type: none"> • NOTE the changes to reporting arrangements set out in this report to ensure alignment of Health Board reporting process with the NHS Wales Performance Framework 2022/23 		

	<ul style="list-style-type: none"> • NOTE the continued method of reporting for the rest of the 2022/23 financial year using national measures outlined in the Performance Framework • NOTE the continued use of Ministerial priority measure trajectories for future performance management
Appendices	<ul style="list-style-type: none"> • Appendix 1- 2022/23 NHS Wales Performance Framework • Appendix 2- Summary of measures removed from 2021/22 Delivery Framework • Appendix 3 - Summary of revisions for 2021/22 • Appendix 4 - Operational Measures for 2022/23

FULL REVIEW OF PERFORMANCE REPORTING IN LINE WITH 2022/23 NHS WALES PERFORMANCE FRAMEWORK

1. INTRODUCTION

The release of the 2022/23 NHS Wales Performance Framework prompted a review of the measures currently reported internally via the performance statements and externally through the Integrated Performance Report and Quality & Safety Performance Report.

This review process is a routine annual governance process carried out by the performance team to ensure that the Health Board is fully sighted on the measures set out in the Delivery Framework.

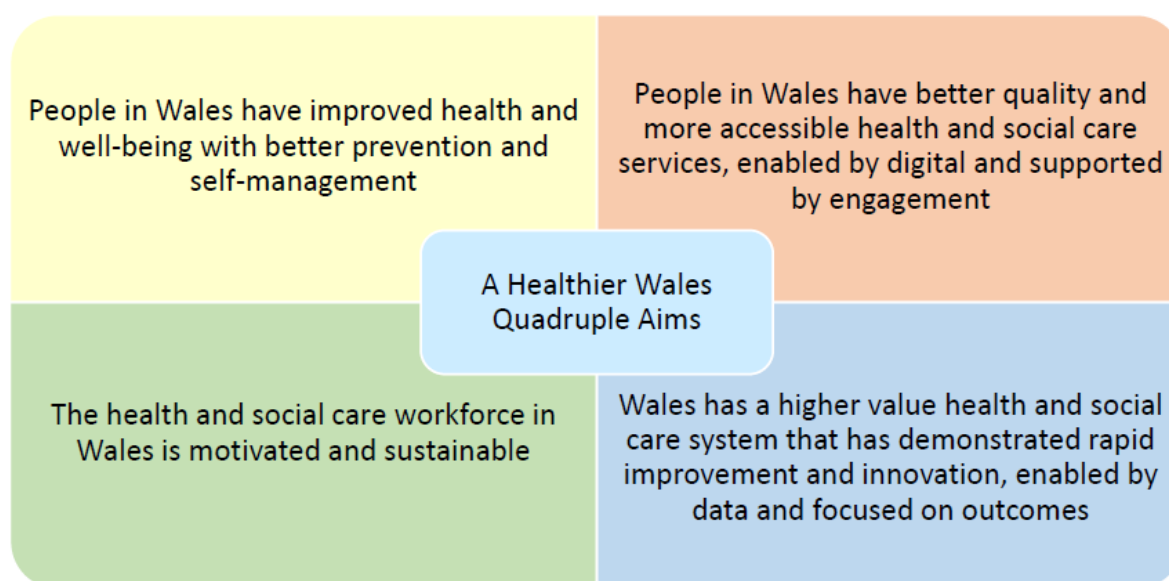
Welsh Government has made several alterations to the Performance measures within the framework following the recently published Ministerial priorities, resulting in the need to review the Health Board's performance reporting arrangements to ensure alignment between local reporting and nationally mandated measures.

The updated framework has continued to map the national measures to the quadrants of harm set out in the NHS Wales COVID-19 Operating Framework. In order to continue to provide assurance of the Health Board's management of harm, the harm quadrants will be the golden thread running through the performance reports.

2. BACKGROUND

Traditionally the measures in the Delivery Framework are arranged into seven domains (Staying Healthy, Safe Care, Effective Care, Dignified Care, Timely Care, Individual Care, Our Staff & Resources). However, the structure of the framework was changed in 2020/21 and the measures are now modelled on the quadruple aims from A Healthier Wales.

The quadruple aims are:



The NHS Performance Framework for 2022-2023 is an interim framework whilst further work is undertaken to identify outcome focused measures that deliver the priorities outlined in the NHS Planning Framework and the Health and Social Care Outcomes Framework. As the Outcomes Framework for Health and Social Care is a recommendation of A Healthier Wales: Long Term Plan for Health and Social Care, all of the measures in the NHS Performance Framework for 2022-2023 have been mapped to A Healthier Wales' quadruple aims.

The NHS Wales Delivery Framework (now the Performance Framework) was developed prior to the COVID19 pandemic and whilst it is acknowledged that the Health Board needs to continue to report against the national measures, the pandemic has altered the way in which Welsh Government performance manages Welsh health organisations in the short term. Welsh Government recognises that it is not appropriate to hold Health Board's to account against the national measures whilst there are significant operational pressures in dealing with the immediate response to the outbreak. However, it is important to ensure that the Board and its sub-committees do not lose sight of how the Health Board is performing against the national measures. Therefore, it is proposed that reporting against the national measures will continue but that measuring harm as a result of COVID19 becomes the focus of the reports. Reporting against the national measures will focus on the four harms illustrated in the following diagram.

Harm from Covid itself	Harm from overwhelmed NHS and social care system
Harm from reduction in non-Covid activity	Harm from wider societal actions/lockdown

To ensure that measuring harm is a consistent thread running through future performance reports, all of the Health Board's performance reports will continue to be aligned with the quadrants of harm. To support this thinking, an exercise has been undertaken to map all of the national measures to the harm quadrants. It is acknowledged that the measures may be applicable to more than one quadrant however, for ease of reporting each measure will only feature in one quadrant.

It is recognised that mapping of the national measures to the quadrants does not go far enough in providing assurance of the Health Board's monitoring and management of harm. Therefore, the Health Board maintains a set of additional local measures. A further review is required on the suit of local measures currently reported at Health Board level, which will take place in the near future following the inclusion of the updated NHS Wales Performance Framework measures.

It is envisioned that by structuring the reports in accordance with the harm quadrants, reporting all of the national measures, plus the additional local measures the Health Board will have a performance reporting framework that improves visibility of harm management whilst also maintaining an overview against the national measures.

3. 2022/23 PERFORMANCE FRAMEWORK UPDATES

There are 84 measures in the 2022/23 NHS Performance Framework, of which 32 are new measures, 9 are revised measures and 25 were removed from the previous version of the NHS Delivery Framework (2021/22).

The Framework includes 64 Ministerial priority Measures, of which 12 require formal recovery trajectories which have been previously submitted to Welsh Government. A table outlining the split between qualitative and quantitative measures can be seen below, with specific reference to the number of ministerial measures in each category.

	Qualitative Measures	Quantitative Measures
Ministerial Priorities (Require Recovery Trajectories)	0	12
Ministerial Priorities (No required trajectories)	9	43
Standard Performance Measures	0	20
Total no. measures reported	9	75

3.1 Qualitative measures

Within the 84, there are 9 measures in the framework that do not have established data flows, 5 of which are new additions. As a result, self-assessment reporting templates have been developed for the following measures which will be submitted directly to Welsh Government in accordance with reporting frequency allocated to each measure. These are: -

- Qualitative report detailing progress against the Health Boards' plans to deliver the NHS Wales Weight Management Pathway
- Achievements made towards the implementation of Help Me Quit in Hospital smoking cessation services and to reduce smoking during pregnancy
- Qualitative report detailing progress against the Health Boards' plans to deliver a Same Day Emergency Care Service (12 hours a day, 7 days a week) across all acute sites
- Qualitative report detailing progress to develop a whole school approach to CAMHS in reach services
- Qualitative report detailing progress to improve dementia care (providing evidence of learning and development in line with the Good Work – Dementia Learning and Development Framework) and increasing access to timely diagnosis
- Qualitative report detailing progress against the priority areas to improve the lives of people with learning disabilities
- Qualitative report detailing the progress of NHS Wales' contribution to decarbonisation as outlined in the organisation's plan
- Qualitative report detailing evidence of NHS Wales advancing its understanding and role within the foundational economy via the delivery of the Foundational Economy in Health and Social Services 2021-22 Programme

- Report detailing evidence of NHS Wales embedding Value Based Health and Care within organisational strategic plans and decision making processes

The completion of the qualitative templates will be facilitated by the Health Board performance team; however, Health Board leads will be required to complete the templates.

There have been minor revisions to two of the qualitative measures for 2022/23, all of which can be seen in the attached templates in the updated framework document.

3.2 Quantitative measures

Excluding the measures that require submission of a self-assessment template, the Health Board now has 75 quantitative national measures to report performance against, compared with 67 in 2021/22.

Within the 75 Quantitative measures, 64 of those are ministerial priority measures.

In total, 20 measures have been removed from the previous version of the NHS Wales Delivery Framework (which can be found in **Appendix 2**). The decision to remove them from the Framework was made following advice from Welsh Government's policy leads. The main reasons for removing these measures include: the quality of the data is not robust enough; the measure is no longer applicable due to changes in service delivery; the measure is operationalised through an alternative reporting mechanism or; an alternative measure has been identified.

New measures for 2022/23:

25 of the 75 quantitative performance measures are new in the 2022/23 framework and can be seen below;

- Percentage of adults losing clinically significant weight loss (5% or 10% of their body weight) through the All Wales Weight Management Pathway.
- Percentage of adults (ages 16+) reporting that they currently smoke either daily or occasionally
- Percentage of patients (aged 12yrs and over) with diabetes who received all eight NICE recommended processes
- Percentage of patients (aged 12yrs and over) with diabetes achieving all three treatment targets in the preceding 15 months
- Percentage uptake of autumn 2022 booster dose of the COVID-19 vaccinations in all eligible Wales residents by health board
- Number of Urgent Primary Care Centres (UPCC) established in each Health Board footprint (i.e., both UPCC models)
- Number of new patients (children under 18yrs) accessing NHS dental services
- Number of new patients (adults over 18yrs) accessing NHS dental services
- Number of existing patients accessing NHS dental services
- Percentage of total conveyances taken to a service other than a type one emergency department
- Number of people admitted as an emergency who remain in an acute or community hospital over 21 days since admission

- Percentage of total emergency bed days accrued by people with a length of stay over 21 days
- Percentage of people assigned a D2RA pathway within 48 hours of admission
- Percentage of people leaving hospital on a D2RA pathway
- Number of pathways waiting over 8 weeks for a diagnostic endoscopy
- Number of patients waiting over 52 weeks for a new outpatient appointment
- Number of patients waiting more than 104 weeks for referral to treatment
- Percentage of service users (adults aged 18 years and over) admitted to a psychiatric hospital who have not received a gate keeping assessment by the CRHTS that have received a follow up assessment by the CRHTS within 24 hours of admission
- Percentage of confirmed COVID-19 cases within hospital which had a definite hospital onset of COVID-19
- Percentage of confirmed COVID-19 cases within hospital which had a probable hospital onset of COVID-19
- Percentage of confirmed COVID-19 cases within hospital which had a probable hospital onset of COVID-19
- Percentage of staff who have recorded their Welsh language skills on ESR who have Welsh language listening/speaking skills level 2 (foundation level) and above
- Emissions reported in line with the Welsh Public Sector Net Zero Carbon Reporting Approach
- Number of risk assessments completed on the Welsh Nursing Clinical Record by Health Board/Trust
- Number of wards using the Welsh Nursing Clinical Record by Health Board/Trust

Revised Measures for 2022/23

Since the publication of last year's NHS Delivery Framework, a number of the existing delivery measures have been revised for 2022-2023. The main reasons for these revisions are to reflect changes in delivery targets to promote and encourage continuous improvement and; to capture changes in data information sources.

A full summary of these revisions can be found in **Appendix 3**.

Operational Measures for 2022/23

A separate list of 8 Operational measures have also been included within the NHS Wales Performance Framework, however these measures are not included as part of the 84 Framework measures and will therefore be monitored separately as part of the Health Board local measures.

A full list of the Operational measures can be found in **Appendix 4**.

4. GOVERNANCE ISSUES AND RISKS

There are no direct governance risks arising from the production of this report, however appropriate updates will be made to Health Board reporting mechanisms to represent the changes within the new 2022/23 All Wales Performance Framework.

5. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from the production of this report.

6. RECOMMENDATIONS

The Performance and Finance Committee is asked to:

- **NOTE** the changes to reporting arrangements set out in this report to ensure alignment of Health Board reporting process with the NHS Wales Performance Framework 2022/23
- **NOTE** the continued method of reporting for the rest of the 2022/23 financial year using national measures outlined in the Performance Framework
- **NOTE** the continued use of Ministerial priority measure trajectories for future performance management

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	☒
	Co-Production and Health Literacy	☒
	Digitally Enabled Health and Wellbeing	☒
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	☒
	Partnerships for Care	☒
	Excellent Staff	☒
	Digitally Enabled Care	☒
	Outstanding Research, Innovation, Education and Learning	☒
Health and Care Standards		
(please choose)	Staying Healthy	☒
	Safe Care	☒
	Effective Care	☒
	Dignified Care	☒
	Timely Care	☒
	Individual Care	☒
	Staff and Resources	☒
Quality, Safety and Patient Experience		
<p>The NHS Wales Performance Framework summary paper outlines any appropriate updated Quality and Safety reporting measures.</p> <p>There are no directly related Equality and Diversity implications as a result of this report.</p>		
Financial Implications		
These are set out above		
Legal Implications (including equality and diversity assessment)		
n/a		
Staffing Implications		
n/a		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
<p>The '5 Ways of Working' are demonstrated in the report as follows:</p> <ul style="list-style-type: none"> • Long term – Actions within this update paper are both long and short term in order to balance the immediate service issues with long term objectives. • Prevention – the NHS Wales Performance framework provides a measureable mechanism to evidence how the NHS is positively influencing the health and well-being of the citizens of Wales with a particular focus upon maximising people's physical and mental well-being. • Integration – this selected summary report brings together key performance measures across a number of care systems. 		

<ul style="list-style-type: none"> • Collaboration – in order to manage performance, the Corporate Functions within the Health Board liaise with leads from the Service Groups as well as key individuals from partner organisations including the Local Authorities, Welsh Ambulance Services Trust, Public Health Wales and external Health Boards. • Involvement – Corporate and Service Group leads are key in identifying performance issues and identifying actions to take forward. 	
Report History	A Summary report of changes to the NHS Wales Performance Framework is brought to the Performance and Finance Committee annually
Appendices	<ul style="list-style-type: none"> • Appendix 1- 2022/23 NHS Wales Performance Framework • Appendix 2- Summary of measures removed from 2021/22 Delivery Framework • Appendix 3 - Summary of revisions for 2021/22 • Appendix 4 - Operational Measures for 2022/23

Appendix 1 – NHS Wales Performance Framework 2022/23



NHS Performance
Framework - 2022 -

Appendix 2 – Summary of measures removed from 2021/22 Delivery Framework

NHS Delivery Measure (reference number & description taken from the 2021-22 NHS Delivery Framework)	
7	Uptake of the influenza vaccination among: 65 year olds and over; under 65s in risk groups; pregnant women and; health care workers
10	Percentage of people in Wales at a GP practice (age 65 years or over) who are estimated to have dementia that are diagnosed
11	Qualitative report detailing evidence of advancing equality and good relations in the day-to-day activities of NHS organisations
12	Qualitative report detailing the achievements made towards the implementation of all Wales standard for accessible communication and information for people with sensory loss
14	Qualitative report detailing progress against the 5 standards that enable health and wellbeing of homeless and vulnerable groups to be identified and targeted
16	Percentage of children regularly accessing NHS primary dental care within 24 months
17	Percentage of adults regularly accessing NHS primary dental care within 24 months
28	Percentage of daily compliance with 2.375 (WTE) band 6 and 7 nurses per 10 stroke beds
36	Percentage of stage 4 referral to treatment pathways with a priority code recorded on Patient Administration System
37	Percentage of patients on the P2 assigned pathway waiting over 4 weeks
38	Number of patients waiting for a follow-up outpatient appointment
49	Percentage of adults (age 16+) who reported that they were very satisfied or fairly satisfied about the care that is provided by their GP/family doctor

50	Qualitative report providing evidence of implementing actions to deliver the Welsh language objectives as defined in the More Than Just Words Action Plan
57	Average rating given by the public (age 16+) for the overall satisfaction with health services in Wales
58	Evidence of how NHS organisations are responding to service user experience to improve services
60	Percentage of Health and Care Research Wales non-commercial portfolio studies recruiting to target
61	Percentage of Health and Care Research Wales portfolio commercially sponsored studies recruiting to target
63	Percentage of in-patients with a positive sepsis screening who have received all elements of the 'Sepsis Six' first hour care bundle within 1 hour of positive screening
64	Percentage of patients who presented as an emergency with a positive sepsis screening who have received all elements of the 'Sepsis Six' first hour care bundle within 1 hour of positive screening
65	All new medicines recommended by AWMSG and NICE, including interim recommendations for cancer medicines, must be made available where clinically appropriate, no later than 2 months from the publication of the NICE Final Appraisal Determination and the AWMSG appraisal recommendation

Appendix 3 – NHS Wales Performance Framework Revised measures 2022/23

Framework Number	Measure	Ministerial Priority
14	% uptake of 22-23 influenza vaccination in all eligible Wales residents by health board (<i>no longer broken down into groups</i>)	
40	Number of pathways waiting over 8 weeks for specific diagnostic (<i>pathways rather than patients</i>)	
41	Number of pathways waiting over 14 weeks for therapy services (<i>pathways rather than patients</i>)	
49	% of patients waiting less than 28 days for first appointment for specialist Child and Adolescent Mental Health Services (<i>wording</i>)	✓

61	Qualitative report detailing progress to improve dementia care (providing evidence of learning and development in line with the Good Work – Dementia Learning and Development Framework) and increasing access to timely diagnosis (<i>wording</i>)	✓
62	Qualitative report detailing progress against the priority areas to improve the lives of people with learning disabilities (<i>Wording</i>)	✓
71	% headcount by organisation who have had a Personal Appraisal and Development Review (PADR)/medical appraisal in the previous 12 months (including doctors and dentists in training) (<i>was excluding</i>)	✓

Appendix 4 -Operational Measures for 2022/23

Operational Measure		Target	Reporting Frequency	Source
A	Crude hospital mortality rate (74 years of age or less)	12 month reduction trend	Monthly	CHKS
B	Percentage of survival within 30 days of emergency admission for a hip fracture	12 month improvement trend	Monthly	CHKS/NHFD
C	Number of women of childbearing age prescribed valproate as a percentage of all women of child bearing age	Quarter on quarter reduction	Quarterly	All Wales Therapeutic & Toxicology Centre
D	Quantity of biosimilar medicines prescribed as a percentage of total 'reference' product including biosimilar (for a selected basket of biosimilar medicines)	Quarter on quarter improvement	Quarterly	All Wales Therapeutic & Toxicology Centre

E	Percentage of Health and Care Research Wales non-commercial portfolio studies recruiting to time and target	80%	Quarterly	Central Portfolio Management System (CPMS) & Local Portfolio Management System (LPMS)
F	Percentage of Health and Care Research Wales portfolio commercially sponsored studies recruiting to time and target	80%	Quarterly	Central Portfolio Management System (CPMS) & Local Portfolio Management System (LPMS)
G	Percentage of complaints that have received a final reply (under Regulation 24) or an interim reply (under Regulation 26) up to and including 30 working days from the date the complaint was first received by the organisation	75%	Quarterly	Complaints Data Collection (Welsh Government)
H	Percentage of critical care bed days lost to delayed transfer of care (ICNARC definition)	Quarter on quarter reduction towards the target of no more than 5%	Monthly	Ward Watcher Critical Care Return (Welsh Government)