The NHS Explained: how the health system in England really works
Week three: reading list

Access and waiting times

**NHS maximum waiting times and patient choice policies**
*House of Commons Library*
This briefing describes policies on NHS waiting times targets and patient choice policies in England.
[https://researchbriefings.parliament.uk/ResearchBriefing/Summary/ CBP-7171](https://researchbriefings.parliament.uk/ResearchBriefing/Summary/ CBP-7171)

**Combined performance summary**
*NHS England*
This monthly publication summarises NHS performance across a variety of measures and targets including waiting times and activity.

**What’s going on with A&E waiting times?**
*The King’s Fund*
Waiting times in A&E departments are a key measure of how the NHS is performing, and they generate significant interest. In recent years, patients have been waiting longer in A&E; this explainer looks at why that is.
What does the NHS England review of waiting times mean for accident and emergency departments?

The King’s Fund

In early 2019, the NHS published a review of waiting time targets for A&E, routine hospital, cancer and mental health services. This explainer outlines what has been proposed and what the public thinks.


Clinically-led review of NHS access standards: interim report from the NHS Medical Director

NHS England

This report outlines the interim findings of a review into waiting times targets across the NHS and recommendations for updating these targets.

https://www.england.nhs.uk/publication/clinical-review-nhs-access-standards

An alternative guide to the urgent and emergency care system in England

The King’s Fund

This animation gives a whistle-stop tour of how the system fits together and busts some myths about what’s really going on – explaining that the underlying causes go much deeper than just A&E and demand a joined-up response across all services.


Accident and emergency: attendances and performance

Full Fact


Trolleys and targets: a never-ending winter for hospitals?

The King’s Fund

Does winter ever end for the NHS these days? In this episode of The King’s Fund podcast, we talk about winter pressures in A&E.

https://www.kingsfund.org.uk/audio-video/podcast/never-ending-winter-hospitals

People’s views on A&E waiting times

Healthwatch England

What do patients and the public think about A&E waiting times and what do they think is a meaningful measure of performance.


Winter 2017/18: the worst ever for the NHS?

Full Fact

A look at waiting times and demand for emergency care, bed capacity within the NHS, and the NHS’s response to pressure.

https://fullfact.org/health/winter-201718-worst-ever-nhs
More ambulances are being delayed outside A&Es
*Full Fact*
Fact checking the claim on whether nurses are spending entire shifts in A&E car parks because of ambulance delays.
[https://fullfact.org/health/ambulances-delayed](https://fullfact.org/health/ambulances-delayed)

An ageing population and A&E
*Full Fact*
Exploring the data behind the relationship between England’s ageing population and the rising demand on A&E services.
[https://fullfact.org/health/ageing-population-and-e](https://fullfact.org/health/ageing-population-and-e)

A&E attendances and emergency admissions
*NHS England*
The data on A&E activity and performance against the four-hour waiting time target is published on a weekly and monthly basis.

The number of NHS hospital beds has fallen
*Full Fact*
Fact checking the claim that the number of NHS overnight beds has fallen by a fifth over the last decade.
[https://fullfact.org/health/number-nhs-hospital-beds-has-fallen](https://fullfact.org/health/number-nhs-hospital-beds-has-fallen)

Hidden from the targets: how long are patients waiting for NHS care?
*The King’s Fund blog*
A look at the gap in our understanding on how long patients are waiting for NHS care in England.

Cancer care waiting times
*Full Fact*
Take a look at the NHS’s performance on cancer care waiting times.

NHS waiting times for elective and cancer care
*House of Commons Public Accounts Committee*
This report looks at the variation across in England in terms of NHS waiting times. It looks at the factors that contribute towards this variation and why it has occurred.

NHS waiting times for elective and cancer treatment
*National Audit Office*
This report looks at the factors behind the NHS’s performance against current waiting times targets for elective and cancer treatment in England.
Cancer waiting times
NHS England
Data on NHS performance against the cancer waiting times target is published on a monthly basis and NHS England also provide a quarterly summary as well.

Consultant-led referral to treatment waiting times
NHS England
The data on NHS performance against the 18-week elective treatment waiting time target is published on a monthly basis.

Financial pressures

Quarterly monitoring report: how is the NHS performing?
The King’s Fund
This quarterly report examines the views of finance directors on the productivity challenge they face, as well as some key NHS performance data on urgent care, waiting times and delayed transfers of care.

Quarterly performance of the NHS provider sector: quarter 3 2018/19
NHS Improvement
This report shares data that provides a current overview of the performance of NHS health care providers in England.
https://improvement.nhs.uk/resources/quarterly-performance-nhs-provider-sector-quarter-3-201819

The state of the provider sector 2017
NHS Providers
What are the views of NHS trust chairs and chief executives on how NHS health service providers are performing and the challenges that this sector is facing?
https://nhsproviders.org/state-of-the-provider-sector-07-17

Deficits in the NHS 2016
The King’s Fund
This briefing draws on a wide range of data, research and interviews to provide an overview of the factors that have led the NHS going into deficit.
NHS financial sustainability
National Audit Office
This report examines the factors behind the current NHS deficits and what measures can be taken to create a more financial sustainable health system in England.

The bottom line: understanding the NHS deficit and why it won’t go away
Nuffield Trust
This briefing assesses the financial health of the NHS provider sector by unpicking the headline figures presented in the official accounts to reveal the true underlying state of the NHS’s finances.

The NHS 10-year plan: how much will be spent on NHS deficits?
The King’s Fund blog
NHS providers racked up a deficit of just under £1 billion in 2017/18. How much of the Prime Minister’s 3.4 per cent real-terms growth a year will go into removing these deficits?

A perfect storm: an impossible climate for NHS providers’ finances?
The Health Foundation
A look at the combination of factors that have led to the financial pressures facing NHS health service providers and commissioners.

Does the NHS need more money and how could we pay for it?
The King’s Fund, The Health Foundation, Institute of Fiscal Studies and Nuffield Trust
The UK government spends £150 billion every year on health. This includes day-to-day funding for frontline NHS services, in addition to capital investments, staff training and public health activities. Even after taking account of inflation, this spending is twice what we spent less than 20 years ago at the start of the 2000s. But might the NHS still require more funding and, if it does, how could we find more money?

Quality of care and patient experience

Measuring patient experience
The Health Foundation
What are the different ways that patient experience can be measured? This briefing provides an overview of the various methods for measuring patient experience.
State of care
Care Quality Commission
This annual assessment of health and social care in England looks at the trends, shares examples of good and outstanding care, and highlights where care needs to improve.

Adult inpatient survey 2018
Care Quality Commission
This annual survey looks at the experiences of adult inpatients in hospital in England.

Maternity service survey 2018
Care Quality Commission
This annual survey explores the experiences of women receiving maternity services in England.
https://www.cqc.org.uk/publications/surveys/maternity-services-survey-2018

Community mental health survey 2018
Care Quality Commission
This annual survey looks at the experiences of people who receive community mental health care in England.
https://www.cqc.org.uk/publications/surveys/community-mental-health-survey-2018

National cancer patient experience survey
NHS England
This annually published survey looks at patients’ experience of care services in England.
http://www.ncpes.co.uk

Friends and family test
NHS England
The Friends and Family Test gathers feedback from patients on whether they would recommend the services that they have used in the NHS. The data for this is published on a quarterly basis.
https://www.england.nhs.uk/fft

GP patient survey
NHS England
This survey looks at patients’ experience of accessing GP services, making appointments and the quality of care. The data is published on an annual basis.
http://www.gp-patient.co.uk

Patient reported outcome measures
NHS Digital
This data provides an insight into the quality of care, from a patient perspective, on four particular treatments: hip replacements, knee replacements, groin hernia and varicose veins.
What people have told us about health and care: October – December 2018

Healthwatch England

This report brings together findings from what Healthwatch England have been told about people’s experiences of health and care.


The King’s Fund

Patient surveys – recognised internationally as a key marker of the quality of care, and an important tool for improvement in the NHS – provide a unique perspective, complementing the wealth of other data on hospital performance gathered by trusts and regulators. This report

https://www.kingsfund.org.uk/publications/patients-experience-using-hospital-services

Got a question?

Get in touch with The King’s Fund library service. Whatever the question, our free enquiry service will soon have you up to speed.

https://www.kingsfund.org.uk/consultancy-support/library-services/ask-librarian

Ready for the next step?

If you’d like to discover more beyond The NHS Explained online course and want to dig deeper, take a look at our website: https://www.kingsfund.org.uk/health-care-explained/our-wider-work