

**Date:** 21<sup>st</sup> March 2025

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**Report to the:** Board of the Integrated Care Board in Public

**Item:** 17.1.1 **BLMK Quality and Performance Report – Annexes**

## **1.0 Executive Summary**

1.1 This paper includes the annexes referred to within the main BLMK Quality and Performance Report

- Annex 1 – Month 9 – BLMK ICB Performance Dashboard [Pages 2-5](#)
- Annex 2 – BLMK Place Dashboard [Pages 6-11](#)
- Annex 3 – SPC Charts [Pages 12-15](#)
- Annex 4 – NHS APP Practice Level Usage Chart [Page 16](#)

**Annex 1 - Month 9 BLMK Performance Dashboard** - This dashboard is restricted as it contains local unvalidated data and is subject to change. This information is not for onward sharing.

ICB Performance Dashboard														
Area	Performance Metric	Reporting Frequency	Measure	Rolling 12 Months			Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Regional Ranking (as at latest data)	National Ranking (as at latest data)	Latest Data	
				202410	202411	202412								
Elective Recovery	RTT - Incomplete Pathway (Waiting List)	Monthly	Achievement	145,199	143,335	145,402		Low	↑	●	4 / 6	19 / 42	Dec-24	
			Threshold	141,724	140,422	139,380								
			Regional Performance	153,166	153,234	153,612								
			National Performance	176,128	174,677	174,238								
	RTT - Number of 78+ Week Waits	Monthly	Monthly	Achievement	101	71	106		Low	↑	●	6 / 6	39 / 42	Dec-24
				Threshold	0	0	0							
				Regional Performance	64	40	38							
				National Performance	56	47	47							
	RTT - Number of 65+ Week Waits	Monthly	Monthly	Achievement	964	650	499		Low	↑	●	4 / 6	33 / 42	Dec-24
				Threshold	708	521	312							
				Regional Performance	549	456	373							
				National Performance	491	396	364							
	RTT - Number of 52+ Week Waits	Monthly	Monthly	Achievement	6,854	5,945	5,226		Low	↑	●	4 / 6	31 / 42	Dec-24
				Threshold	7,418	7,131	6,895							
				Regional Performance	6,465	6,106	5,588							
				National Performance	5,493	5,184	4,678							
	Diagnostics Tests - 6 Week Waits (%)	Monthly	Monthly	Achievement	41.05%	40.98%	44.42%		Low	↑	●	6 / 6	42 / 42	Dec-24
				Threshold	15.00%	15.00%	15.00%							
				Regional Performance	31.27%	29.47%	32.65%							
				National Performance	20.70%	19.93%	22.79%							
	Diagnostics Tests - 13 Week Waits (%)	Monthly	Monthly	Achievement	20.15%	19.59%	22.88%		Low	↑	●	6 / 6	42 / 42	Dec-24
Threshold														
Regional Performance				14.71%	13.17%	14.79%								
National Performance				8.04%	7.18%	7.86%								
Cancer Care	Cancer - 28 Day Faster Diagnosis Standard	Monthly	Achievement	75.02%	73.63%	75.19%		High	↑	●	4 / 6	35 / 42	Dec-24	
			Threshold	74.38%	75.14%	75.64%								
			Regional Performance	74.53%	73.09%	74.87%								
			National Performance	77.13%	77.38%	78.10%								
	Cancer - 31 Day Combined	Monthly	Monthly	Achievement	90.95%	90.94%	88.96%		High	↓	●	3 / 6	32 / 42	Dec-24
				Threshold	96.00%	96.00%	96.00%							
				Regional Performance	88.45%	87.72%	88.12%							
				National Performance	91.50%	90.96%	91.52%							
	Cancer - 62 Day Combined	Monthly	Monthly	Achievement	66.06%	65.01%	68.16%		High	↑	●	4 / 6	31 / 42	Dec-24
				Threshold	68.43%	68.40%	68.61%							
				Regional Performance	65.07%	65.65%	69.15%							
				National Performance	68.16%	69.40%	71.29%							

Trend Arrows:

If performance is better than the average of the previous 6 data points



If performance is worse than the average of the previous 6 data points



If performance is the same as the average of the previous 6 data points



Ragging:

If performance is better than the threshold - Green

If performance is worse than the threshold - Red

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Area	Performance Metric	Reporting Frequency	Measure	Rolling 12 Months			Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Regional Ranking (as at latest data)	National Ranking (as at latest data)	Latest Data
				202410	202411	202412							
Urgent Emergency Care	A&E 4 Hour Waits	Monthly	Achievement	75.32%	75.57%	72.92%		High	↓	●	1 / 6		Jan-25
			Threshold	77.00%	77.00%	77.00%							
			Regional Performance	71.29%	71.01%	69.12%							
			National Performance	73.04%	72.14%	71.12%							
	% A&E 12 hour journey time	Monthly	Achievement	3.92%	3.34%	4.54%		Low	↓				Jan-25
			Threshold										
			Regional Performance										
			National Performance										
	% ED Attendances that result in emergency admission	Monthly	Achievement	26.44%	27.66%	27.58%		High	↑		4 / 6		Jan-25
Threshold													
Regional Performance			29.58%	29.75%	29.40%								
National Performance			28.36%	28.33%	28.32%								
Primary Care	Number of appointments in General Practice	Monthly	Achievement	638,177	535,633	496,375		High	↑	●	6 / 6	31 / 42	Dec-24
			Threshold	566,496	523,051	428,673							
			Regional Performance	745,232	603,458	547,444							
			National Performance	915,824	748,657	673,080							
	% Same Day Appointments in General Practice	Monthly	Achievement	36.19%	41.04%	44.26%		High	↑		4 / 6	29 / 42	Dec-24
			Threshold										
			Regional Performance	36.33%	41.25%	45.16%							
			National Performance	37.93%	42.52%	46.04%							
	% of Appointments With Health Professional Other Than GP	Monthly	Achievement	56.60%	52.00%	50.23%		High	↓		5 / 6	27 / 42	Dec-24
			Threshold										
			Regional Performance	59.27%	55.75%	54.39%							
			National Performance	56.42%	52.80%	51.42%							
Appointments in GP Practice - % Seen Within 2 Weeks	Monthly	Achievement	74.51%	79.53%	80.83%		High	↓	●	5 / 6	26 / 42	Dec-24	
		Threshold	85.78%	85.81%	85.81%								
		Regional Performance	71.76%	78.45%	80.61%								
		National Performance	74.87%	80.71%	82.74%								

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Area	Performance Metric	Reporting Frequency	Measure	Rolling 12 Months			Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Regional Ranking (as at latest data)	National Ranking (as at latest data)	Latest Data
				202410	202411	202412							
Adult Mental Health	CPA 72-Hour Follow Ups	Monthly	Achievement	85.00%	86.00%	86.00%		High	↑	●	1 / 6	3 / 42	Dec-24
			Threshold	80.00%	80.00%	80.00%							
			Regional Performance	56.17%	63.64%	56.85%							
			National Performance	70.45%	70.36%	69.04%							
	Dementia Diagnosis Rate	Monthly	Achievement	69.61%	69.80%	69.61%		High	↑	●	1 / 6	9 / 42	Dec-24
			Threshold	66.73%	66.73%	66.74%							
			Regional Performance	64.21%	64.45%	64.26%							
			National Performance	65.65%	65.82%	65.63%							
	Early Intervention in Psychosis (EIP)	Monthly	Achievement	84.00%	83.00%	79.00%		High	↑	●	4 / 6	13 / 42	Dec-24
			Threshold	60.00%	60.00%	60.00%							
			Regional Performance	72.91%	67.46%	69.64%							
			National Performance	72.29%	62.40%	62.10%							
	Inappropriate Out Of Area Bed Days	Quarterly	Achievement			2,350		Low	↓		5 / 6	20 / 42	Dec-24
			Threshold										
			Regional Performance			2,413							
			National Performance			2,905							
	Inappropriate Out Of Area Placements	Monthly	Achievement	15	25	20		Low	↓	●	2 / 6	15 / 42	Dec-24
			Threshold	9	7	5							
			Regional Performance	26	26	25							
			National Performance	34	33	33							
	NHS Talking Therapies - number receiving a course of treatment	Monthly	Achievement	970	920	790		High	↓		6 / 6	30 / 42	Dec-24
			Threshold										
			Regional Performance	1,262	1,183	1,049							
			National Performance	1,441	1,293	1,158							
NHS Talking Therapies - Reliable Recovery	Monthly	Achievement	47.85%	44.89%	48.68%		High	↓	●	3 / 6	12 / 42	Dec-24	
		Threshold	48.00%	48.00%	48.00%								
		Regional Performance	48.11%	47.49%	47.86%								
		National Performance	47.13%	47.64%	46.77%								
NHS Talking Therapies - Reliable Improvement	Monthly	Achievement	68.04%	67.93%	70.89%		High	↓	●	2 / 6	5 / 42	Dec-24	
		Threshold	67.00%	67.00%	67.00%								
		Regional Performance	66.78%	66.24%	67.75%								
		National Performance	67.43%	67.36%	66.87%								

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Area	Performance Metric	Reporting Frequency	Measure	Rolling 12 Months				Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Regional Ranking (as at latest data)	National Ranking (as at latest data)	Latest Data
				202410	202411	202412	202501							
Learning Disability & Autism	Learning Disability Healthchecks (Cumulative)	Monthly	Achievement	39.23%	46.43%	52.87%	61.08%		High	↑	●			Dec-24
			Threshold	44.57%	50.94%	57.30%	63.62%							
			Regional Performance											
			National Performance											
Children and Young People (CYP) & Maternity	Number of CYP accessing mental health services (Rolling 12 months)	Monthly	Achievement	13,335	13,260	13,175		High	↑	●	5 / 6	28 / 42	Dec-24	
			Threshold	16,270	16,539	16,809								
			Regional Performance	15,043	15,095	15,157								
			National Performance	19,151	19,253	19,338								
	CYP Eating Disorders - Routine	Monthly	Achievement	84.00%	87.00%	84.00%		High	↑	●	4 / 6	22 / 42	Dec-24	
			Threshold	95.00%	95.00%	95.00%								
			Regional Performance	88.33%	88.33%	83.00%								
			National Performance	77.32%	79.90%	81.87%								
	CYP Eating Disorders - Urgent	Monthly	Achievement	100.00%	100.00%	0.00%		High	↑	●	0 / 6	0 / 42	Dec-24	
			Threshold	95.00%	95.00%	95.00%								
			Regional Performance	69.50%	74.00%	65.50%								
			National Performance	81.20%	83.26%	80.83%								
	Perinatal Mental Health Access (YTD)	Monthly	Achievement	1,475	1,470	1,460		High	↑	●	3 / 6	18 / 42	Dec-24	
			Threshold	1,279	1,279	1,279								
			Regional Performance	1,428	1,439	1,447								
			National Performance	62,339	62,723	63,283								
Community Services	Urgent Community Response - 2 hour Standard	Monthly	Achievement	87.14%	85.48%	85.50%		High	↓	●			Dec-24	
			Threshold	70.00%	70.00%	70.00%								
			Regional Performance											
			National Performance											
	Urgent Community Response - Referrals	Monthly	Achievement	1,400	1,240	1,255		High	↑	●			Dec-24	
			Threshold	1,452	1,519	1,482								
			Regional Performance											
			National Performance											
	Virtual Wards Occupancy	Monthly	Achievement	75.90%	65.88%	75.60%	32.90%		High	↓	●	6 / 6	42 / 42	Jan-25
			Threshold	80.19%	80.19%	80.18%	80.06%							
			Regional Performance	95.23%	76.90%	82.50%	77.24%							
			National Performance	78.20%	77.05%	75.40%	80.50%							
	Virtual Wards Capacity	Monthly	Achievement	340	340	340	340		High	↓	●	2 / 6	15 / 42	Jan-25
			Threshold	313	323	333	351							
			Regional Performance	255	255	256	240							
			National Performance	301	303	303	301							
Virtual Wards Utilisation	Monthly	Achievement	258	224	257	112		High	↓		5 / 6	37 / 42	Jan-25	
		Regional Performance	243	196	211	185								
		National Performance	236	234	229	242								
Units of Dental Activity (UDAs) Delivery	Monthly	Achievement	11.21					Low	↑		1 / 6	5 / 42	Oct-24	
		Regional Performance	12.68											
		National Performance	12.55											
Childrens Wheelchairs - % received in 18 weeks	Quarterly	Achievement			80.91%			High	↓	●	3 / 6	20 / 42	Dec-24	
		Threshold			92.00%									
		Regional Performance			74.29%									
		National Performance			76.46%									
Quality & Safety	Infection Control - C-Difficile	Monthly	Achievement	16	9	20			Low	↑		1 / 6	9 / 42	Dec-24
			Regional Performance	34	26	29								
			National Performance	43	35	34								
	Infection Control - MRSA	Monthly	Achievement	3	3	0			Low	↑	●	1 / 6	1 / 42	Dec-24
			Threshold	0	0	0								
			Regional Performance	1	2	1								
			National Performance	2	2	3								
	Infection Control - E Coli	Monthly	Achievement	37	34	42			Low	↑		1 / 6	6 / 42	Dec-24
			Regional Performance	66	60	60								
			National Performance	89	84	82								

**Annex 2 – Month 9 - BLMK Place Dashboard** - This dashboard is restricted as it contains local unvalidated data and is subject to change. This information is not for onward sharing.

					Place Level Performance Dashboard								
Area	Performance Metric	Reporting Frequency	Place	Measure	Month				Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Latest Data
					202409	202410	202411	202412					
Elective Recovery	RTT - Incomplete Pathway (Waiting List)	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	100,092	98,303	98,493	98,711		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Achievement	102,663	103,028	102,481	102,116		Low	↑	●	Dec-24
Elective Recovery	Number of 52+ Week Waits	Monthly	Bedfordshire and Luton - Provider Trust Wide	Threshold	37,194	36,144	34,176	33,695		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	33,892	33,704	33,301	33,004		Low	↑	●	Dec-24
Elective Recovery	Number of 65+ Week Waits	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	4,323	3,921	3,233	2,786		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Achievement	4,699	4,561	4,423	4,331		Low	↑	●	Dec-24
Elective Recovery	Number of 78+ Week Waits	Monthly	Bedfordshire and Luton - Provider Trust Wide	Threshold	3,039	2,742	2,344	1,966		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	3,144	2,947	2,766	2,597		Low	↑	●	Dec-24
Elective Recovery	Number of 65+ Week Waits	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	345	341	141	17		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Achievement	300	284	268	252		Low	↑	●	Dec-24
Elective Recovery	Number of 78+ Week Waits	Monthly	Bedfordshire and Luton - Provider Trust Wide	Threshold	688	467	316	192		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	600	515	320	100		Low	↑	●	Dec-24
Elective Recovery	Number of 78+ Week Waits	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	31	27	10	0		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Achievement	0	0	0	0		Low	↑	●	Dec-24
Elective Recovery	Diagnostics Tests - 6 Week Waits (%)	Monthly	Bedfordshire and Luton - Provider Trust Wide	Threshold	113	70	47	27		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	0	0	0	0		Low	↑	●	Dec-24
Elective Recovery	Diagnostics Tests - 6 Week Waits (%)	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	42.78%	39.34%	40.85%	45.81%		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Achievement	15.00%	15.00%	15.00%	15.00%		Low	↑	●	Dec-24
Elective Recovery	Diagnostics Tests - 13 Week Waits (%)	Monthly	Bedfordshire and Luton - Provider Trust Wide	Threshold	46.58%	45.03%	41.94%	43.65%		Low	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	15.00%	15.00%	15.00%	15.00%		Low	↑	●	Dec-24
Elective Recovery	Diagnostics Tests - 13 Week Waits (%)	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	24.00%	21.72%	20.80%	23.38%		Low	↑		Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Achievement	17.19%	16.82%	16.88%	21.72%		Low	↓		Dec-24
Elective Recovery	Diagnostics Tests - 13 Week Waits (%)	Monthly	Bedfordshire and Luton - Provider Trust Wide	Threshold						Low	↑		Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold						Low	↓		Dec-24

**Bedfordshire Care Alliance Providers:** Bedfordshire Hospital NHS Foundation Trust / East London NHS Foundation Trust - Mental Health and Community Indicators / East of England Ambulance Service - Ambulance Indicators / Cambridgeshire Community Services - Community

**Milton Keynes Care Alliance Providers:** Milton Keynes University Hospital NHS Foundation Trust / Central North West London NHS Foundation Trust - Mental Health and Community / South Central and West Ambulance Service - Ambulance Indicators.

**Trend Arrow Key:**

- If performance is **better** than the average of the previous 6 data points    ↑
- If performance is **worse** than the average of the previous 6 data points    ↓
- If performance is **the same** as the average of the previous 6 data points    ↔

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Area	Performance Metric	Reporting Frequency	Place	Measure	Month				Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Latest Data
					202409	202410	202411	202412					
Cancer Care	Cancer - 28 Day Faster Diagnosis Standard	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	67.17%	73.86%	73.17%	76.48%		High	⬆️	🟢	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Achievement	72.28%	73.02%	74.01%	75.00%		High	⬆️	🔴	Dec-24
Cancer Care	Cancer - 31 Day Combined	Monthly	Bedfordshire and Luton - Provider Trust Wide	Threshold	70.49%	77.95%	75.80%	75.29%		High	⬆️	🔴	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	75.77%	76.00%	76.47%	76.81%		High	⬆️	🟢	Dec-24
Cancer Care	Cancer - 62 Day Combined	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	92.24%	94.47%	94.92%	95.38%		High	⬆️	🔴	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	96.00%	96.00%	96.00%	96.00%		High	⬆️	🟢	Dec-24
Cancer Care	Cancer - 62 Day Combined	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	96.48%	94.84%	99.53%	97.13%		High	⬆️	🟢	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	96.00%	96.00%	96.00%	96.00%		High	⬆️	🔴	Dec-24
Cancer Care	Cancer - 63+ day backlog	Weekly	Bedfordshire and Luton - Provider Trust Wide	Achievement	68.36%	65.58%	66.15%	68.66%		High	⬆️	🔴	Dec-24
		Weekly	Milton Keynes - Provider Trust Wide	Threshold	68.93%	69.20%	69.53%	69.60%		High	⬆️	🔴	Dec-24
Cancer Care	Cancer - 63+ day backlog	Weekly	Bedfordshire and Luton - Provider Trust Wide	Achievement	65.92%	65.24%	65.25%	65.75%		High	⬆️	🔴	Dec-24
		Weekly	Milton Keynes - Provider Trust Wide	Threshold	65.93%	66.40%	66.21%	66.90%		High	⬆️	🔴	Dec-24
Cancer Care	Cancer - 63+ day backlog	Weekly	Bedfordshire and Luton - Provider Trust Wide	Threshold	330	279	230	251		Low	⬆️		02/02/2025
		Weekly	Milton Keynes - Provider Trust Wide	Achievement	134	104	102	108		Low	⬆️		02/02/2025
Urgent Emergency Care	Ambulance - Cat 1 Mean Response Times (7 day average)	Weekly	Bedfordshire Care Alliance	Achievement	00:09:15	00:08:00	00:09:50	00:08:14		Low	⬆️	🔴	09/02/2025
		Weekly	Milton Keynes Care Alliance	Threshold	00:07:00	00:07:00	00:07:00	00:07:00		Low	⬆️	🔴	09/02/2025
Urgent Emergency Care	Ambulance - Cat 2 Mean Response Times (7 day average)	Weekly	Bedfordshire Care Alliance	Achievement	00:07:53	00:08:40	00:07:34	00:08:23		Low	⬆️	🔴	09/02/2025
		Weekly	Milton Keynes Care Alliance	Threshold	00:07:00	00:07:00	00:07:00	00:07:00		Low	⬆️	🟢	09/02/2025
Urgent Emergency Care	A&E 4 Hours Waits	Weekly	Bedfordshire Care Alliance	Achievement	00:52:12	00:39:02	00:17:33	00:53:01		Low	⬆️	🔴	09/02/2025
		Weekly	Milton Keynes Care Alliance	Threshold	00:30:00	00:30:00	00:30:00	00:30:00		Low	⬆️	🟢	09/02/2025
Urgent Emergency Care	A&E 4 Hours Waits	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	00:30:00	00:30:00	00:30:00	00:30:00		High	⬇️	🔴	Jan-25
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	75.08%	73.50%	73.93%	71.60%		High	⬇️	🔴	Jan-25
Urgent Emergency Care	% A&E 12 hour journey time	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	78.38%	78.38%	78.38%	78.38%		High	⬇️		Jan-25
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	72.96%	73.82%	72.82%	68.04%		High	⬇️		Jan-25
Urgent Emergency Care	System Flow - % of people with no criteria to reside who are discharged	Weekly	Bedfordshire and Luton - Provider Trust Wide	Achievement	2.15%	2.95%	2.43%	3.41%		Low	⬇️		Jan-25
		Weekly	Milton Keynes - Provider Trust Wide	Threshold	5.29%	6.33%	5.84%	7.78%		Low	⬇️		Jan-25
Urgent Emergency Care	System Flow - % of people with no criteria to reside who are discharged	Weekly	Bedfordshire and Luton - Provider Trust Wide	Achievement	52.55%	49.31%	59.13%	61.90%		High	⬆️		09/02/2025
		Weekly	Milton Keynes - Provider Trust Wide	Threshold	42.96%	43.30%	44.42%	48.75%		High	⬇️		09/02/2025
Urgent Emergency Care	System Flow - Bed Occupancy (Total Overnight G&A Beds)	Weekly	Bedfordshire and Luton - Provider Trust Wide	Achievement	96.61%	97.97%	97.22%	95.91%		Low	⬆️	🟢	09/02/2025
		Weekly	Milton Keynes - Provider Trust Wide	Threshold	96.10%	96.64%	97.49%	97.49%		Low	⬇️	🟢	09/02/2025

**Annex 2 – Month 9 - BLMK Place Dashboard** - This dashboard is restricted as it contains local unvalidated data and is subject to change. This information is not for onward sharing.

Area	Performance Metric	Reporting Frequency	Place	Measure	Month				Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Latest Data				
					202409	202410	202411	202412									
Primary Care	NHS 111 Proportion of Calls Abandoned	Monthly	Bedfordshire Care Alliance	Achievement	1.61%	3.82%	5.52%	6.50%		Low	↓	●	Dec-24				
				Numerator	304	891	1,422	1,889									
				Denominator	18,903	23,330	25,751	29,068									
		Monthly	Milton Keynes Care Alliance	Achievement	2.16%	2.51%	2.12%	1.47%			Low	↑	●	Dec-24			
				Numerator	158	220	188	153									
				Denominator	7,322	8,767	8,859	10,418									
Primary Care	NHS 111 Average Call Answering Time	Monthly	Bedfordshire Care Alliance	Achievement	26	62	88	137			Low	↓	●	Dec-24			
				Threshold	20	20	20	20									
		Monthly	Milton Keynes Care Alliance	Achievement	32	33	34	29				Low	↑	●	Dec-24		
				Threshold	20	20	20	20									
		Primary Care	NHS 111 - % of calls recommended to attend ED given a booked ED time slot	Monthly	Bedfordshire Care Alliance	Achievement	0.30%	0.53%		0.37%		0.50%		High	↓	●	Dec-24
						Numerator	5	11		8		9					
Denominator	1,683					2,069	2,161	1,795									
Monthly	Milton Keynes Care Alliance			Achievement	21.65%	13.82%	12.91%	8.04%		High		↓		●	Dec-24		
				Numerator	152	102	114	81									
				Denominator	702	738	883	1,007									
Primary Care	Appointments in General Practice - Number of Appointments	Monthly	Bedford Borough	Achievement	103,358	129,262	114,681	110,486			High	↑		Dec-24			
				Threshold													
		Monthly	Central Bedfordshire	Achievement	145,243	193,794	155,621	140,237				High	↑		Dec-24		
				Threshold													
		Monthly	Luton	Achievement	109,315	131,763	114,881	110,113				High	↑		Dec-24		
				Threshold													
		Monthly	Bedfordshire Care Alliance	Achievement	357,916	454,819	385,183	360,836					High	↑		Dec-24	
				Threshold													
		Monthly	Milton Keynes Care Alliance	Achievement	138,028	183,358	150,450	135,539						High	↑		Dec-24
				Threshold													
Primary Care	% Same Day Appointments in General Practice	Monthly	Bedford Borough	Achievement	43.03%	38.92%	45.13%	49.81%						High	↑		Dec-24
				Threshold													
		Monthly	Central Bedfordshire	Achievement	37.99%	32.74%	37.92%	41.25%						High	↑		Dec-24
				Threshold													
		Monthly	Luton	Achievement	41.14%	39.04%	42.52%	44.60%						High	↑		Dec-24
				Threshold													
		Monthly	Bedfordshire Care Alliance	Achievement	40.41%	36.32%	41.44%	44.89%						High	↑		Dec-24
				Threshold													
		Monthly	Milton Keynes Care Alliance	Achievement	41.01%	35.86%	40.00%	42.56%						High	↓		Dec-24
				Threshold													

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Area	Performance Metric	Reporting Frequency	Place	Measure	Month				Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Latest Data
					202409	202410	202411	202412					
Primary Care	% Appointments with health professional other than GP	Monthly	Bedford Borough	Achievement Threshold	41.53%	46.90%	39.44%	37.31%		High	↓		Dec-24
		Monthly	Central Bedfordshire	Achievement Threshold	59.90%	62.38%	59.72%	58.67%		High	↓		Dec-24
		Monthly	Luton	Achievement Threshold	49.31%	52.36%	48.62%	47.86%		High	↓		Dec-24
		Monthly	Bedfordshire Care Alliance	Achievement Threshold	51.36%	55.08%	50.37%	48.83%		High	↓		Dec-24
		Monthly	Milton Keynes Care Alliance	Achievement Threshold	54.97%	60.37%	56.15%	53.94%		High	↑		Dec-24
Primary Care	% of GP Appointments seen within 2 weeks	Monthly	Bedford Borough	Achievement Threshold	87.20%	81.94%	86.36%	87.47%		High	↓	●	Dec-24
		Monthly	Central Bedfordshire	Achievement Threshold	77.33%	69.21%	77.32%	78.32%		High	↓	●	Dec-24
		Monthly	Luton	Achievement Threshold	82.28%	81.51%	83.40%	84.17%		High	↑	●	Dec-24
		Monthly	Bedfordshire Care Alliance	Achievement Threshold	81.69%	76.39%	81.83%	82.91%		High	↓	●	Dec-24
		Monthly	Milton Keynes Care Alliance	Achievement Threshold	74.89%	69.84%	73.65%	75.29%		High	↓	●	Dec-24
Adult Mental Health	SMI Healthchecks	Quarterly	Bedford Borough	Achievement Threshold	1,005					High	↓		Sep-24
		Quarterly	Central Bedfordshire	Achievement Threshold	975					High	↓		Sep-24
		Quarterly	Luton	Achievement Threshold	1,200					High	↓		Sep-24
		Quarterly	Bedfordshire Care Alliance	Achievement Threshold	3,180					High	↓		Sep-24
		Quarterly	Milton Keynes Care Alliance	Achievement Threshold	1,160					High	↓		Sep-24
Adult Mental Health	Dementia Diagnosis Rate	Monthly	Bedford Borough	Achievement Threshold	70.90%	72.40%	73.00%	72.50%		High	↑	●	Dec-24
		Monthly	Central Bedfordshire	Achievement Threshold	62.90%	62.90%	63.40%	63.70%		High	↑	●	Dec-24
		Monthly	Luton	Achievement Threshold	81.80%	81.40%	81.50%	80.80%		High	↓	●	Dec-24
		Monthly	Bedfordshire Care Alliance	Achievement Threshold	70.06%	70.37%	70.81%	70.59%		High	↑	●	Dec-24
		Monthly	Milton Keynes Care Alliance	Achievement Threshold	67.60%	67.60%	67.10%	67.00%		High	↑	●	Dec-24

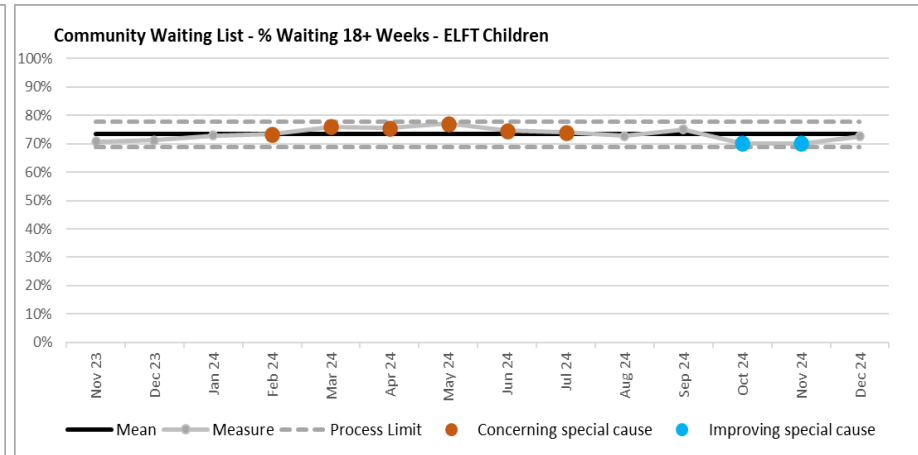
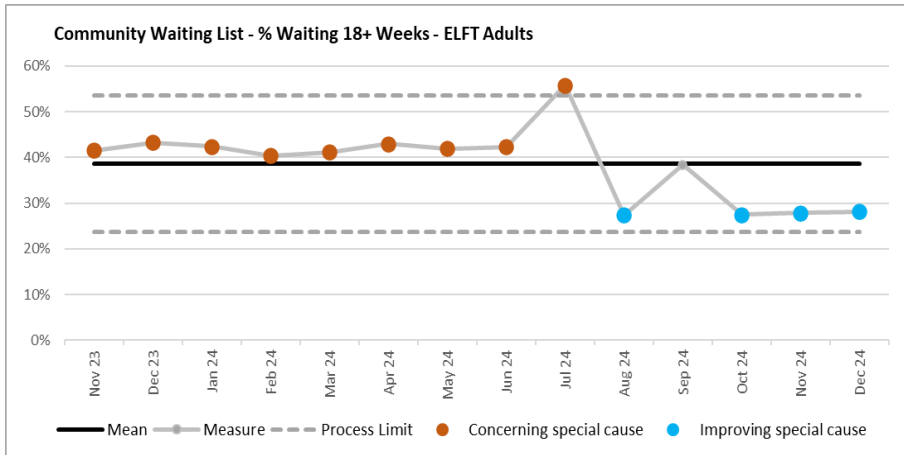
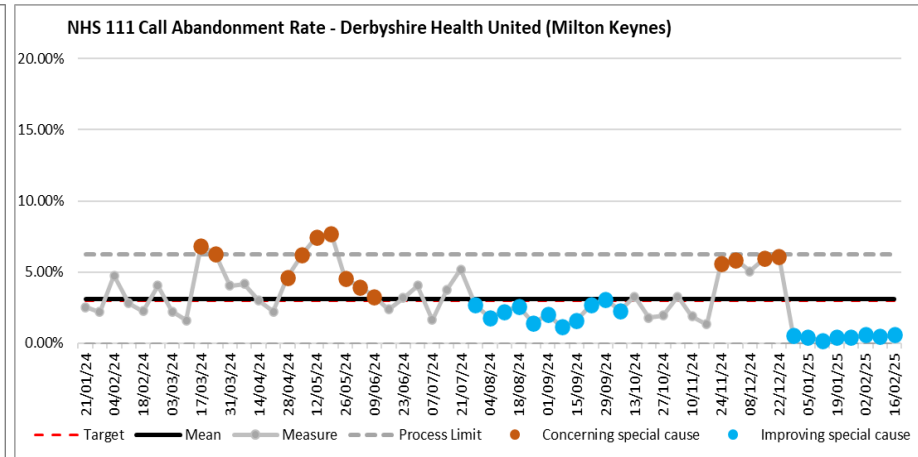
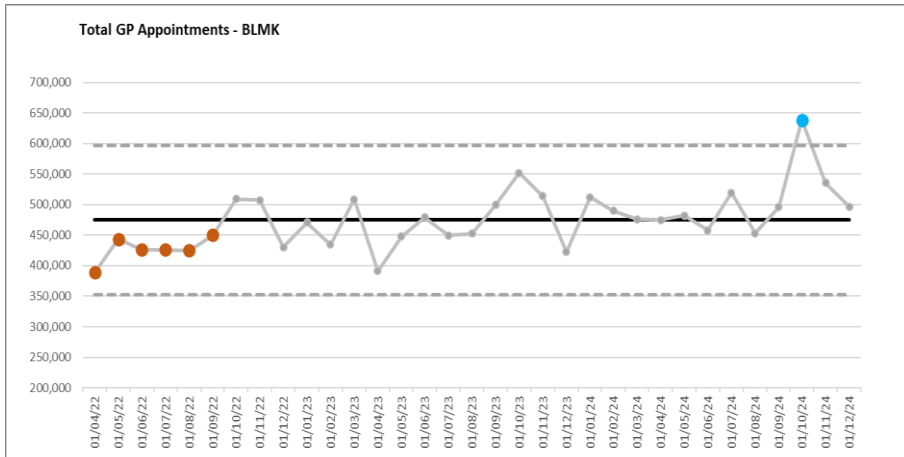
**Annex 2 – Month 9 - BLMK Place Dashboard** - This dashboard is restricted as it contains local unvalidated data and is subject to change. This information is not for onward sharing.

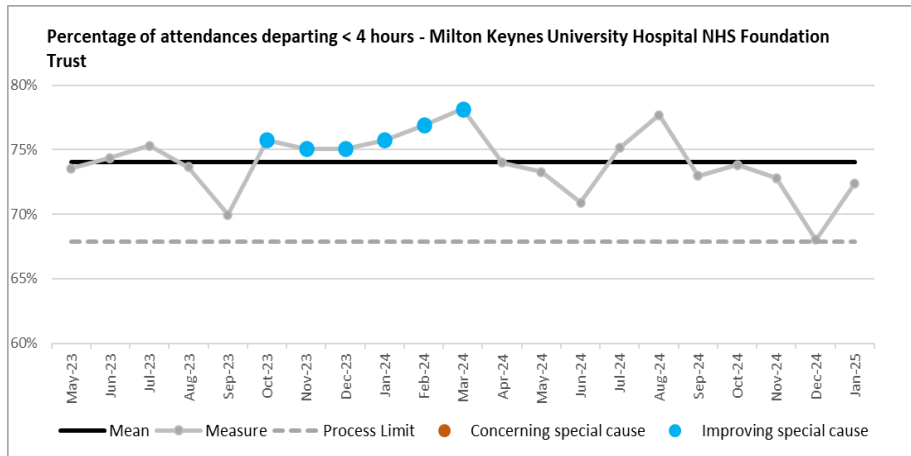
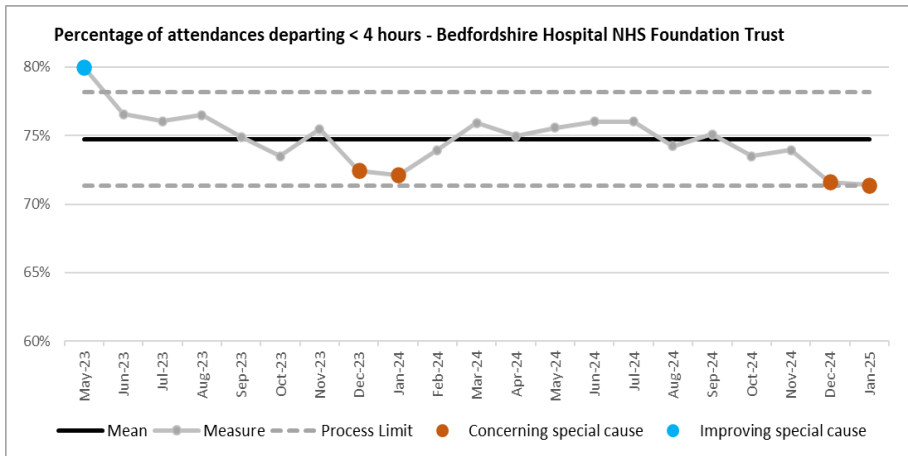
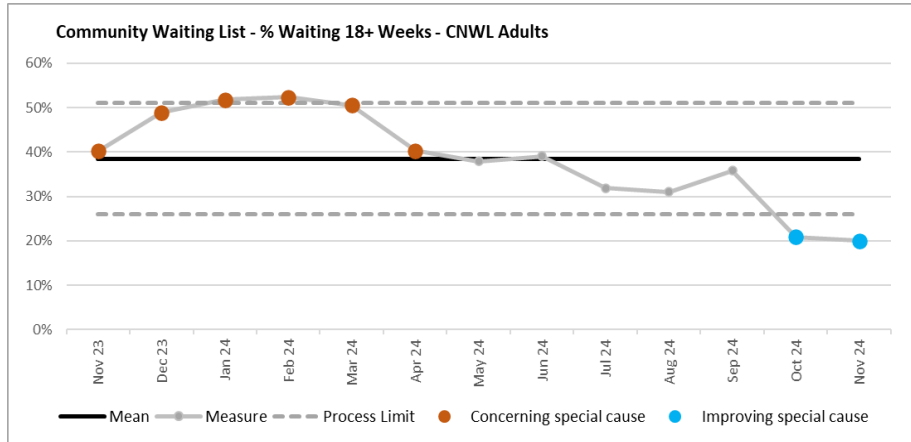
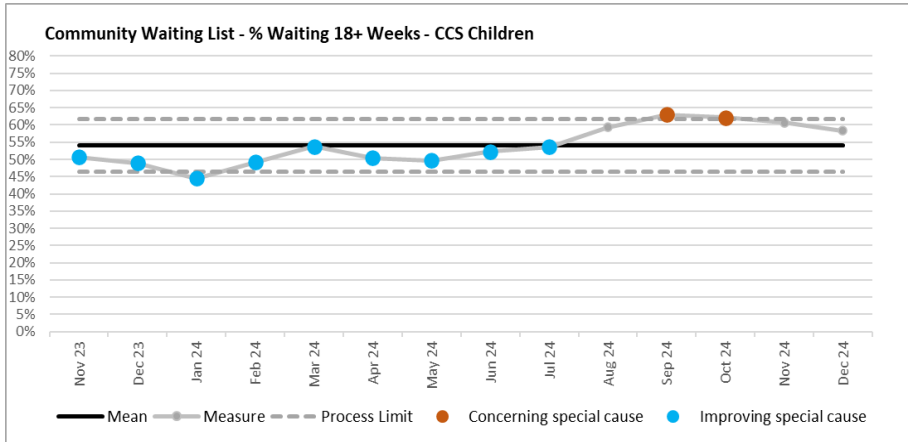
Area	Performance Metric	Reporting Frequency	Place	Measure	Month					Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Latest Data	
					202409	202410	202411	202412	202501						
Adult Mental Health	NHS Talking Therapies - number receiving a course of treatment	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement Threshold	400	460	425	350			High	↓		Dec-24	
		Monthly	Milton Keynes - Provider Trust Wide	Achievement Threshold	235	275	255	230			High	↓		Dec-24	
		Monthly	Other Providers - Provider Trust Wide	Achievement Threshold	240	235	235	210			High	↓		Dec-24	
Adult Mental Health	NHS Talking Therapies - Reliable Recovery	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement Threshold	50.00%	50.00%	50.00%	50.00%			High	↔	●	Dec-24	
		Monthly	Milton Keynes - Provider Trust Wide	Achievement Threshold	40.00%	40.00%	40.00%	50.00%			High	↓	●	Dec-24	
		Monthly	Other Providers - Provider Trust Wide	Achievement Threshold	47.00%	48.00%	48.00%	48.00%			High	↓		Dec-24	
Adult Mental Health	NHS Talking Therapies - Reliable Improvement	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement Threshold	70.00%	70.00%	70.00%	80.00%			High	↔	●	Dec-24	
		Monthly	Milton Keynes - Provider Trust Wide	Achievement Threshold	67.00%	67.00%	67.00%	67.00%			High	↓	●	Dec-24	
		Monthly	Other Providers - Provider Trust Wide	Achievement Threshold	60.00%	60.00%	60.00%	70.00%			High	↓		Dec-24	
Adult Mental Health	Early Intervention in Psychosis (EIP)	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement Threshold	79.00%	83.00%	81.00%	81.00%			High	↑	●	Dec-24	
		Monthly	Milton Keynes - Provider Trust Wide	Achievement Threshold	60.00%	60.00%	60.00%	60.00%			High	↑	●	Dec-24	
Adult Mental Health	Inappropriate Out Of Area Bed Days	Quarterly	Bedfordshire and Luton - Provider Trust Wide	Achievement Threshold				1,555			Low	↓		Dec-24	
		Quarterly	Milton Keynes - Provider Trust Wide	Achievement Threshold	155			260			Low	↓		Dec-24	
Learning Disability & Autism	Learning Disability Healthchecks (cumulative position)	Monthly	Bedford Borough	Achievement	31.01%	42.29%	53.86%	62.07%	70.64%		High	↑		Jan-25	
				Numerator	364	499	635	725	830			High	↑		Jan-25
				Denominator	1,174	1,180	1,179	1,168	1,175			High	↑		Jan-25
		Monthly	Central Bedfordshire	Achievement	31.00%	36.29%	42.46%	49.27%	62.26%		High	↑		Jan-25	
				Numerator	403	474	555	638	805			High	↑		Jan-25
				Denominator	1,300	1,306	1,307	1,295	1,293			High	↑		Jan-25
		Monthly	Luton	Achievement	34.62%	45.00%	50.65%	58.28%	65.96%		High	↑		Jan-25	
				Numerator	502	653	740	852	967			High	↑		Jan-25
				Denominator	1,450	1,451	1,461	1,462	1,466			High	↑		Jan-25
		Monthly	Bedfordshire Care Alliance	Achievement	32.34%	41.30%	48.90%	56.43%	66.14%		High	↑		Jan-25	
				Numerator	1,269	1,626	1,930	2,215	2,602			High	↑		Jan-25
				Denominator	3,924	3,937	3,947	3,925	3,934			High	↑		Jan-25
Monthly	Milton Keynes Care Alliance	Achievement	27.51%	34.07%	40.25%	44.04%	48.48%		High	↑		Jan-25			
		Numerator	436	539	636	698	766			High	↑		Jan-25		
		Denominator	1,585	1,582	1,580	1,585	1,580			High	↑		Jan-25		

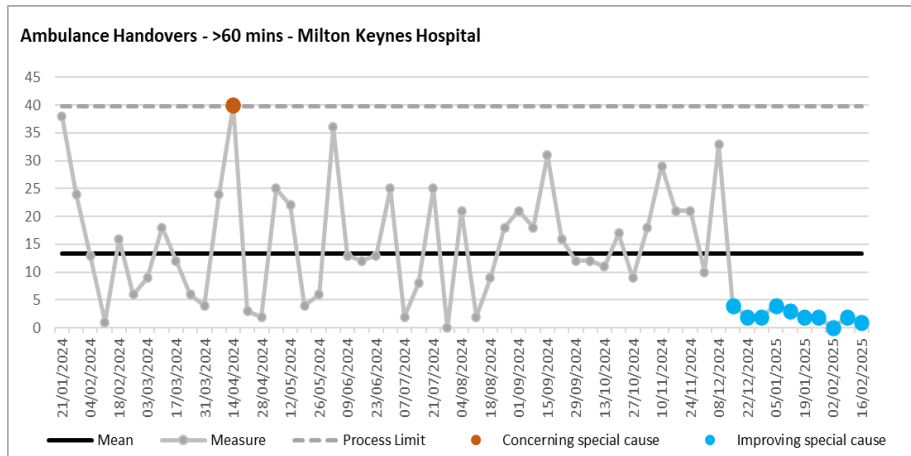
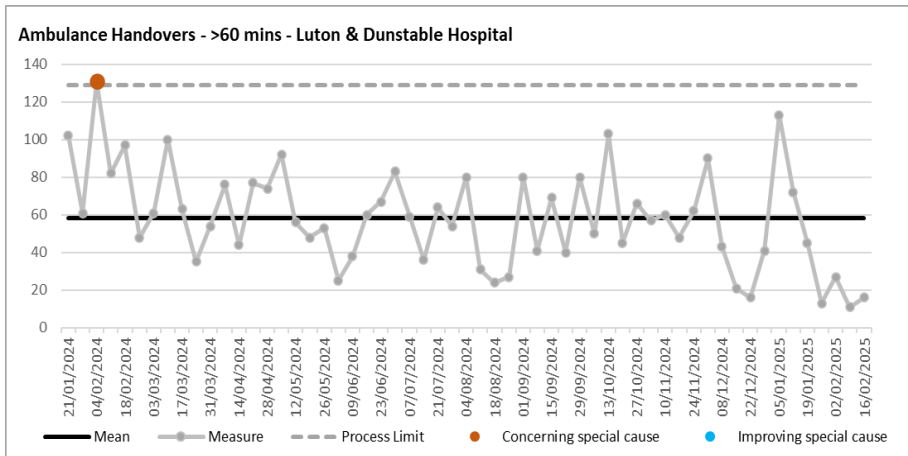
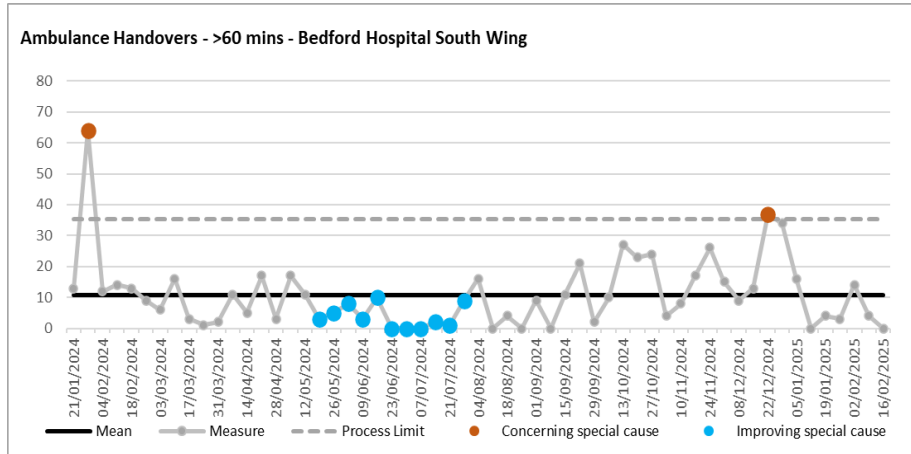
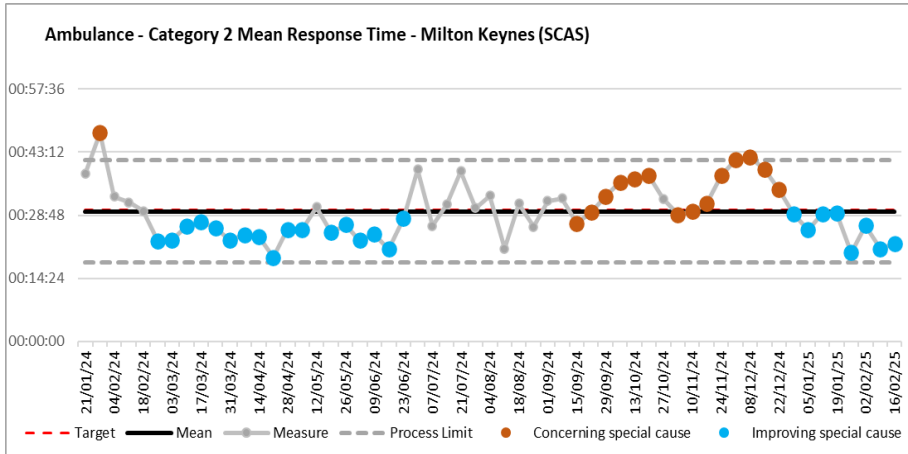
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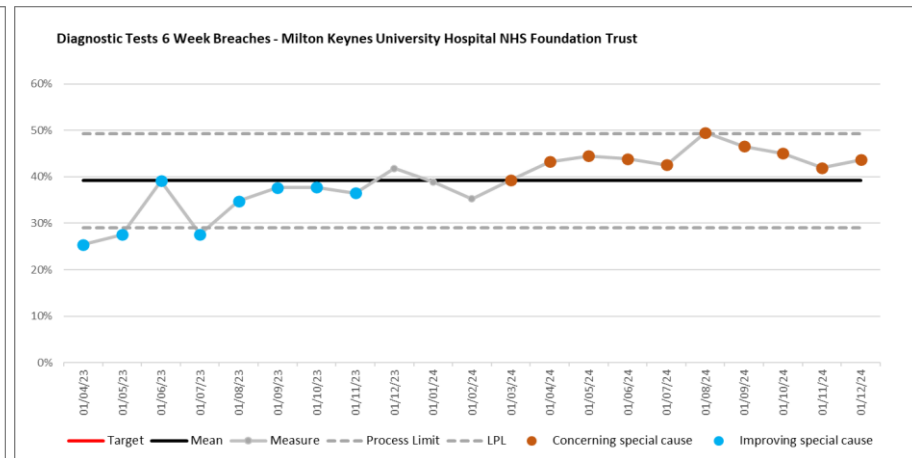
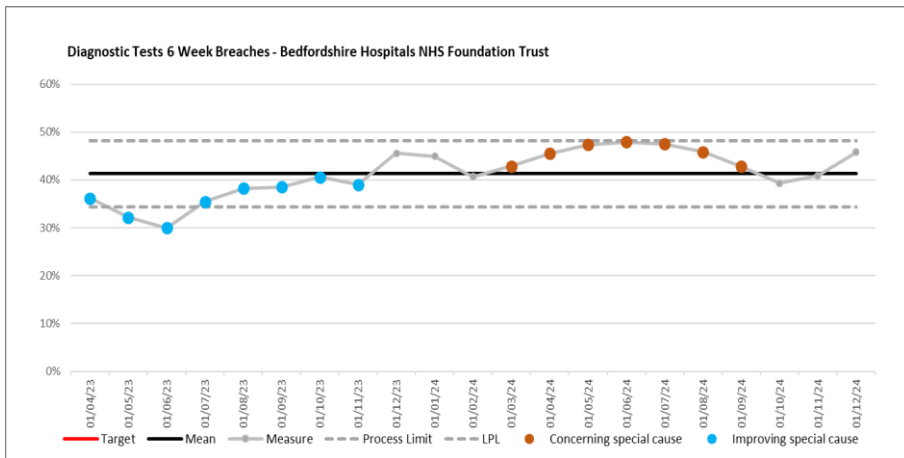
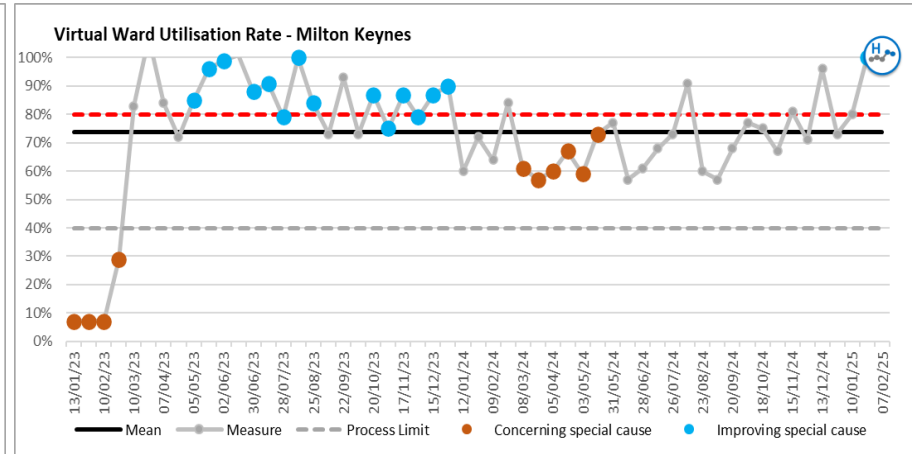
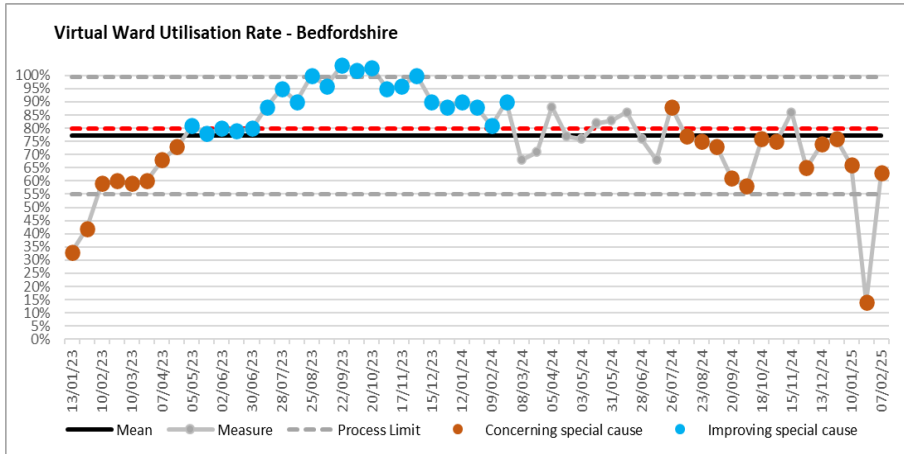
Area	Performance Metric	Reporting Frequency	Place	Measure	Month					Spark Line (Rolling 12 Months)	What does good look like	Trend Arrows (Current Month Against Previous 6 Points Average)	YTD	Latest Data
					202409	202410	202411	202412	202501					
Children and Young People (CYP) & Maternity	CYP Eating Disorders - Routine	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	84.00%	82.00%	88.00%	90.00%			High	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	95.00%	95.00%	95.00%	95.00%			High	↑	●	Dec-24
Children and Young People (CYP) & Maternity	CYP Eating Disorders - Urgent	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	100.00%	100.00%	100.00%	100.00%			High	↑	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	95.00%	95.00%	95.00%	95.00%			High	↓	●	Dec-24
Community Services	Urgent Community Response - 2 hour Standard	Monthly	ELFT & CCS (Bedford and Luton)	Achievement	84.68%	86.54%	87.47%	86.53%			High	↑	●	Dec-24
		Monthly	CNWL (Milton Keynes )	Threshold	70.00%	70.00%	70.00%	70.00%			High	↓	●	Dec-24
Quality & Safety	Infection Control - C-Difficile - Acute Providers	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	18	10	2	17			Low	↑		Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	7	6	5	3			Low	↑		Dec-24
Quality & Safety	Infection Control - MRSA - Acute Providers	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	1	2	3	0			Low	↓	●	Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	0	0	0	0			Low	↑	●	Dec-24
Quality & Safety	Infection Control - E-Coli - Acute Providers	Monthly	Bedfordshire and Luton - Provider Trust Wide	Achievement	40	17	24	19			Low	↑		Dec-24
		Monthly	Milton Keynes - Provider Trust Wide	Threshold	27	15	11	20			Low	↑		Dec-24

**Annex 3 – SPC Charts – Some of the charts contain unvalidated data and is subject to change. This information is not for onward sharing.**









**Annex 4 – NHS App Usage by Practice - This dashboard is restricted as it contains unvalidated data and is subject to change. This information is not for onward sharing.**

