



Llywodraeth Cymru  
Welsh Government



# NHS Wales Performance Framework 2026-2027

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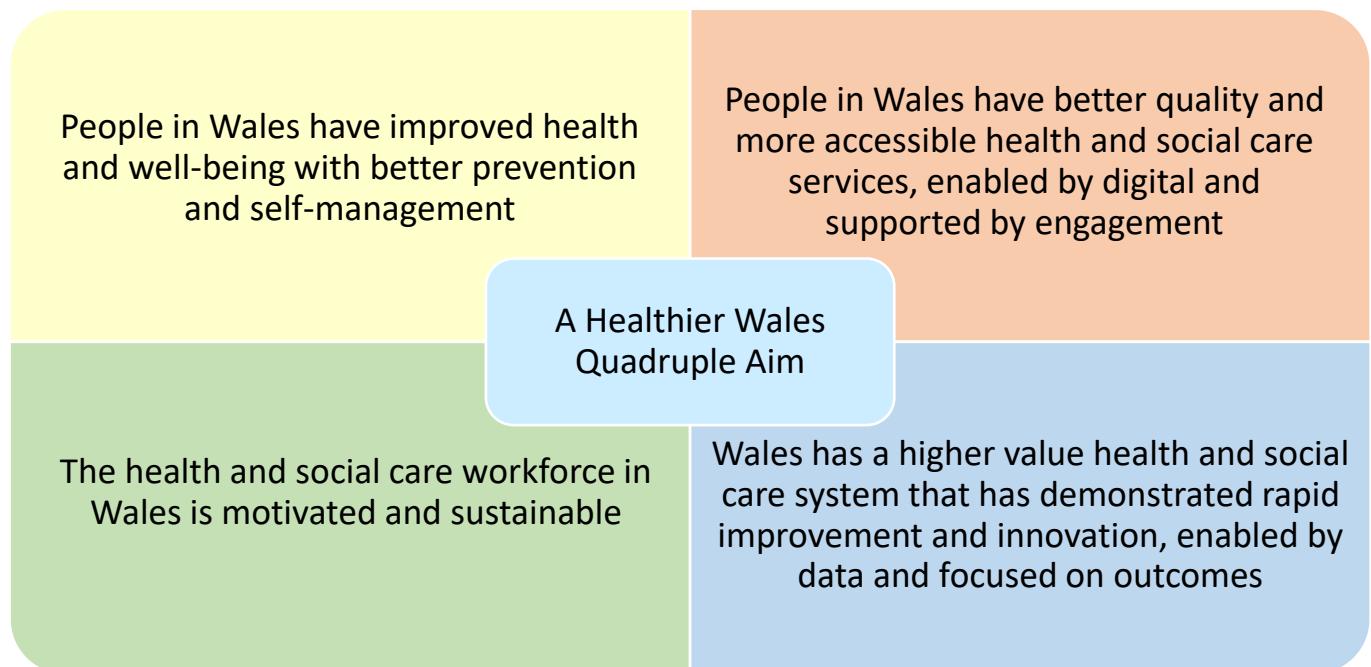
# NHS Wales Performance Framework 2026-2027

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## Introduction

The performance measures in the NHS Wales Performance Framework for 2026-2027 reflect the priorities as set out in the NHS Wales Planning Framework 2026-2029. All the performance measures in the NHS Performance Framework have been mapped to 'A Healthier Wales' quadruple aim:



## Oversight and Escalation Framework – NHS Wales Organisations

The Oversight and Escalation Framework, sets out how Welsh Government has oversight of and gains assurance about NHS Wales organisations, as well as describing in more detail what intervention approach will be taken.

There are five levels within the framework: routine arrangements; areas of concern; enhanced monitoring; targeted intervention and the highest rate of escalation - special measures.

## **Quadruple Aim 1: People in Wales have improved health and well-being with better prevention and self-management.**

People will take responsibility, not only for their own health and well-being, but also for their family and for people they care for, perhaps even for their friends and neighbours.

There will be a whole system approach to health and social care, in which services are only one element of supporting people to have better health and well-being throughout their whole lives. It will be a 'wellness' system, which aims to support and anticipate health needs, to prevent illness, and to reduce the impact of poor health.

### **Performance Measure**

1. Percentage of adult smokers who make a quit attempt via smoking cessation services
2. Percentage of adult smokers who make a quit attempt via smoking cessation services who are co-validated as quit at 4 weeks
3. Percentage of people who have been referred to health board services who have completed treatment for substance misuse (drugs or alcohol)
4. Percentage of children who are up to date with all routine scheduled vaccinations by age 5
5. Percentage of children receiving the Human Papillomavirus (HPV) vaccination by the age of 15
6. Percentage uptake of the influenza vaccination amongst adults aged 65 years and over
7. Percentage uptake of the Respiratory Syncytial Virus (RSV) vaccination for those turning 75 years old
8. Percentage of patients offered an index colonoscopy procedure within 4 weeks of booking their Specialist Screening Practitioner assessment appointment
9. Percentage of patients (aged 12 years and over) with diabetes who have had foot surveillance recorded within last 15 months
10. Percentage of patients (aged 12 years and over) with diabetes who have had their urine albumin recorded within last 15 months
11. Percentage of population (adult) receiving NHS dental care over a 24-month period - General Dental Services (GDS)
12. Percentage of population (child) receiving NHS dental care over a 12-month period - General Dental Services (GDS)

## **Quadruple Aim 2: People in Wales have better quality and more accessible health and social care services, enabled by digital and supported by engagement.**

There will be an equitable system, which achieves equal health outcomes for everyone in Wales. It will improve the physical and mental well-being of all throughout their lives, from birth to a dignified end.

Services will be seamless and delivered as close to home as possible. Hospital services will be designed to reduce the time spent in hospital, and to speed up recovery. The shift in resources to the community will mean that when hospital-based care is needed, it can be accessed more quickly.

| <b>Performance Measure</b>                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13. Percentage of community pharmacies providing Pharmacist Independent Prescribing service (PIPS)                                                                                                         |
| 14. Percentage of Local Primary Mental Health Support Service (LPMHSS) assessments undertaken within (up to and including) 28 days from the date of receipt of referral for people aged under 18 years     |
| 15. Percentage of therapeutic interventions started within (up to and including) 28 days following an assessment by Local Primary Mental Health Support Service (LPMHSS) for people aged under 18 years    |
| 16. Percentage of Local Primary Mental Health Support Service (LPMHSS) assessments undertaken within (up to and including) 28 days from the date of receipt of referral for adults aged 18 years and over  |
| 17. Percentage of therapeutic interventions started within (up to and including) 28 days following an assessment by Local Primary Mental Health Support Service (LPMHSS) for adults aged 18 years and over |
| 18. Percentage of children and young people waiting less than 26 weeks to start an ADHD or ASD neurodevelopment assessment                                                                                 |
| 19. Percentage of patients waiting less than 26 weeks to start a psychological therapy in Specialist Adult Mental Health                                                                                   |
| 20. Percentage of people to have a heartbeat restored after a period of cardiac arrest which is subsequently retained until arrival at hospital (Return Of Spontaneous Circulation)                        |
| 21. Median emergency ambulance response time to purple: arrest category calls                                                                                                                              |
| 22. Median emergency ambulance response time to red: emergency category calls                                                                                                                              |
| 23. Number of ambulance patient handovers over 45 minutes                                                                                                                                                  |
| 24. Percentage of ambulance patient handovers within 15 minutes                                                                                                                                            |
| 25. Percentage of patients who spend less than 4 hours in all major and minor emergency care (i.e. A&E) facilities from arrival until admission, transfer or discharge                                     |

| Performance Measure                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 26. Number of patients who spend 12 hours or more in all hospital major and minor emergency care facilities from arrival until admission, transfer, or discharge                                   |
| 27. Percentage of patients starting their first definitive cancer treatment within 62 days from point of suspicion (regardless of the referral route)                                              |
| 28. Percentage of R1 patient pathways, which have a target date allocated, waiting within their clinical target date or within 25% beyond their clinical target date for an outpatient appointment |
| 29. Number of patients (all ages) waiting more than 8 weeks for a specified diagnostic                                                                                                             |
| 30. Number of patients (all ages) waiting more than 14 weeks for a specified therapy                                                                                                               |
| 31. Number of adults waiting more than 14 weeks for all audiology pathways (to include new and existing pathways for hearing aids, tinnitus and balance)                                           |
| 32. Number of children waiting more than 6 weeks for all audiology pathways (to include new assessment and intervention pathways)                                                                  |
| 33. Number of patients waiting more than 26 weeks for a new outpatient appointment                                                                                                                 |
| 34. Number of patients waiting more than 104 weeks for referral to treatment                                                                                                                       |
| 35. Number of patients waiting for a follow-up outpatient appointment who are delayed by over 100%                                                                                                 |

### **Quadruple Aim 3: The health and social care workforce in Wales is motivated and sustainable.**

New models of care will involve a broad multi-disciplinary team approach where well-trained people work effectively together to meet the needs and preferences of individuals.

Joint workforce planning will be in place with an emphasis on staff expanding generalist skills and working across professional boundaries. Strategic partnership will support this with education providers and learning academies focused on professional capability and leadership.

| <b>Performance Measure</b>                                                                    |
|-----------------------------------------------------------------------------------------------|
| 36. Percentage of sickness absence rate of staff                                              |
| 37. Turnover rate for nurse, midwifery, medical and dental registered staff leaving NHS Wales |
| 38. Agency spend                                                                              |

## **Quadruple Aim 4: Wales has a higher value health and social care system that has demonstrated rapid improvement and innovation, enabled by data and focused on outcomes.**

Delivering higher value in health and social care will focus on outcomes that matter to the individual and making our services safe, effective, people-centred, timely, efficient and equitable. This will bring the individual to the fore and consider the relative value of different care and treatment options, in line with Prudent Health.

Research, innovation and improvement activity will be brought together across regions – working with RPBs, universities, industries and other partners. Alignment of funding streams and integrated performance management and accountability across the whole system will be in place to accelerate transformation through a combination of national support, incentives, regulation, benchmarking and transparency.

| <b>Performance Measure</b>                                                                             |
|--------------------------------------------------------------------------------------------------------|
| 39. Percentage of episodes clinically coded within one reporting month post episode discharge end date |
| 40. Nationally reportable incidents open over 12 months                                                |
| 41. Cumulative number of hospital onset <i>Klebsiella spp</i> BSI cases                                |
| 42. Cumulative number of hospital onset <i>Pseudomonas aeruginosa</i> BSI cases                        |
| 43. Cumulative number of hospital onset <i>E.coli</i> BSI cases                                        |
| 44. Cumulative number of hospital onset MSSA BSI cases                                                 |
| 45. Cumulative number of <i>C.difficile</i> infection cases                                            |
| 46. Gabapentin and pregabalin DDDs per 1,000 patients                                                  |
| 47. Average quantity per item prescribed from start period for the reference basket of medicines       |
| 48. Number of low Global Warming Potential (GWP) inhalers as a percentage of all inhalers prescribed   |
| 49. Number of never events                                                                             |
| 50. Overall HB overall patient experience score                                                        |