NHSBN Community Hospitals

NHS
Benchmarking Network

Agenda

Introduction to NHS Benchmarking

Community hospital projects

Emergency care data

Intermediate care data

What next

An introduction to the NHS Benchmarking Network

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NHS Benchmarking Network

What is the Network?
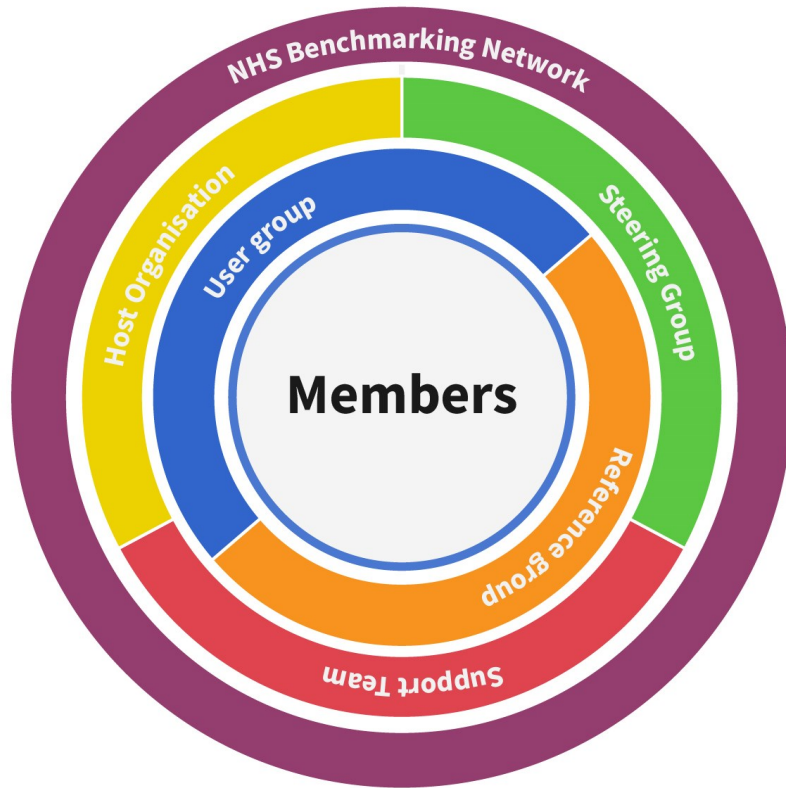
Membership covering 4 Constituencies

- Mental Health and Learning Disabilities & Autism
- Community
- Acute
- ICB/Commissioner – ICS

Governed through the Constitution and Terms of Membership

https://www.nhsbenchmarking.nhs.uk/governance

Network Vision and Values

Vision

To enable members to improve patient outcomes, raise health standards, and deliver quality health and care services through data excellence, benchmarking, and the sharing of innovation.

Values

- **Excellence** – Always striving to be the best we can be, in everything we do

- **Respect** – Value everyone, acknowledge members' unique experiences, work together to deliver improvement

- **Integrity** – Be transparent, be realistic, be honest
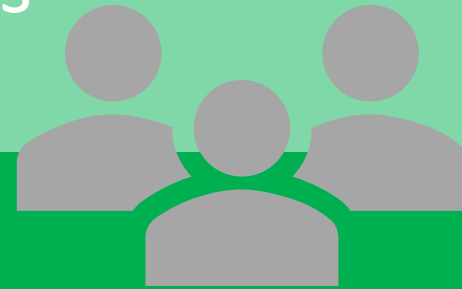
The Network in Numbers (2023/24)

700,000+
Data points in 2023/24 collections

24
National events delivered

1,500+
Event attendees

24,600+
Members' area logins

4,900+
Active members' area users

3,300+
Reports downloaded

2024/25 member work programme

Acute Sector

- Acute Indicators
- Acute Pharmacy & Medicines Optimisation
- Emergency Care
- Managing Frailty in the Acute Setting
- National Cost Collection Reports
- Outpatients

Acute and Community Sector

- Adult Therapies
- Virtual Wards

Community Sector

- Community Indicators (monthly)
- Children's Community Therapies
- District Nursing
- Healthy Child Programme & Children's Community Nursing
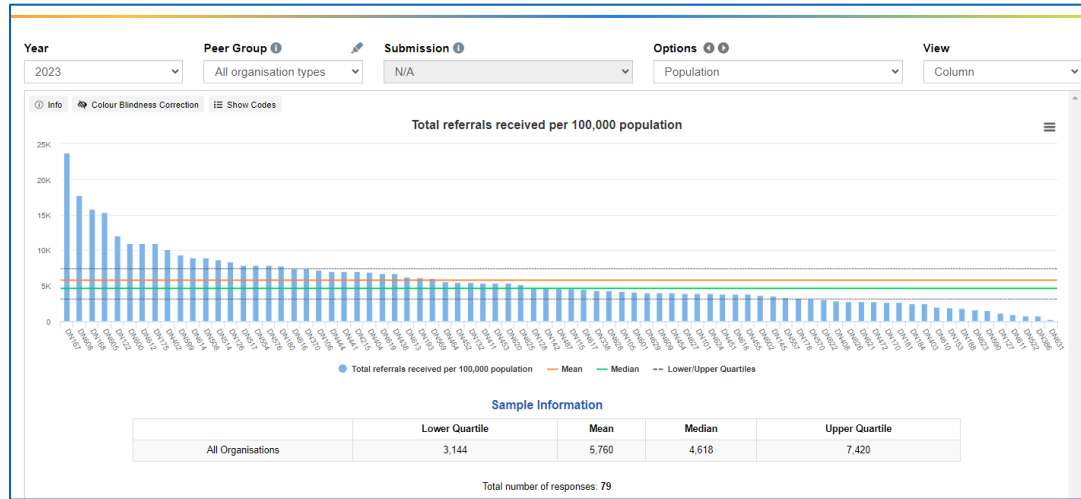- Intermediate Care

Mental Health Sector

- Adults & Older People's Mental Health
- Children & Young People's Mental Health
- Learning Disability Specialist Services
- MHLDA Indicators (quarterly)

Integrated Care System

- Integrated Care Benchmarker
- Whole System Events

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Resources

- Online project toolkits
- Variety of reports:
  - Member project reports for submitting organisations
  - Project overview reports for all organisations
  - System level reports
  - National cost collection reports for English Acute Trusts
- Webinar presentations and recordings
- Case studies
- Shared learning compendiums
- NHSFutures workspace
- Access to the expertise of the NHSBN team
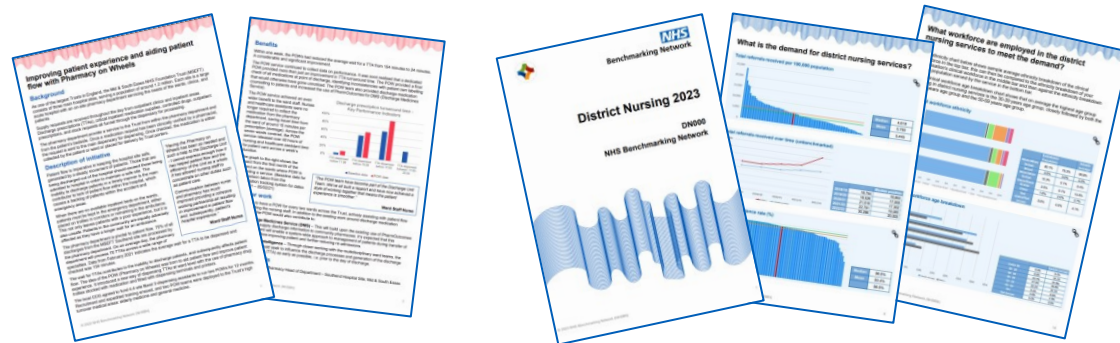
Network membership

Vibrant member community covering all sectors of the NHS, as well as National Bodies, Professional Bodies and Independent Providers.
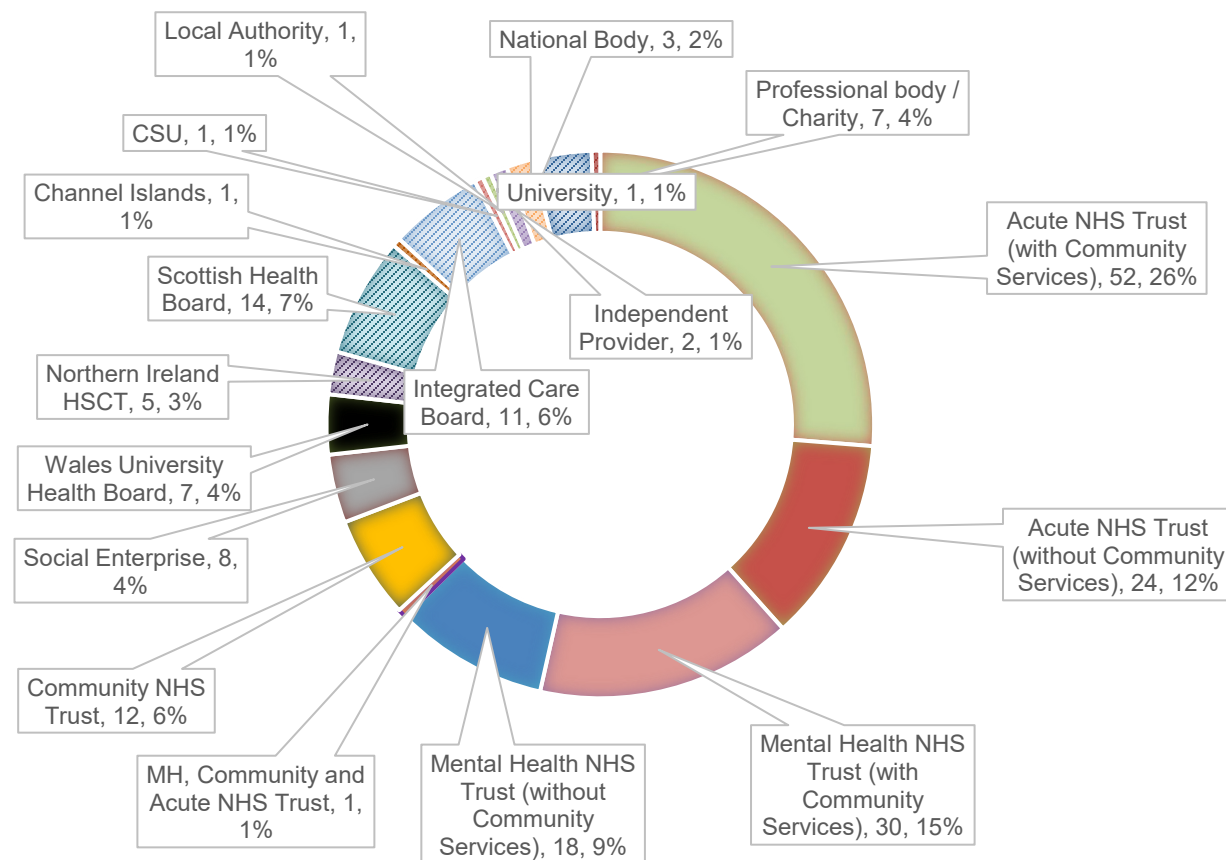
- In England:
  - 56% of Acute NHS Trusts
  - 68% of NHS Trusts providing community services
  - 8 Social Enterprises
  - 98% of Mental Health NHS Trusts
  - 26% of ICBs
  - Plus, NHS England, Department of Health and Social Care and several Professional Bodies.

- 100% coverage of Welsh University Health Boards, plus Health Education and Improvement Wales.

- 100% coverage of Northern Ireland Health and Social Care Trusts, plus Public Health Agency.

- 100% coverage of Scottish Health Boards, plus the Scottish Government.

as of 31st August 2024

Membership profile

- Local Authority, 1, 1%
- National Body, 3, 2%
- Professional body / Charity, 7, 4%
- CSU, 1, 1%
- University, 1, 1%
- Channel Islands, 1, 1%
- Acute NHS Trust (with Community Services), 52, 26%
- Scottish Health Board, 14, 7%
- Independent Provider, 2, 1%
- Northern Ireland HSCT, 5, 3%
- Integrated Care Board, 11, 6%
- Wales University Health Board, 7, 4%
- Social Enterprise, 8, 4%
- Acute NHS Trust (without Community Services), 24, 12%
- Community NHS Trust, 12, 6%
- MH, Community and Acute NHS Trust, 1, 1%
- Mental Health NHS Trust (without Community Services), 18, 9%
- Mental Health NHS Trust (with Community Services), 30, 15%

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National Indicators
Strategic whole system/ICS insight

An online tool providing insight and intelligence on health and social care

7 domains
- Population Health
- Workforce
- Activity
- Capacity & Access
- Finance
- Quality & Outcomes
- Themes

Over 800 metrics

ICB default view
with drill down to sub-ICB or LA

ICB → Sub-ICB / LA

Charts
QOF prevalence: Obesity

Maps

Time Series
Time Series
— National Mean — Organisation Value — Group Mean
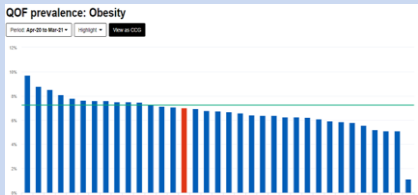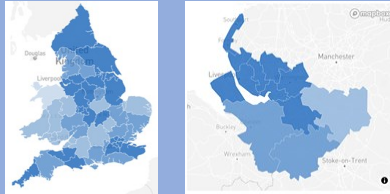
Summary tables
Data Table

Code	Name
North	
E54000027	North West London
E54000050	Cumbria and North
E54000028	North London Part
E54000020	Northamptonshire
E54000023	Suffolk and North E
E54000039	Bristol, North Som
E54000040	Bath and North Eas

Averages Table

Period
Apr-16 to Mar-17
Apr-17 to Mar-18
Apr-18 to Mar-19
Apr-19 to Mar-20
Apr-20 to Mar-21

Dedicated group views
- Nearest Neighbours
- Default ICB
- Region
- Create Custom Group

Compare key metrics
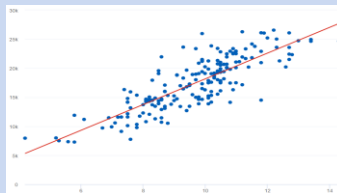
Stack data by category

- Bookmark
- Share
- Export

Includes:
- Data from Network's benchmarking projects
- Nationally available data sets across health and social care – HES, NHS England, NHS Digital, PHE, ONS
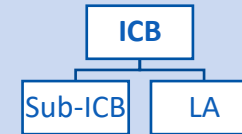- Relationships/ correlations between key data 'Themes'

https://members.nhsbenchmarking.nhs.uk/ics
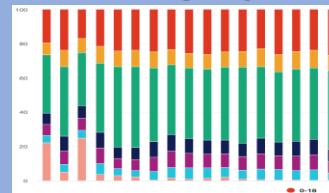
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NHS Benchmarking Network and Community Hospitals

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Community Hospital Project

Captured data around: -

1. Service model

2. Capacity

3. Activity – ward base and non ward base

4. Workforce

5. Finance

6. Clinical Governance

7. Quality and Outcomes

23.0
Number of older people's beds

46.0 years
Age of community hospital building

1.3
Clinical WTE per bed - older people's wards

1.5 days
Average waiting time - referral to commencement

11%
Bank spend as a percentage of pay cost

8.0%
Delayed Transfers of care as a % of OBDs

24.0
Average length of stay - older people wards

11.8k
Attendances at minor injury unit

93%
Percentage of patients with harm free care

Types of services provided

Services	% Yes
Rehabilitation services/therapies	95.3%
End of life care service	75.7%
Outpatients	73.8%
Diagnostics	51.4%
Other	35.8%
Minor injury unit	27.4%
Day treatments/ambulatory care	22.4%
Maternity services	21.7%
Dentistry	21.5%
GP practice(s)	18.7%
Elective surgery	8.5%
Renal Dialysis	7.5%
Rapid assessment unit	6.5%
Day care services (social)	6.5%

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Outpatient clinics provided

Clinics	% Yes
Physiotherapy	82.2%
Speech & language therapy	66.0%
Occupational therapy	60.4%
Podiatry	56.6%
Dietetics	55.7%
Other	51.0%
Paediatrics	41.5%
Clinical psychology	38.1%
Dermatology	35.2%
Urology	34.6%
General surgery	23.8%

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Emergency Care Data

Type 3 and 4 units

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Overview

Location

	%
Town centre	4.62
Major hospital site	29.2
Community hospital	60.0
Residential	1.54
Other rural	1.54
Other urban	3.08
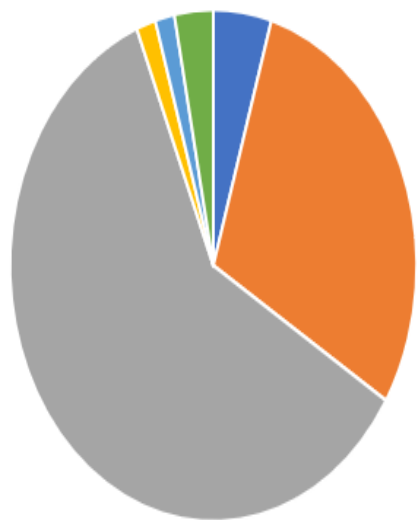
Legend: Town centre · Major Hospital site · Community Hospital site · Residential · Other Rural · Other Urban
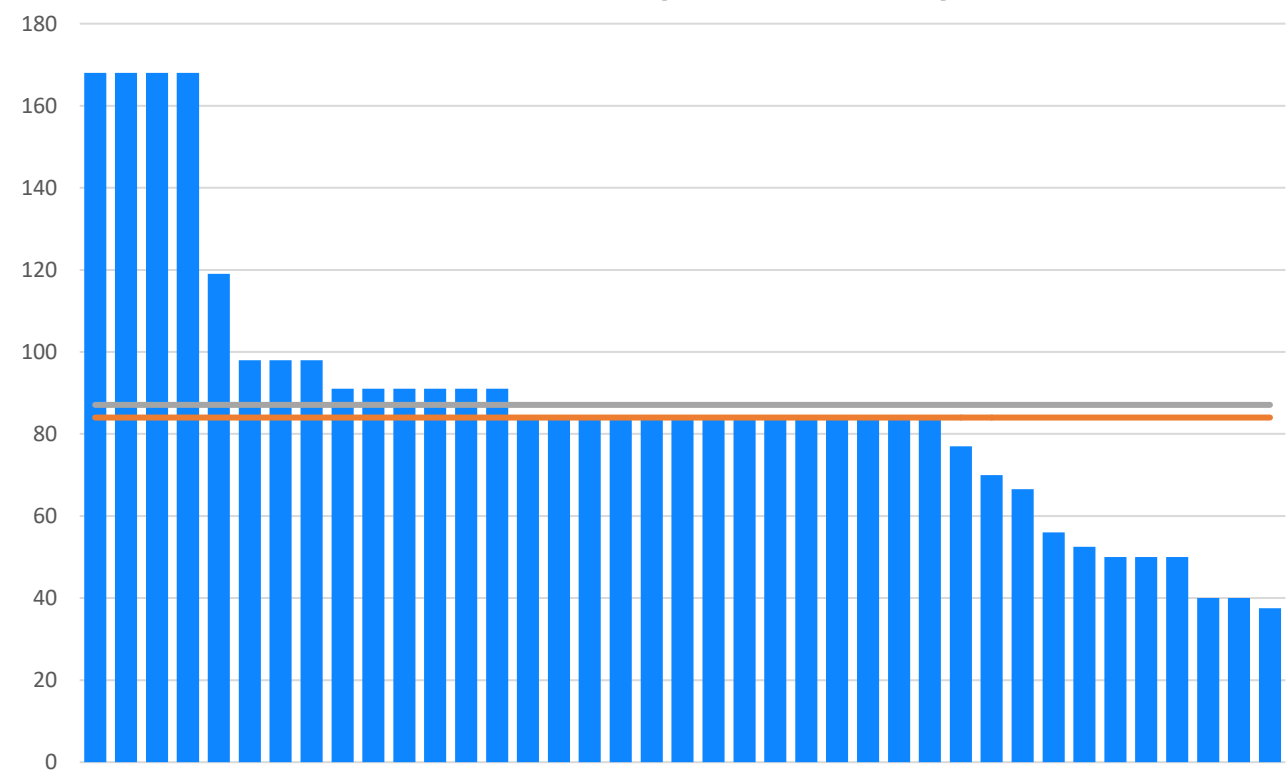
Classification of community hospitals

	%
UTC	23.7
UCC	2.63
MIU	73.7
Walk in centre	-
Other	-
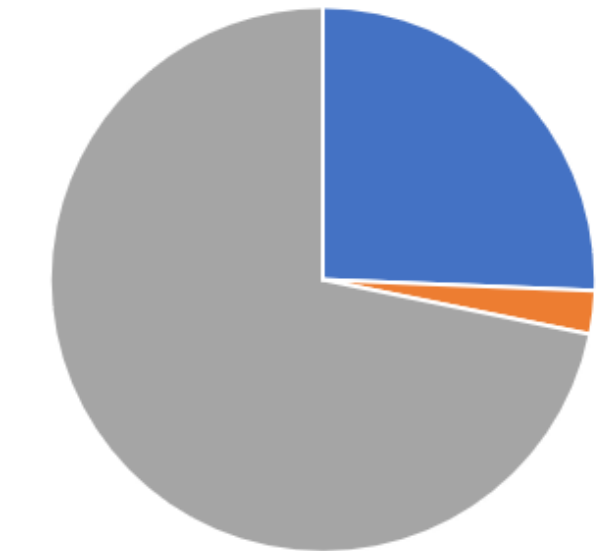
Legend: Urgent Treatment Centre (UTC) · Urgent Care Centre (UCC) · Minor Injuries Unit (MIU) · Walk-in centre · Other

Service Model

Opening times -

number of hours Monday to Sunday

	Mean	Median
Community Hospital	87.2	84.0
Sample	98.9	84.0

Monday – Friday

	Mean	Median
Community Hospital	64.8	60.0
Sample	72.4	62.0

Saturday – Sunday

	Mean	Median
Community Hospital	22.2	24.0
Sample	27.2	24.0

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Activity

Mean time in unit (minutes)

	Mean	Median
Community Hospital	80.7	78.0
Sample	90.8	84.2

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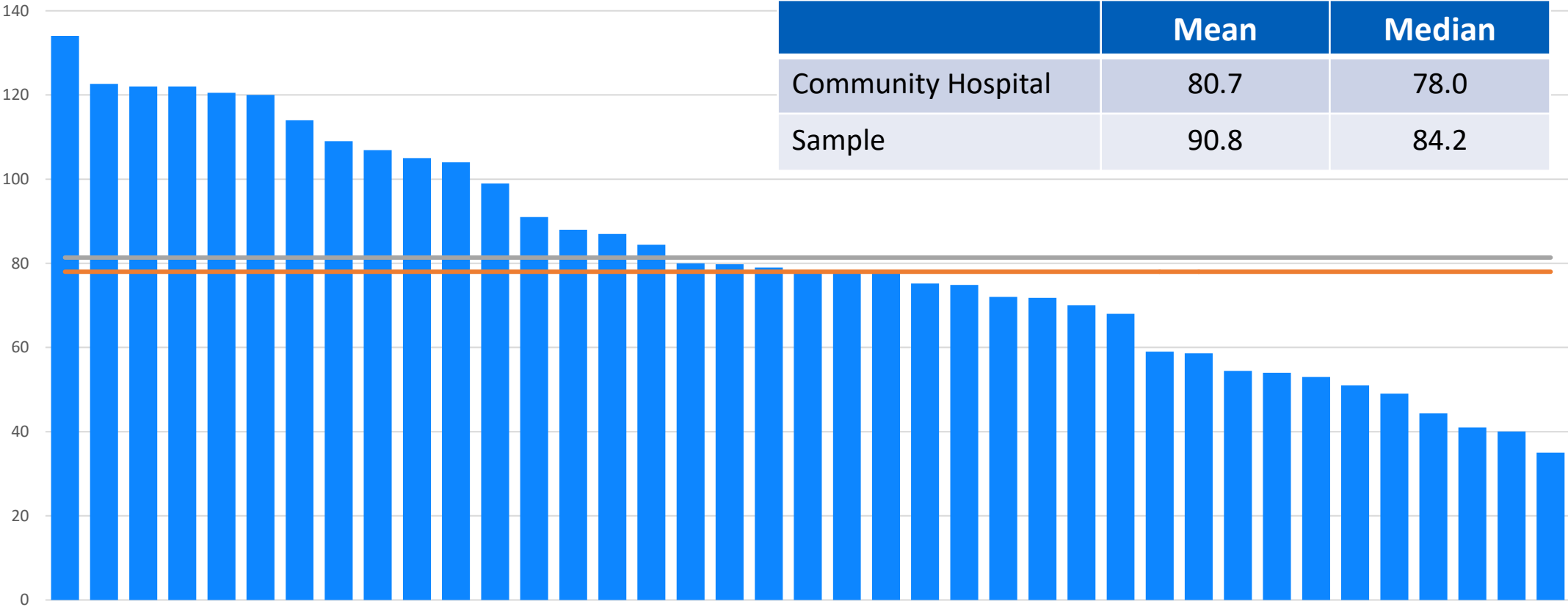
Activity

Percentage of patients triaged within 15 minutes

	Mean	Median
Community Hospital	44.6	46.8
Sample	52.7	49.2
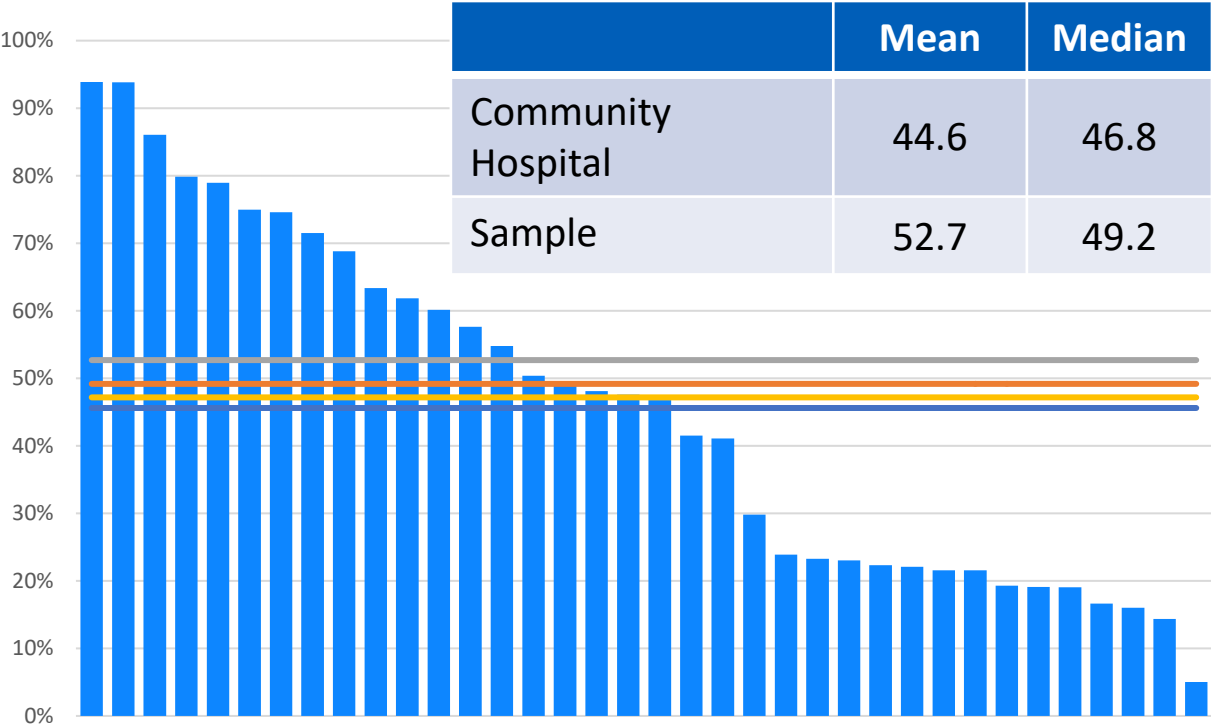
Mean length of time from arrival to first being seen by a clinician (minutes)

	Mean	Median
Community Hospital	41.9	41.5
Sample	43.8	40.6

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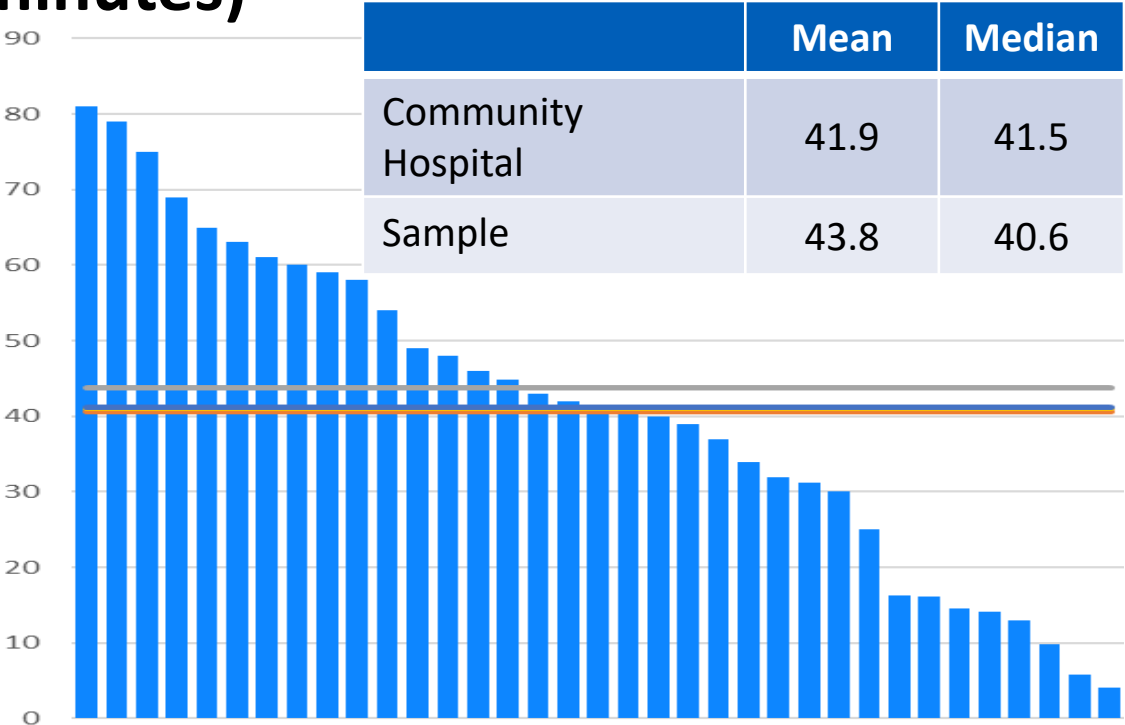
Patient Outcomes

Proportion referred to type 1 ED
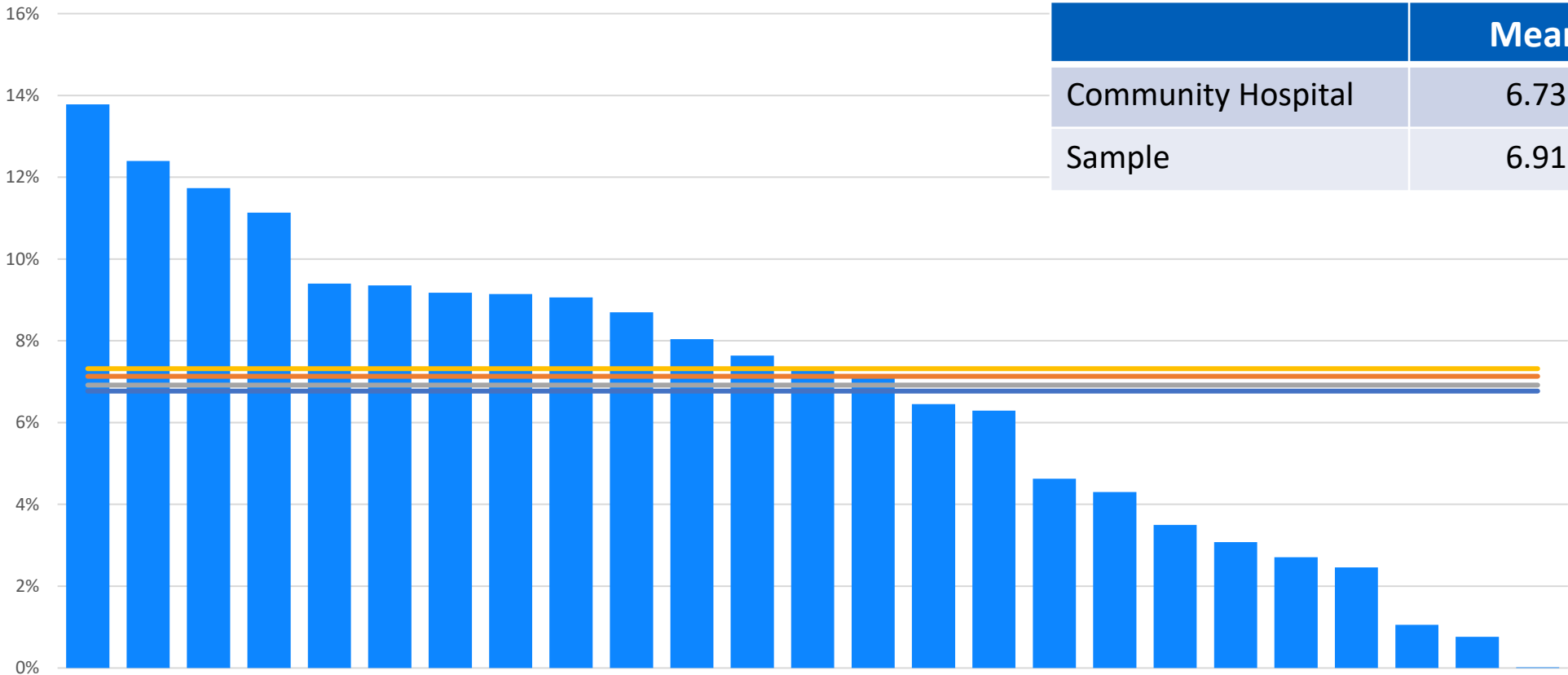
	Mean	Median
Community Hospital	6.73	7.23
Sample	6.91	7.13

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Workforce

Sickness and absence rates

	Mean	Median
Community Hospital	5.42	4.78
Sample	6.44	5.46

Turnover rates

	Mean	Median
Community Hospital	7.72	5.09
Sample	9.15	8.34

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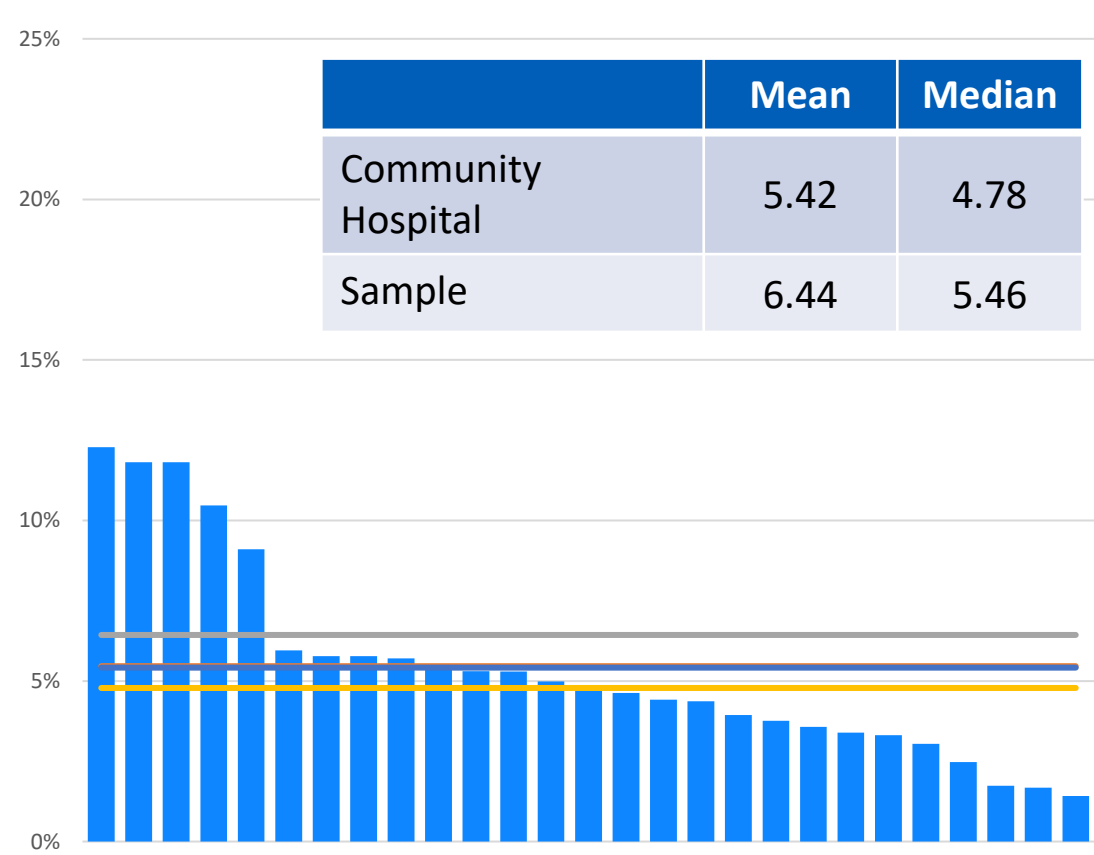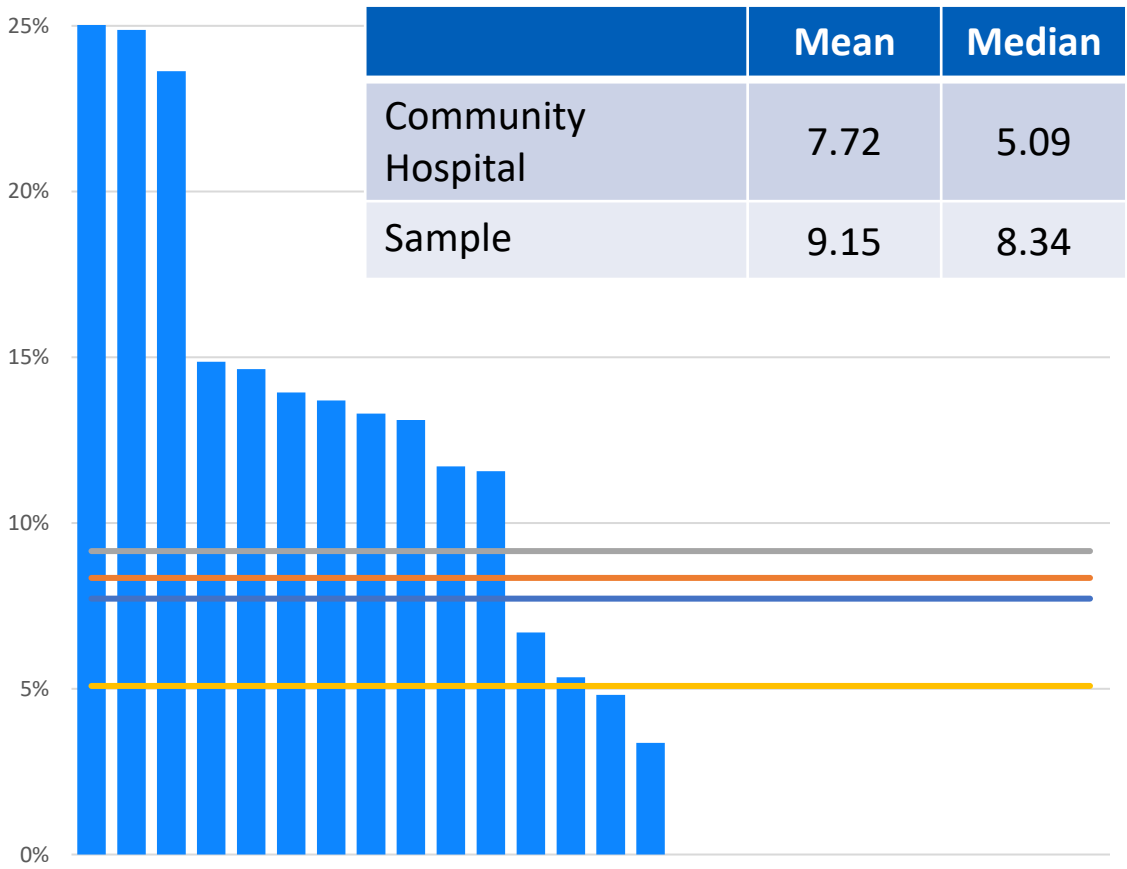
Workforce

Vacancy rates

	Mean	Median
Community Hospital	10.9	11.9
Sample	12.6	10.9
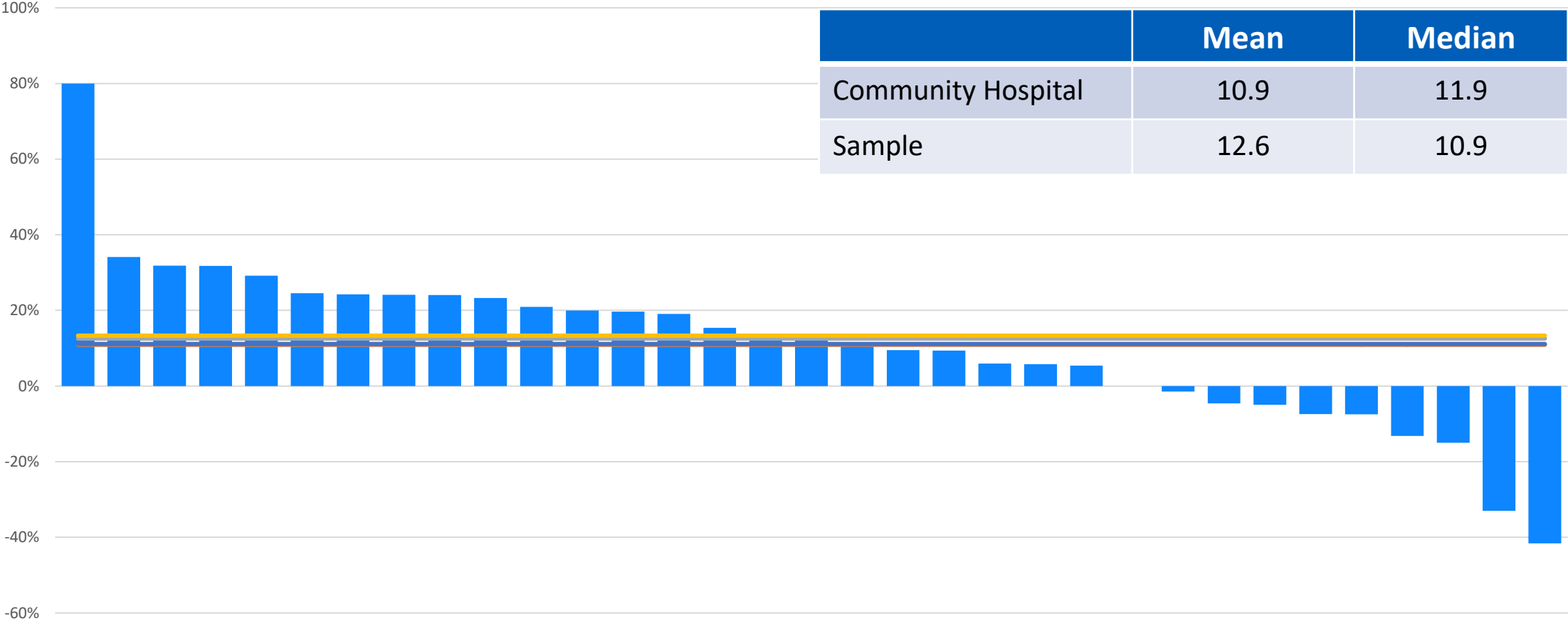
Intermediate Care Data

Bed based service

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Intermediate care beds

Total number of intermediate care beds provided

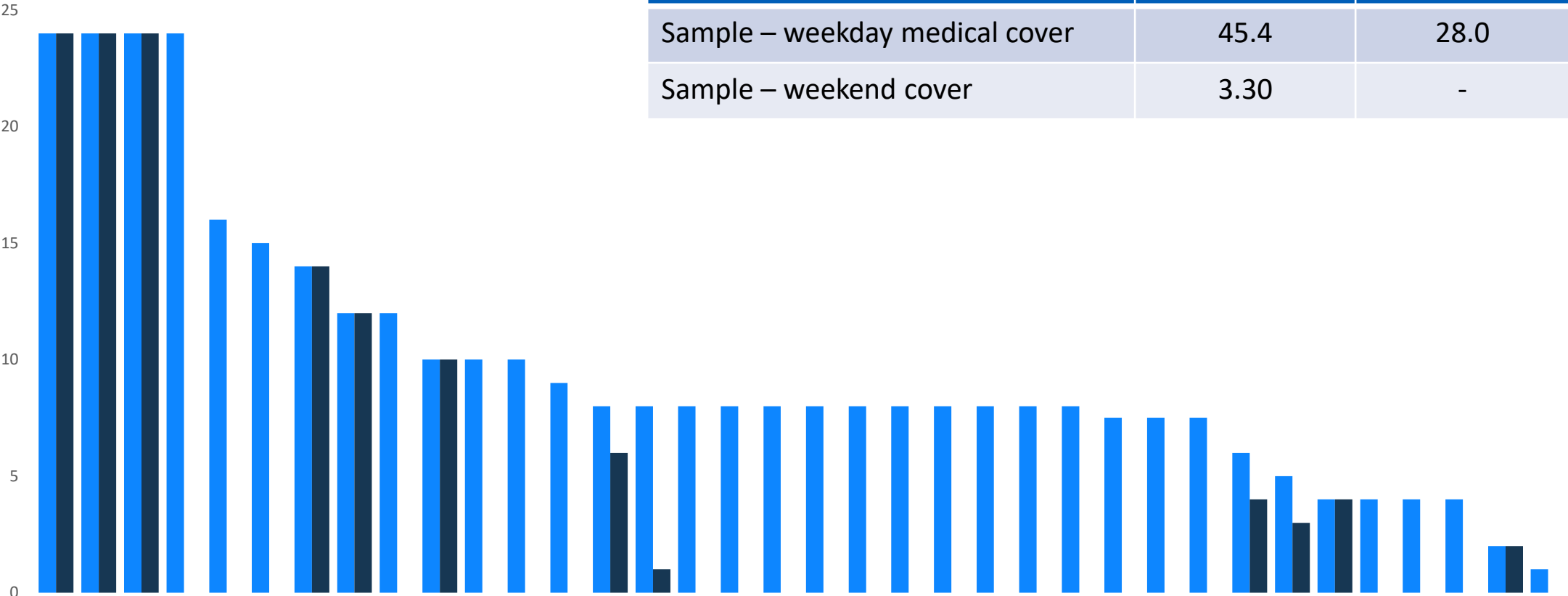|	Mean	Median
Community Hospital	46.1	28.0
Sample	45.4	28.0
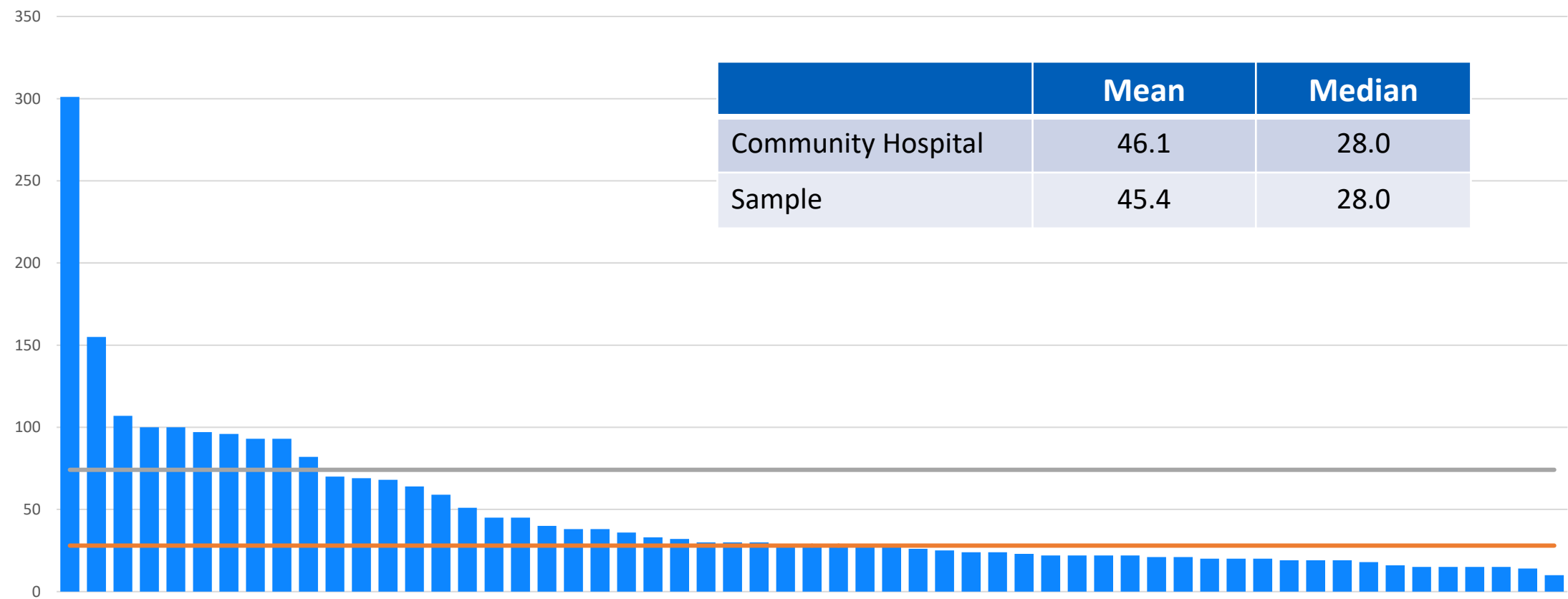
Medical cover

- ■ Consultant Geriatrician (in house)
- ■ Consultant Geriatrician (sub-contracted)
- ■ GP and Consultant Geriatrician
- ■ GP (in house)
- ■ GP (sub contracted)
- ■ Service user's own GP
- ■ Advanced Nurse Practitioner
- ■ Other

	Community Hospitals
Consultant Geriatrician (in house)	29.8
Consultant Geriatrician (sub contracted)	1.8
GP and Consultant Geriatrician	19.3
GP (in house)	21.1
GP (sub contracted)	15.8
Service users own GP	-
Advanced Nurse Practitioner	1.8
Other	10.5

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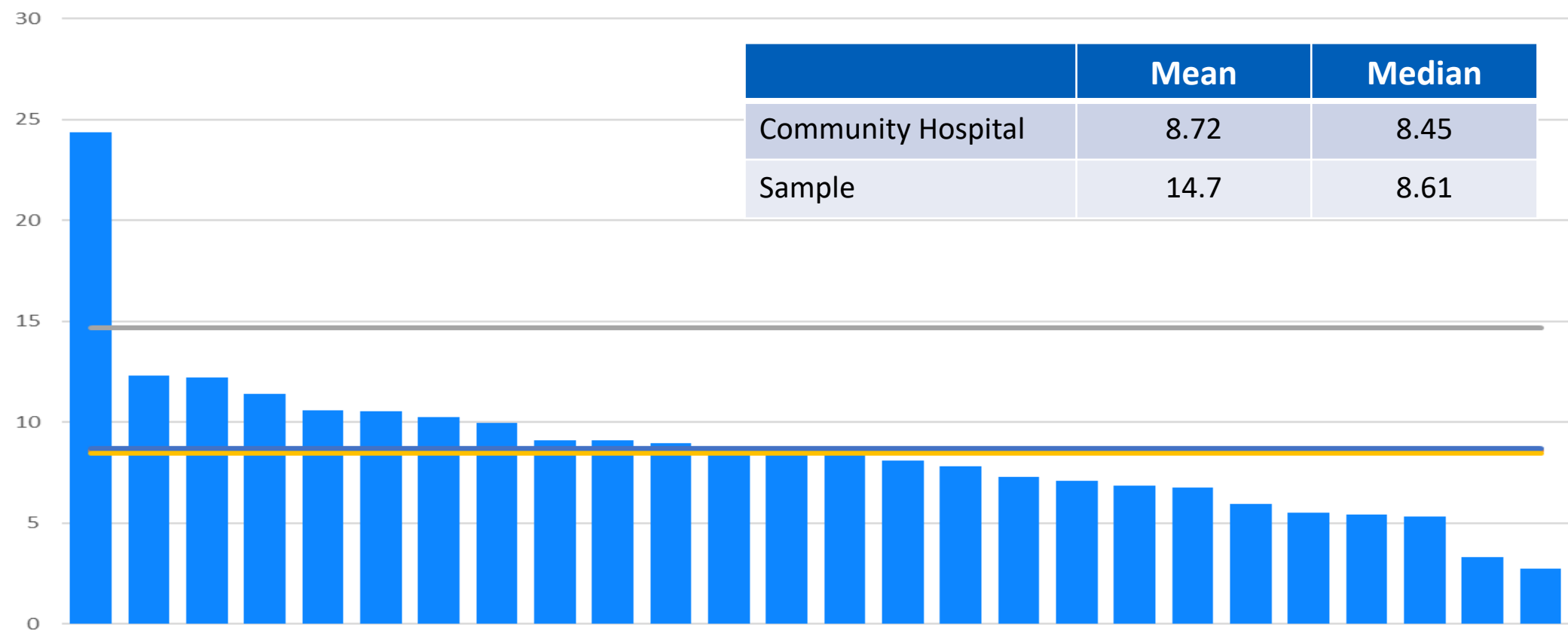
25

Medical cover
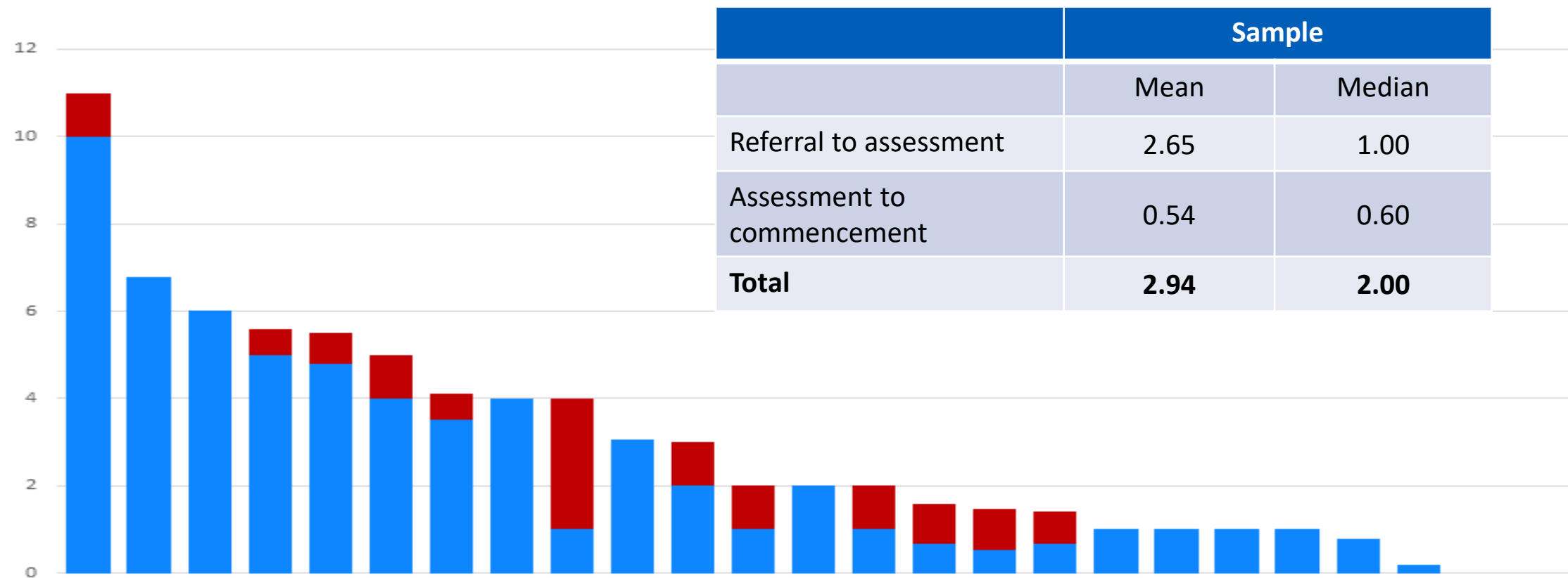

	Mean	Median
Sample – weekday medical cover	45.4	28.0
Sample – weekend cover	3.30	-

Activity - referrals
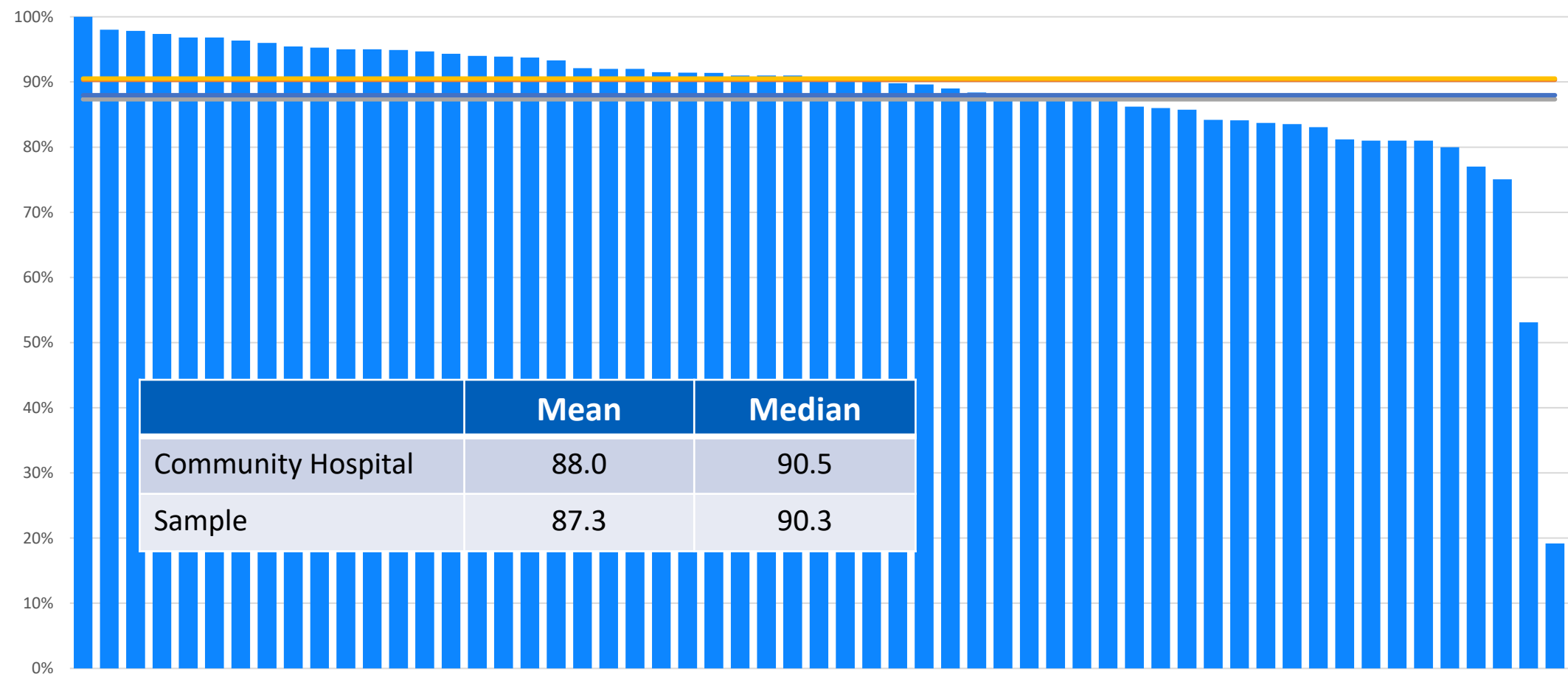
Total number of referrals per clinical WTE in post

	Mean	Median
Community Hospital	8.72	8.45
Sample	14.7	8.61

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Activity – referral to commencement (days)

	Sample	
	Mean	Median
Referral to assessment	2.65	1.00
Assessment to commencement	0.54	0.60
Total	**2.94**	**2.00**

Activity – bed occupancy

	Mean	Median
Community Hospital	88.0	90.5
Sample	87.3	90.3

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Activity – length of stay (days)

	Mean	Median
Community Hospital	27.9	27.5
Sample	26.8	26.9

Next steps

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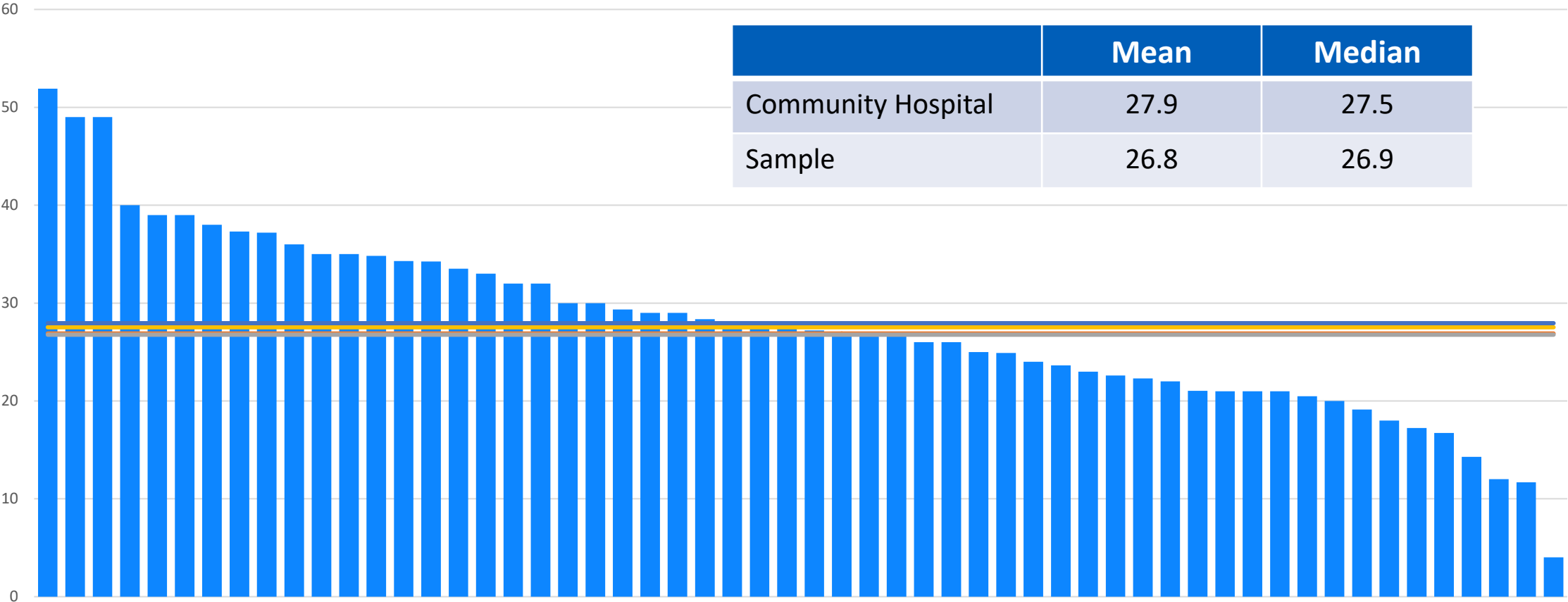
Questions

- Is this data useful?
- What other data points would be useful in these areas?

- What other services / areas would it be helpful to benchmark?

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Findings Events

- **15 Oct** Emergency Care Benchmarking Findings
- **16 Oct** Pharmacy and Medicines Optimisation Benchmarking Findings
- **25 Oct** NHSBN & Queen's Nursing Institute: Exploring the Landscape of District Nursing in 2023/24
- **30 Oct** Adult and Older People's Mental Health Benchmarking Findings
- **13 Nov** Managing Frailty Benchmarking Findings
- **14 Nov** Children and Young People's Mental Health Benchmarking Findings
- **20 Nov** Therapies Benchmarking Findings (Adults and Children)
- **29 Nov** Healthy Child Programme and Children's Community Nursing Benchmarking Findings
- **10 Dec** Outpatients Benchmarking Findings
- **12 Dec** Intermediate Care Benchmarking Findings
- **14 Mar** Learning Disabilities Specialist Services Benchmarking Findings

Register Now

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