

# Publication Report



## Inpatient, Day case and Outpatient Stage of Treatment Waiting Times

Monthly & quarterly data to 30 June 2013

Publication date – 27 August 2013



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## Introduction

Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlight where there are delays in the system and enables monitoring of the effectiveness of NHS Scotland's performance. Information Services Division (ISD) Scotland continues to be committed to improving the information on waiting times along with our key stakeholders; the NHS Boards and Scottish Government.

There have been several changes in waiting time targets and standards over the last 20 years and this has affected how ISD measure and report. The most recent change to waiting times came with the [Patient Rights \(Scotland\) Act 2011](#) establishing a legal 12 weeks Treatment Time Guarantee (TTG) for eligible patients who are due to receive planned inpatient or day case treatment from 01 October 2012. Eligible patients must start to receive that treatment within 12 weeks (84 days) of the treatment being agreed. This target is based on completed waits. Further details on this and previous waiting time targets and standards can be found in the [background information](#), with more detailed information in the [History of Waiting Times and Waiting Lists](#).

Due to the above legislative changes, ISD and NHS Boards are in the process of enhancing IT systems and data extraction processes to ensure effective and equitable management and monitoring of the treatment time guarantee. NHS Board data extracts are currently being developed to meet the changes made to the national warehouse. In the interim, NHS Boards have provided an aggregated return for patients added to the inpatient and day case waiting list on or after 01 October 2012. All other information is taken from the ISD waiting times warehouse.

Within this publication, there are 4 main sections:

- [\(1\) Inpatients and Day cases from 01 October 2012 including Treatment Time Guarantee](#) – the majority of these patents are covered by the TTG. The exceptions to this are set out in the [Regulations](#). Further details on the TTG can be found in the [background information](#);
- [\(2\) Inpatients and Day cases prior to 01 October 2012](#) – this is patients added to the waiting list prior to 01 October 2012 who are covered by the waiting time standards under 'New Ways'. NHS Boards are working to treat them as soon as it is reasonable and clinically appropriate to do so. Caution should be taken with this cohort as the numbers are decreasing rapidly as patients are treated and therefore removed from the list. Further details on 'New Ways' can be found in the [background information](#);
- [\(3\) New Outpatients](#) – this is patients added to the waiting list for their first appointment who are covered by the waiting time standards under 'New Ways'. ISD currently do not collect information nationally on return outpatients. Further details on 'New Ways' can be found in the [background information](#);

- [\(4\) “Whole Journey” Waiting Times for Cardiac and Cataract](#) – this is a group of patients who were being monitored over the whole period of their journey from referral to treatment. From 01 October 2012, inpatients and day cases are covered by the TTG and will be included in section (1). Caution should be taken with this cohort as the numbers are decreasing rapidly as patients are treated and therefore removed from the list. Meanwhile, cataract assessments take place in an outpatient setting and in the future will be included in section (3).

Data published in previous quarters may be updated in this publication to reflect ongoing work by NHS Boards to improve data quality. Further information is discussed on the [data quality](#) page.

## Key points

### General Points:

- This publication includes statistics on NHS Board compliance with the TTG legislation for inpatients and day cases. The data in this section is based on aggregate returns submitted by NHS Boards. This is therefore an interim publication until developments in local systems can supply patient level detail;
- ISD strongly recommend that users read the supporting information and accompanying footnotes for each chart and table.

### (1) Inpatients and Day cases from 01 October 2012 including Treatment Time Guarantee:

- During the quarter ending 30 June 2013, 98.4% of inpatients and day cases were seen within the TTG of 12 weeks (84 days). This compares to a figure of 98.5% at 31 March 2013 [[Table 1](#)];
- At 30 June 2013, 48,223 patients were on the inpatient and day case waiting list, of which 18.9% were recorded as unavailable [[Table 2](#)].

### (2) Inpatients and Day cases prior to 01 October 2012:

- The cohort of inpatient or day case admissions added to the waiting list prior to 01 October 2012 is decreasing rapidly as patients are treated;
- At 30 June 2013, 446 patients remained on the inpatient and day case waiting list, of which 215 were recorded as unavailable [[Table 4](#)].

### (3) New Outpatients:

- At 30 June 2013, 97.0% of new outpatients (all sources of referral) had been waiting 12 weeks or less for an appointment. This compares to a figure of 97.5% at 31 March 2012. This statistic is used by NHS Boards from 31 March 2010 to measure performance against Scottish Government waiting time standards for new outpatients [[Table 7](#)];
- During the quarter ending 30 June 2013, 94.4% of new outpatients seen (all sources of referral) had waited less than 12 weeks. This compares to a figure of 94.0% at 31 March 2013 [[Table 9](#)].

### (4) 'Whole Patient Journey' – Cardiac and Cataract:

- This cohort of patients includes those added to the inpatient or day case waiting list prior to 01 October 2012 and as a result the cohort is decreasing rapidly as these patients are treated [[Table 11](#), [Table 13](#) and [Table 14](#)];
- At 30 June 2013, 4,088 patients were waiting for a cataract assessment, of which 91.9% had been waiting less than or equal to the local target [[Table 12](#)].

## Results and Commentary

### (1) Inpatients and Day cases from 01 October 2012 including Treatment Time Guarantee

This section covers all patients added to inpatient and day case admission waiting lists from 01 October 2012. The vast majority of these patients are covered by the Treatment Time Guarantee (TTG). Exemptions set out in the [Regulations](#) are:

- assisted reproduction;
- obstetrics services;
- organ, tissue or cell transplantation whether from living or deceased donor;
- designated national specialist services for surgical intervention of spinal scoliosis;
- the treatment of injuries, deformities or disease of the spine by an injection or surgical intervention.

The latter exception around spinal treatment is intended to be a temporary exclusion. This means NHS Boards should now be working to ensure that there is the necessary capacity to deliver the TTG for patients who require such planned inpatient and day case spinal treatment.

Further, patients who are attending a diagnostic test before a decision is made to treat are not subject to the TTG.

#### Inpatient or Day Case admission (Treatment Time Guarantee patients)

Table 1 shows the number of patients admitted for an inpatient or day case treatment. During the quarter ending 30 June 2013, 98.4% of patients seen (77,801 out of a total of 79,099) waited within the TTG of 12 weeks (84 days). This compares to a figure of 98.5% (81,793 out of a total of 83,008) at 31 March 2013.

**Table 1 – Completed waits for patients seen (added to waiting list from 01 October 2012): Inpatient or Day case admission, NHS Scotland**

Month ending	Total seen <sup>1</sup>	Number who waited over 12 weeks
30-Jun-13	26 410	384
31-May-13	27 286	518
30-Apr-13	25 403	396
31-Mar-13	27 411	559
28-Feb-13	27 572	427
31-Jan-13	28 025	229

Notes:

1. The above figures include (for NHS Ayrshire & Arran, NHS Grampian, NHS Orkney and NHS Shetland) inpatient and day case patients who are attending a diagnostic test before a decision is made to treat up to March 2013. NHS Tayside includes this cohort of patients up to February 2013. For more information, see the [background information](#).

Waiting times are adjusted to deduct periods where the patient is recorded as being unavailable for Patient Advised or Medical reasons. For instance:

- If a patient informs the hospital that they will be unable to accept an appointment because, for example, they are on holiday for a fortnight, then the patient is recorded as

being unavailable for patient advised reasons and their waiting time clock is paused. This was previously recorded as Social unavailability;

- If a patient is medically unable to undergo a procedure i.e. they have another medical issue such as raised blood pressure that makes treatment inadvisable then the patient is recorded as being unavailable for medical reasons and their waiting time clock is paused;

At 30 June 2013, 48,223 patients were on the waiting list for an inpatient or day case admission, of which 18.9% were recorded as unavailable. This compares to 16.9% who were unavailable at 31 March 2013. [Table 2](#) shows a breakdown of number of patients unavailable for patient advised or medical reasons.

**Table 2 - Ongoing waits for patients on Waiting List (added to waiting list from 01 October 2012): Inpatient or Day case admission, NHS Scotland**

Month ending	Number waiting		Number unavailable		
	Total <sup>1</sup>	Over 12 Weeks	Total Unavailable	Patient Advised	Medical
30-Jun-13	48 223	600	9 138	7 392	1 746
31-May-13	47 884	660	8 803	6 923	1 880
30-Apr-13	46 870	614	8 301	6 258	2 043
31-Mar-13	50 535	646	8 543	6 468	2 075
28-Feb-13	50 423	723	8 160	5 914	2 246
31-Jan-13	50 187	508	8 466	6 249	2 217

Notes:

1. NHS Ayrshire & Arran, NHS Grampian, NHS Orkney and NHS Shetland have included inpatient and day case diagnostic patients within the above figures up to March 2013. NHS Tayside includes this cohort of patients up to February 2013. These patients require a diagnostic test before a decision can be made to treat. In most cases the treatment will take place on the same day. At the point the decision is made to treat, these patients are covered by the treatment time guarantee (excluding the exceptions outlined in the [Regulations](#)).

Further information is available which details comparable NHS Board information for [Tables 1-2](#).

NHS Boards are making changes to their system extracts in order to provide patient level data to ISD; while ISD are developing the Waiting Times warehouse to capture this additional data. Once NHS Board systems are able to extract data for national purposes, the publication will be expanded to provide more detail similar to previous publications whilst taking into account the [Consultation on Stage of Treatment Statistics](#).

Prior to 01 October 2012, the specialties of Mental Health, Obstetrics and Homeopathy were excluded from the inpatient, day case and outpatient waiting time standards. Homeopathy and Mental Health inpatients and day cases are now included under TTG and NHS Boards are working on providing this information, which is currently collected on different IT systems that are not yet able to supply waiting times information centrally. All NHS Boards have given the Scottish Government assurances that mental health patients are being treated within the TTG.

## (2) Inpatients and Day cases prior to 01 October 2012

Following the introduction of TTG – this section summarises the remaining patients who were added to the waiting list prior to 01 October 2012 and who are covered by the waiting time standards under ‘New Ways’.

ISD reports the number of patients on the waiting list that are ‘available’ or ‘unavailable’ and the reasons for their unavailability. If a patient experiences a period of unavailability, their waiting time clock is paused. If a patient cancels an appointment, their waiting time is reset and they may be referred back to their GP.

Due to there still being a relatively small number of patients remaining on the list who were added prior to 01 October 2012 at 30 June 2013, it stands to reason that the vast majority of these patients have experienced a clock pause and/or a clock reset while waiting for an appointment. NHS Boards are working to treat them as soon as it is reasonable and clinically appropriate to do so.

### Patients waiting at month end

Based on patients added to the list prior to 01 October 2012, 369 patients covered by the national waiting time standard for an inpatient or day case admission were waiting at 30 June 2013. Table 3 shows that 281 patients had been waiting less than or equal to the 9 week standard.

**Table 3 - Ongoing waits for patients on Waiting List: Inpatient or Day case admission, NHS Scotland (added to waiting list prior to 01 October 2012)**

Month ending	Total waiting <sup>1,3</sup>	Number waiting over 9 weeks	Number waiting over 12 weeks	Number waiting over 15 weeks	Number waiting over 18 weeks
30-Jun-13	369	88	75	67	62
31-May-13	511	113	91	82	74
30-Apr-13	775	155	123	107	93
31-Mar-13	1 206	204	158	129	112

Notes:

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for Patient Advised, Medical or Patient Focused Booking (PFB) reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.
3. Cardiac and cataract patients have been excluded from the key tables in this publication as the new inpatient and day case waiting time targets do not apply prior to 01 October 2012. These patients have a Whole Journey waiting time standard of 18 weeks which is reported separately in the [Whole Journey section](#) of this publication.
4. This only includes patients added to the inpatient and day case waiting list prior to 01 October 2012.

NHS Scotland data for census date 31 March 2008 onwards and comparable information by NHS Board of treatment are given in [Table A2b](#). Comparable information for patients seen is available in [‘Inpatients and day cases – patients seen during the quarter’](#). See [Appendix A1](#) for further information on why both measures are published.

Waiting times are adjusted to deduct periods where the patient is recorded as being unavailable for Patient Advised, Medical or Patient Focused Booking (PFB) reasons. For instance:

- If a patient informs the hospital that they will be unable to accept an appointment because, for example, they are on holiday for a fortnight, then the patient is recorded as being unavailable for patient advised reasons and their waiting time clock is paused. This was previously recorded as Social unavailability;
- If a patient is medically unable to undergo a procedure i.e. they have another medical issue such as raised blood pressure that makes treatment inadvisable then the patient is recorded as being unavailable for medical reasons and their waiting time clock is paused;
- Patient Focused Booking (PFB) is where the patient is invited to contact the hospital to make an appointment or to confirm an offered appointment date. The patient should be allowed a minimum of 7 days to respond. If no contact has been made after 7 days, the patient's waiting time clock may be paused for a maximum of 7 days. After a second offer, if no contact has been made after 7 days, the patient's waiting time clock may be paused a second time for a maximum of 7 days. From 01 October 2012, a pause with 'PFB unavailability' cannot be applied for Inpatient and Day case patients that are covered by TTG.

Table 4 shows patients added to the list prior to 01 October 2012. The total number on the waiting list for an inpatient and day case admission at 30 June 2013 was 446. Of which, 215 were recorded as unavailable for an admission – the majority of which were for patient advised reasons.

**Table 4: Availability of patients on Waiting List – Inpatient or Day case admission, NHS Scotland (added to waiting list prior to 01 October 2012)**

Month End	Number waiting		Number unavailable			No response to PFB
	Total on List	Total Available	Total Unavailable	Patient Advised	Medical	
30-Jun-13	446	231	215	132	81	2
31-May-13	603	268	335	196	136	3
30-Apr-13	897	376	521	326	192	3
31-Mar-13	1 392	579	813	518	292	3

Notes:

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Patient Focused Booking (PFB) is a system where patients are asked to contact the hospital to arrange a convenient time for their appointment.
3. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for Patient Advised, Medical or Patient Focussed Booking (PFB) reasons).
4. This only includes patients added to the inpatient and day case waiting list prior to 01 October 2012.

Caution should be taken when comparing across NHS Boards as the reduction in patients added to list prior to 01 October 2012 varies across NHS Scotland. NHS Scotland data for census date 31 March 2008 onwards and comparable information by NHS Board of treatment is given in [Table C2](#).

## Patients seen

The latest available information shows that 557 patients added to list prior to 01 October 2012 were seen during quarter ending 30 June 2013. Table 5 shows that of those patients seen during the latest quarter, 379 were seen within 9 weeks.

**Table 5 - Completed waits for patients seen: Inpatients or Day case admission, Scotland (added to waiting list prior to 01 October 2012)**

Month/ Quarter ending	Total seen	Number who waited over 9 weeks	Number who waited over 12 weeks	Number who waited over 15 weeks	Number who waited over 18 weeks
30-Jun-13	91	26	20	15	12
31-May-13	177	63	29	25	19
30-Apr-13	289	89	35	24	17
31-Mar-13	3 176	1 071	524	379	288

Notes:

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics and specialties.
2. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for Patient Advised, Medical or Patient Focussed Booking (PFB) reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.
3. Cardiac and cataract patients have been excluded from the key tables in this publication as the inpatient and day case waiting time targets do not apply prior to 01 October 2012. These patients have a Whole Journey waiting time standard of 18 weeks which is reported separately in the [Whole Journey section](#) of this publication.

NHS Scotland data for quarter ending 31 March 2008 onwards and comparable information by NHS Board of treatment are given in [Table A2a](#). Meanwhile the distribution of a patients wait is shown in [Table J2](#).

## Waiting list activity

### Additions and Removals from list

Data relating to activity is reported on all patients waiting or who have been admitted for NHS treatment as an inpatient or day case. Following the introduction of TTG, analysis on additions to list for this cohort of patients is no longer relevant.

Based on patients added to waiting list prior to 01 October 2012 for an inpatient or day case admission, 948 were removed during quarter ending 30 June 2013. A breakdown of removal reasons is shown in Table 6.

**Table 6: Reason for removal from Waiting List, Inpatient or Day case admission, NHS Scotland (added to waiting list prior to 01 October 2012)**

Month / Quarter ending	Total removals	Number attended	Number of Removals where:			
			Referred back to GP	Transferred	Treatment no longer required	Other
30-Jun-13	157	99	20	0	32	6
31-May-13	295	203	39	1	38	14
30-Apr-13	496	334	76	1	61	24
31-Mar-13	5 090	3 763	489	61	604	173

Notes:

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.

2. Only includes patients that were added to the waiting list prior to 01 October 2012. As these patients are seen this cohort will reduce to zero.

3. Other reasons for removal from list comprises of 'Died' and 'inappropriate addition to list'.

[Table D2](#) provides a NHS Board breakdown for the number of additions to the inpatient or day case waiting list, removals from the waiting list and a breakdown of the reason for removal.

### **Non-attendance rates**

Based on patients added to waiting list prior to 01 October 2012, 980 offers of admission for inpatient or day cases were accepted during the quarter ending 30 June 2013. For month ending 30 June 2013, the rate of missed appointments due to 'Did Not Attend' (DNA) was 0.9%, 'Could Not Attend' (CNA) was 13.8% and 'Cancellation by Service' was 8.0%.

Caution should be taken when interpreting these non-attendance rates as the number of accepted appointments are decreasing rapidly as patients are treated and therefore removed from the list. [Table D2](#) provides a NHS Board breakdown for non-attendance rates.

### **Patients covered by national standards**

ISD collect information on waiting times for various aspects of healthcare provided by NHS Scotland, including inpatient and day case admissions. Data is collected for acute specialties (those specialties primarily concerned in the surgical, medical and dental sectors) and waiting time statistics report on patients covered by the Scottish Government's national waiting time standard; Scottish residents waiting for treatment in an acute specialty. At 30 June 2013, 446 patients were waiting for NHS treatment as an inpatient or day case, of which 407 were covered by the national waiting time standard. Data for previous quarters and individual NHS Boards are available [here](#).

### (3) New Outpatients

This section covers all new outpatients. These statistics are derived from the current data extraction process under 'New Ways' rules and are subject to revision by some NHS Boards. The following waiting times information is on patients covered by the [National Waiting Time Standard](#) set by the Scottish Government, i.e. Scottish residents waiting for a new NHS appointment at a consultant/dentist-led outpatient clinic following referral. Information is provided from the ISD Waiting Times Warehouse.

#### Patients waiting at month end

From 31 March 2010, the national waiting time standard states that patients should wait no longer than 12 weeks for a new outpatient appointment for all referral sources.

Table 7 shows number of patients waiting over 12 weeks. At 30 June 2013, 97.0% of patients covered by the waiting time standard (232,072 out of a total of 239,304) had been waiting 12 weeks or less. This compares to a figure of 97.5% (207,007 out of a total of 212,381) at 31 March 2013.

**Table 7 - Ongoing waits for patients on Waiting List: New Outpatient appointment, NHS Scotland, All referral sources (referrals received on or after 1 April 2009)**

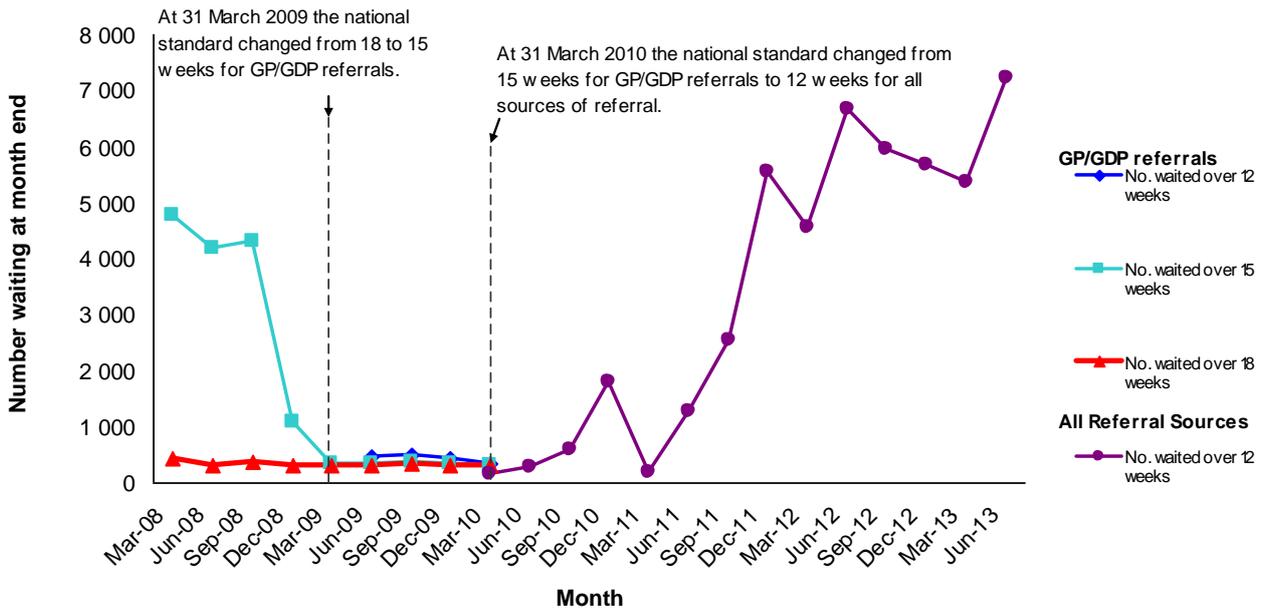
Month ending	Total waiting	Number waiting over 12 weeks
30-Jun-13	239 304	7 232
31-May-13	232 294	7 206
30-Apr-13	221 615	6 230
31-Mar-13	212 381	5 374
30-Jun-12	215 712	6 676
30-Jun-11	213 165	1 257

Notes:

1. This excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for Patient Advised, Medical or Patient Focussed Booking (PFB) reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.
3. Cataract and cardiac patients have been excluded from the key tables in this publication as the new outpatient waiting time targets do not apply to patients added to the list prior to 01 October 2012. These patients have a Whole Journey waiting time standard of 18 weeks which is reported separately in the Whole Journey section of this publication.

[Chart 1](#) demonstrates how the national standard for outpatients has changed since the introduction of 'New Ways' and shows the length of time that patients still on the waiting list have been waiting at month-end census dates. These figures are used by NHS Boards to measure performance against Scottish Government waiting time standards. Chart 1 illustrates an upward trend since March 2011 in the number of patients experiencing a wait of over 12 weeks.

**Chart 1: Ongoing waits for patients on waiting list, New Outpatient appointment, NHS Scotland**



**Notes:**

1. This excludes patients referred to homeopathy, mental health and obstetrics specialities.
2. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for Patient Advised, Medical or Patient Focussed Booking (PFB) reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.
3. Cardiac and cataract patients have been excluded from the key tables in this publication as the new outpatient waiting time targets do not apply to patients added to the list prior to 01 October 2012. These patients have a Whole Journey waiting time standard of 18 weeks which is reported separately in the Whole Journey section of this publication.

NHS Scotland data for census date 31 March 2008 onwards and comparable information by NHS Board of treatment is given in [Table A1b](#). Comparable information for patients seen is available in '[New Outpatients – patients seen during the quarter](#)'. See [Appendix A1](#) for further information on why both measures are published.

**Patient unavailability at month end**

Waiting times are adjusted to deduct periods where the patient is recorded as being unavailable for Patient Advised, Medical or Patient Focused Booking (PFB) reasons. For instance:

- If a patient informs the hospital that they will be unable to accept an appointment because, for example, they are on holiday for a fortnight, then the patient is recorded as being unavailable for patient advised reasons and their waiting time clock is paused. This was previously recorded as Social unavailability;
- If a patient is medically unable to undergo a procedure i.e. they have another medical issue such as raised blood pressure that makes treatment inadvisable then the patient is recorded as being unavailable for medical reasons and their waiting time clock is paused;
- Patient Focused Booking (PFB) is where the patient is invited to contact the hospital to make an appointment or to confirm an offered appointment date. The patient should be allowed a minimum of 7 days to respond. If no contact has been made after 7 days, the patient's waiting time clock may be paused for a maximum of 7 days. After a second offer, if no contact has been made after 7 days, the patient's waiting time clock may be paused a second time for a maximum of 7 days.

Table 8 shows, at 30 June 2013, the total number of patients on waiting lists for a new outpatient appointment was 244,746. Of which, 10,463 were recorded as unavailable for an appointment (75.2% due to patient advised unavailability).

**Table 8: Availability of patients on Waiting List – New Outpatient appointment, NHS Scotland**

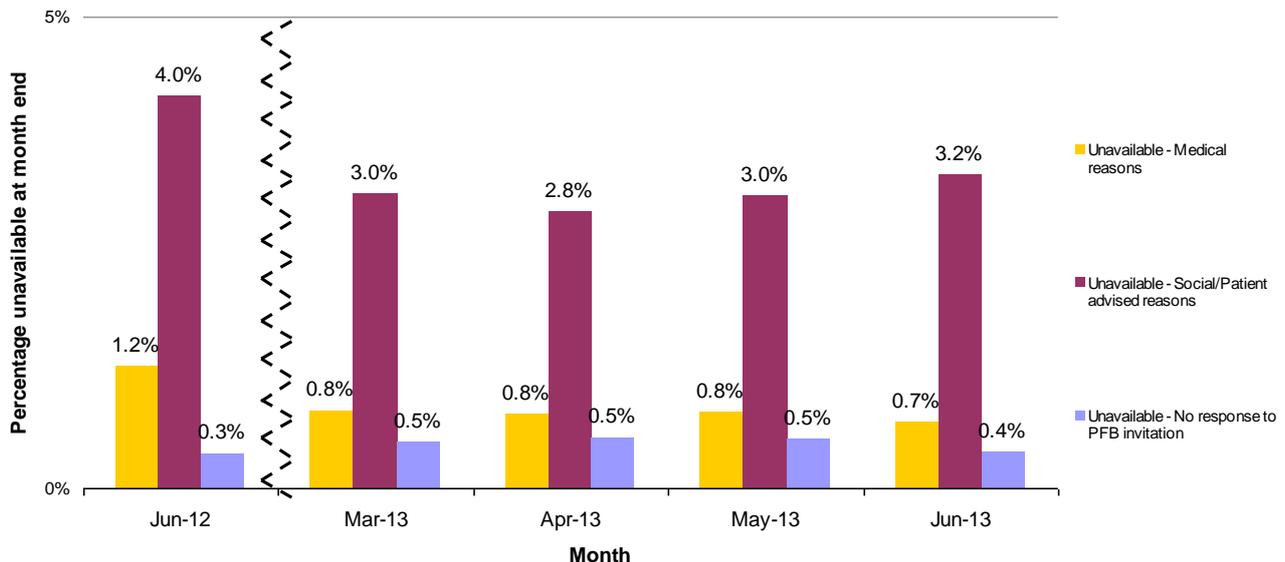
Month End	Number waiting		Number unavailable			
	Total on List	Total Available	Total	Patient Advised	Medical	No response to PFB
30-Jun-13	244 746	234 283	10 463	7 865	1 675	923
31-May-13	237 585	227 417	10 168	7 137	1 834	1 197
30-Apr-13	226 735	217 391	9 344	6 433	1 745	1 166
31-Mar-13	217 800	208 460	9 340	6 586	1 734	1 020
30-Jun-12	220 729	208 326	12 403	8 874	2 758	771

Notes:

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Patient Focused Booking (PFB) is a system where patients are asked to contact the hospital to arrange a convenient time for their appointment.
3. For patients added to the waiting list from 1 April 2009, all periods of Patient Advised, Medical and PFB unavailability are deducted from the calculation of wait.

Chart 2 focuses on the percentage of unavailable patients split by reason. Since March 2013, the chart illustrates that the proportion of patients unavailable for Patient Advised, Medical and PFB reasons has remained fairly consistent. When comparing to June 2012, there has been a drop in unavailability for both Patient Advised and Medical reasons.

**Chart 2: Unavailability of patients on Waiting List - New Outpatient appointment, NHS Scotland**



Notes:

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Patient Focused Booking (PFB) is a system where patients are asked to contact the hospital to arrange a convenient time for their appointment.
3. For patients added to the waiting list from 1 April 2009, all periods of Patient Advised, Medical and PFB unavailability are deducted from the calculation of wait.

NHS Scotland data for census date 31 March 2010 onwards and comparable information by NHS Board of treatment is given in [Table C1](#).

## Patients seen

During quarter ending 30 June 2013, 94.4% of patients covered by the waiting time standard (322,706 out of a total of 341,860) had waited 12 weeks or less. This compares to a figure of 94.0% (312,151 out of a total of 332,229) at 31 March 2013.

Table 9 provides a monthly breakdown of the most recent quarter for the number of patients seen. Half of all patients covered by the national standard were seen within 38, 38 and 39 days (median wait) for months ending 30 April 2013, 31 May 2013 and 30 June 2013 respectively. 9 out of 10 were seen within 80, 83 and 83 days (90th percentile wait) for the corresponding months.

**Table 9 - Completed waits for patients seen: New Outpatient appointment, Scotland. All referral sources (referrals received on or after 1 April 2009)**

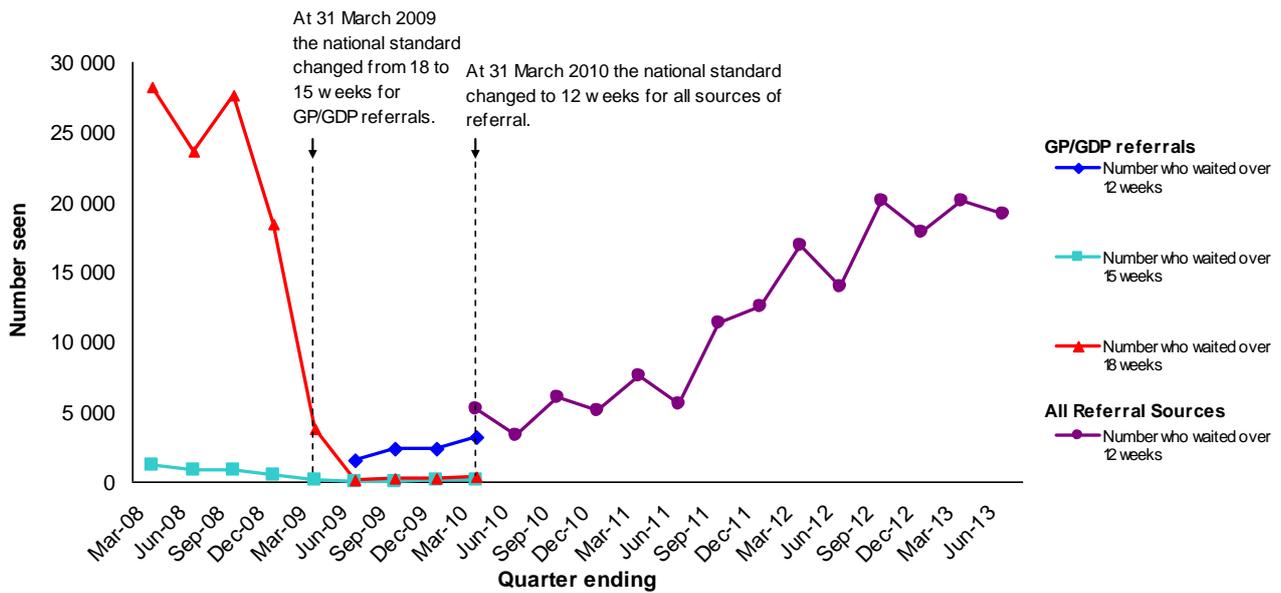
Month / Quarter ending	Total seen	Number who waited over 12 weeks	Median wait (days)	90 <sup>th</sup> percentile (days)
30-Jun-13	111 311	7 113	39	83
31-May-13	119 046	6 934	38	83
30-Apr-13	111 503	5 107	38	80
31-Mar-13	332 229	20 078	38	83

Notes:

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for Patient Advised, Medical and Patient Focussed Booking (PFB) reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.
3. Cardiac and cataract patients have been excluded from the key tables in this publication as the new outpatient waiting time targets do not apply to patients added to the list prior to 01 October 2012. These patients have a Whole Journey waiting time standard of 18 weeks which is reported separately in the Whole Journey section of this publication.

[Chart 3](#) demonstrates how performance against the national standard for new outpatients has changed since the introduction of 'New Ways'. This shows the length of time that patients attending an appointment waited during each quarter. Chart 3 illustrated an upward trend since June 2010 in the number of patients who waited over 12 weeks.

**Chart 3: Completed waits for patients seen, New Outpatient appointment, NHS Scotland**



**Notes:**

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for Patient Advised, Medical and Patient Focussed Booking (PFB) reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.
3. Cardiac and cataract patients have been excluded from the key tables in this publication as the new outpatient waiting time targets do not apply to patients added to the list prior to 01 October 2012. These patients have a Whole Journey waiting time standard of 18 weeks which is reported separately in the Whole Journey section of this publication.

Comparable information for patients waiting is available in '[New Outpatients – patients waiting at month end](#)'. See [Appendix A1](#) for further information on why both measures are published. NHS Scotland data for quarter ending 31 March 2008 onwards and comparable information by NHS Board of treatment is given in [Table A1a](#) and [Table J1](#).

**Waiting list activity**

**Additions and removals from list**

Data relating to activity is reported on all new outpatients waiting for or seen at a consultant or dentist led clinic, not just those covered by the national standard.

During the quarter ending 30 June 2013, there were 444,836 additions to the list and this reflects a rise in the level of demand on the service (the equivalent number of additions to the waiting list was 415,421 during quarter ending 31 March 2013).

Meanwhile, 418,392 patients (referred by any source) were removed from the waiting list during the quarter ending 30 June 2013. This has increased from 409,876 patients who were removed during the quarter ending 31 March 2013. A breakdown of removal reasons is shown in [Table 10](#).

As additions exceeded removals in the quarter ending 30 June 2013, the net effect is for an increase in waiting list size.

**Table 10: Reason for removal from Waiting List, Inpatient or Day case admission, NHS Scotland (added to waiting list prior to 01 October 2012)**

Quarter ending	Number attended	Total removals	Number of Removals where:			
			Referred back to GP	Transferred	Treatment no longer required	Other
30-Jun-13	348 553	418 392	31 033	4 161	20 615	14 030
31-Mar-13	338 116	409 876	32 868	4 527	19 815	14 550
30-Jun-12	336 809	413 501	30 941	5 891	21 124	18 736

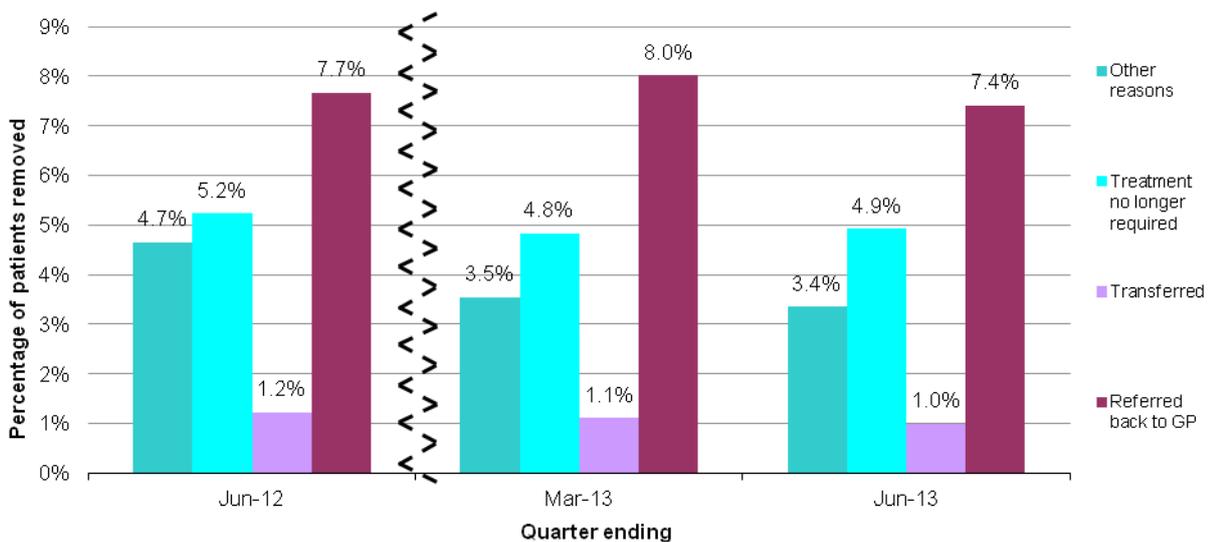
Notes:

1. This excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Other reasons for removal from list comprises of 'Died' and 'inappropriate addition to list'.

The majority of patients are removed from the list because they attended a new outpatient appointment. Chart 4 focuses on those patients who were removed for reasons other than attended. During quarter ending June 2013, there has been a drop in percentage of patients referred back to GP whereas the remaining removal reasons have remained fairly consistent in comparison to the previous quarter.

When comparing to June 2012, there has been a drop in proportion of patients removed from list for all reasons shown.

**Chart 4: Reason for removal from Waiting List (excluding Attended), New Outpatient appointment, NHS Scotland**



Notes:

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.
2. Other reasons for removal from list comprises of 'Died' and 'inappropriate addition to list'.

[Table D1a](#) shows the number of additions to the waiting list (i.e. new referrals), removals and a breakdown of the reason for removal. This is shown for NHS Scotland from quarter ending 31 March 2010 onwards and comparable information by NHS Board of treatment.

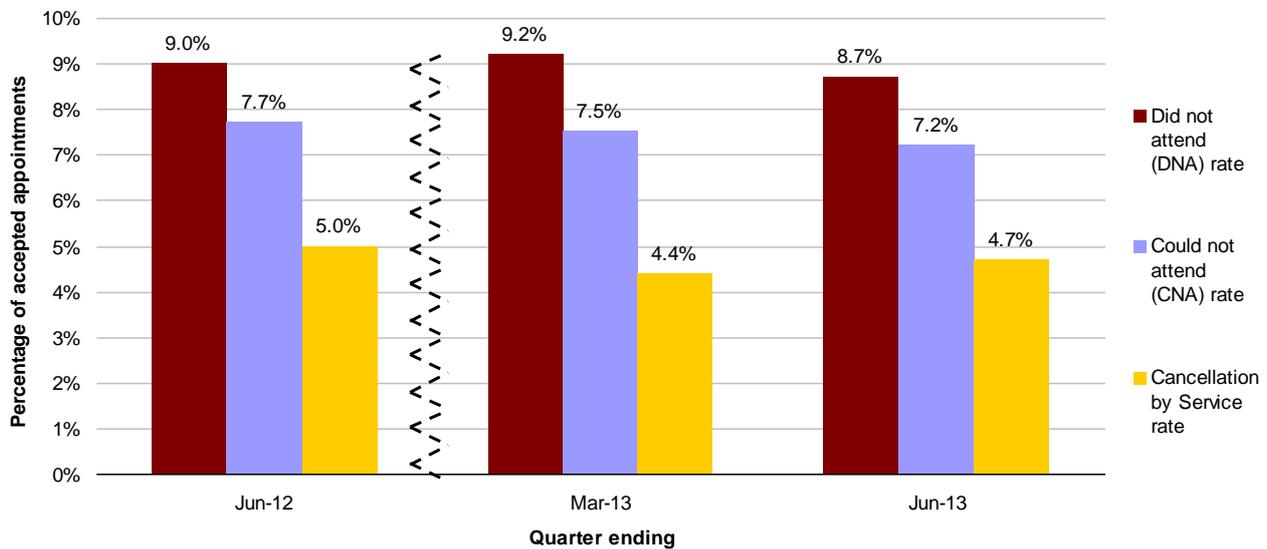
### Non-attendance rates

During quarter ending 30 June 2013, 446,291 offers for a new outpatient appointment were accepted.

Chart 5 presents information about non-attendance rates for patients accepting a new NHS appointment at a consultant/dentist-led outpatient clinic for comparable quarters up to June 2013. During quarter ending 30 June 2013, the rate of missed appointments due to 'Did Not Attend' (DNA) was 8.7% and 'Could Not Attend' (CNA) was 7.2% which has dropped from the previous quarter. The 'Cancellation by Service' rate was 4.7% at 30 June 2013 which has increased from the previous quarter.

When compared to the previous year – there has been a drop in non-attendance rates for all reasons shown.

**Chart 5: Non attendance rates, New Outpatient appointment, NHS Scotland**



**Notes:**

1. This analysis excludes patients referred to homeopathy, mental health and obstetrics specialties.

NHS Scotland data for quarter ending 31 March 2010 onwards and comparable information by NHS Board of treatment is given in [Table D1b](#).

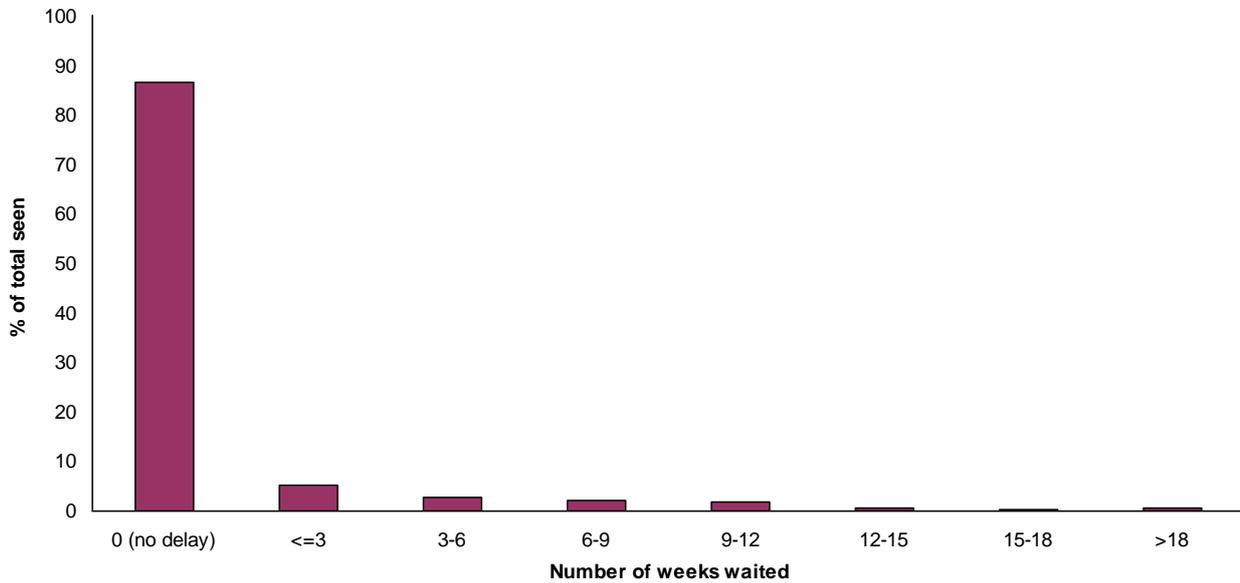
### Patient related delay

A key feature of Waiting Times reporting is the notion of patient responsibility. This means that the patient wait is defined as the amount of time a patient spends waiting for an appointment, following the acceptance of a reasonable offer, and is available to attend. ISD report the number of patients on the waiting list that are 'available' or 'unavailable' and the reasons for their unavailability. If a patient experiences a period of unavailability, their waiting time clock is paused. If a patient cancels an appointment, their waiting time is reset and they may be referred back to their GP. The length of time consequent to clock pauses and clock resets is measured and reported as 'patient related delay'.

Analysis of the combined impact of these patient related delays on the overall time patients spend on the waiting list is presented in [Chart 6](#). During the quarter ending 30 June 2013,

86.4% of patients experienced no such delay in their treatment. This compares with a figure of 84.7% during the quarter ending 30 June 2012.

**Chart 6: Distribution of Patient Related Delay, New Outpatient appointment, NHS Scotland**



Distribution of patient wait, adjusted for patient related delay, and episode length at NHS Board level are illustrated in [Table J1](#).

**Patients covered by national standards**

ISD collect information on waiting times for various aspects of healthcare provided by NHS Scotland including new outpatient appointments. Data is collected for acute specialties (those specialties primarily concerned in the surgical, medical and dental sectors) and waiting time statistics report on patients covered by the Scottish Government’s national waiting time standard; Scottish residents waiting for treatment in an acute specialty. At 30 June 2013, 244,746 patients were waiting for a consultant or dentist lead clinic, of which 243,495 were covered by the national waiting time standard. Data for previous quarters and individual NHS Boards are available [here](#).

#### **(4) “Whole Journey” Waiting Times for Cardiac and Cataract**

This group of patients are covered by “Whole Patient Journey” waiting times. Please note, cardiac and cataract waits for treatment will no longer be published separately once patients added to the list prior to 01 October 2012 have been treated. In future these will be included in the TTG tables.

Caution should be taken with this cohort as the numbers are decreasing rapidly as patients are treated and therefore removed from the list.

##### Cardiac

All patients, added to list prior to 01 October 2012, waiting for angiography and valve surgery were seen by 30 April 2013. None of which waited over 9 weeks or local target respectively.

At 30 June 2013, 3 patients remained on waiting list for revascularisation, none of which had been waiting over 9 weeks. In addition, 7 patients remained on list for other cardiac treatment, none of which had been waiting over 16 weeks.

Further detail on cardiac waiting times is presented in [[Table 11](#)].

##### Cataract

Cataract assessment is undertaken in an outpatient setting and is therefore not subject to TTG. At 30 June 2013, 91.9% (3,758 out of 4,088) of all outpatients waiting for cataract assessment were waiting less than or equal to the local target [[Table 12](#)].

Of those inpatient and day case patients added to list prior to 01 October 2012, 12 were waiting for cataract surgery. Of which, 4 were waiting equal to or less than the local target [[Table 13](#)]. In addition, 16 patients were waiting for cataract surgery for a second eye or at a one-stop cataract clinic. Of which, 2 were waiting less than or equal to the 18 week target [[Table 14](#)].

## Cardiac

From 31 December 2007 new waiting time standards were introduced for patients needing cardiac procedures. These standards improved upon the historic ones that set a maximum waiting time for angiography of 8 weeks and for revascularisation of 18 weeks: "By the end of 2007, no patient will wait more than 16 weeks from GP referral through a rapid access chest pain clinic or equivalent, to cardiac intervention." (Fair To All, Personal To Each, Scottish Government 2004)

Since 31 March 2010 this has been extended to cover all referral sources.

The standards go beyond the previous ones in that they cover all procedures and the entire patient journey. Cardiac patients should wait no longer than 16 weeks from referral by a General Practitioner through a Rapid Access Chest Pain Clinic (RACPC) to treatment. Patients referred for interventions via other routes ('other cardiac treatment'; H5) should wait no longer than 16 weeks from specialist decision to treat to receiving that treatment.

At present, NHS Scotland lacks systems on a national basis to capture total patient journey information. A pragmatic interim solution has been applied to monitor progress towards these targets by measuring and reporting the component parts of the journey. Local audits will assess the administrative processes between the different parts of the journey with the aim of minimising the gaps.

**Assessment** - patients seen at a RACPC following referral by any source (H1).

**Investigation** - patients waiting for an angiography (H2).

**Intervention** - patients waiting for treatment of a diagnosed cardiac disease (revascularisation, H3; valve surgery, H4).

Whilst the overall target covers all Scottish NHS Boards, these cardiac services are delivered on a regional basis and the different regions take varying approaches to achieving the maximum of 16 weeks from GP to intervention via RACPC. The north and west regional services aim to achieve the 16 week national standard by ensuring patients wait no longer than 2 weeks for RACPC assessment; 4 weeks for angiography and 9 weeks for intervention, whilst the east region (NHS Lothian, NHS Borders, NHS Fife and NHS Forth Valley) plan 1, 5 and 9 week maximums respectively for the components of this journey. The tables below summarise performance in Scotland compared to these regional plans. All three regions had previously set a target of 10 weeks for intervention.

Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for medical or patient advised reasons). Patients who cancel or don't attend an appointment have their waiting time clock reset to zero.

Patients seen at a RACPC are not published at this time as they require some work to improve their reliability. [Table 11](#) is based on data under development and the quality and accuracy are being monitored by ISD.

**Table 11 – Cardiac patient journey: ongoing waits for patients on waiting list, NHS Scotland (added to waiting list prior to 01 October 2012)**

Journey component	Indicator	Census date					
		30-Jun-11	30-Jun-12	31-Mar-13	30-Apr-13	31-May-13	30-Jun-13
Angiography (H2)	Number on list	496	451	2	2	0	0
	Number waiting over local target	1	3	0	0	0	0
Revascularisation (H3)	Number on list	470	725	6	4	3	3
	Number waiting over 10 weeks	0	1	0	0	0	0
	Number waiting over 9 weeks	1	1	0	0	0	0
Valve surgery (H4)	Number on list	152	151	4	1	0	0
	Number waiting over 10 weeks	0	0	0	0	0	0
	Number waiting over 9 weeks	0	0	0	0	0	0
Other cardiac treatment (H5)	Number on list	728	777	25	15	12	7
	Number waiting over 16 weeks	0	0	0	0	0	0

**Notes:**

1. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for medical or patient advised reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.

NHS Scotland data for Census date 31 March 2008 onwards and comparable information by NHS Board of treatment is presented in [Table H2-H5](#). The patient waits reported in these tables are excluded from [Table A1a](#), [Table A1b](#), [Table A2a](#), [Table A2b](#), [Table J1](#) and [Table J2](#) which refer to patients covered only by the national waiting time standard.

**Cataract**

From 31 December 2007 [new waiting time standards](#) were introduced for patients needing cataract procedures: “The maximum wait from referral by a GP or optometrist to surgery will be 18 weeks. This will be implemented across the NHS in Scotland by the end of 2007” (Fair To All, Personal To Each, Scottish Government 2004).

At present, NHS Scotland lacks systems on a national basis to capture total patient journey information. A pragmatic interim solution has been applied to measure progress towards these targets by measuring and reporting the component parts of the journey:

**Assessment** - patients waiting for cataract assessment at an outpatient clinic following a referral from a GP or community optometrist.

**Treatment** - patients waiting for cataract surgery.

Note, previously, only patients waiting for cataract assessment at a consultant-led clinic were reported. From the February 2012 publication, this has been extended to all clinics.

It is not possible to accurately measure the total journey time for each individual patient at this time. It should be noted that record linkage work has demonstrated that the majority of patients are listed for surgery very soon after their outpatient consultation (or pre-assessment linked with one stop systems), which offers a reasonable degree of confidence that this form of measurement does not hide a delay between outpatient assessment and addition to inpatient/day case waiting list.

As part of local delivery plans, NHS Boards are asked to provide cataract delivery trajectories that indicate the maximum wait their patients would be expected to wait for each of the two pathways, and to ensure that the maximum wait for both assessment (Table 12) and treatment ([Table 13](#)) pathways combined does not exceed 18 weeks. The planned journey time for each pathway varies a little across the NHS Boards. This is expected due to differing local service configurations such as outpatient clinic types and day case facilities.

**Table 12 – Cataract patient journey: waiting time for outpatient assessment: ongoing waits for patients on waiting list, NHS Scotland**

Indicator	Census date					
	30-Jun-11	30-Jun-12	31-Mar-13	30-Apr-13	31-May-13	30-Jun-13
Number on list	..	2,403	3,740	3,914	4,096	4,088
Of which: Number waiting over local target	..	138	230	288	425	330

Notes:

.. = not available

1. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for medical or patient advised reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.

**Table 13 – Cataract patient journey: waiting time for surgery (First eye cataracts): ongoing waits for patients on waiting list, NHS Scotland (added to waiting list prior to 01 October 2012)**

Indicator	Census date					
	30-Jun-11	30-Jun-12	31-Mar-13	30-Apr-13	31-May-13	30-Jun-13
Number on list	4,163	3,633	42	26	17	12
Of which: Number waiting over local target	8	147	17	14	9	8

Notes:

.. = not available

1. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for medical or patient advised reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.

Table 14 shows separate information for patients undergoing cataract surgery for second eyes. It also incorporates patients who undergo their treatment under a One Stop cataract system (which combines consultation, pre-operative assessment and surgery all on the same day). These patients are subject to an 18 week target for surgery.

**Table 14 – Cataract patient journey: waiting time for surgery (Second eye cataracts and one stop clinics): ongoing waits for patients on waiting list, NHS Scotland (added to waiting list prior to 01 October 2012)**

Indicator	Census date					
	30-Jun-11	30-Jun-12	31-Mar-13	30-Apr-13	31-May-13	30-Jun-13
Number on list	1,636	2,016	57	30	20	16
Of which: Number waiting over 18 weeks	1	95	4	2	2	2

Notes:

.. = not available

1. Waiting times are adjusted to deduct periods where the patient is unavailable (e.g. for medical or patient advised reasons). Patients who cancel or don't attend an appointment have their waiting times clock reset to zero.

NHS Scotland data for Census date 31 December 2008 (Table 11), 31 March 09 (Table 10) and 31 December 2009 (Table 12) onwards and comparable information by NHS Board of treatment is given in [Table I1-13](#).

The patient waits reported in these tables are excluded from [Table A1a](#), [Table A1b](#), [Table A2a](#), [Table A2b](#), [Table J1](#) and [Table J2](#) which refer to patients covered only by the national waiting time standard.

## Glossary

CNA	Could Not Attend
DNA	Did Not Attend
GDP	General Dentist Practitioner
GP	General Medical Practitioner
ISD	Information Services Division
NHS	National Health Service
PFB	Patient Focused Booking
RACPC	Rapid Access Chest Pain Clinic
TTG	Treatment Time Guarantee
RTT	Referral To Treatment

## List of Tables

Table Reference	Name	Time period	File & size
Table 1-2	<a href="#">Patients added to Inpatient or Day case admission waiting lists from 01 October 2012</a>	Month ending 31-Oct-12 – 30-Jun-13	Excel [209kb]
A1a	<a href="#">Waiting Times for a New Outpatient appointment: NHS Scotland, Completed waits for patients seen</a>	Quarter ending 31-Mar-08 – 31-Mar-10 for GP/GDP referrals and 31-Dec-09 – 30-Jun-13 for all referral sources	Excel [288kb]
A1b	<a href="#">Waiting Times for a New Outpatient appointment: NHS Scotland, Ongoing waits for patients on waiting list</a>	Month ending 31-Mar-08 to 31-Mar-10 for GP/GDP referrals and 31-Dec-09 – 30-Jun-13 for all referral sources	Excel [209kb]
A2a	<a href="#">Waiting Times for Inpatient or Day case admission: NHS Scotland, Completed waits for patients seen</a>	Quarter ending 31-Mar-08 – 30-Jun-13	Excel [245kb]
A2b	<a href="#">Waiting Times for Inpatient or Day case admission: NHS Scotland, Ongoing waits for patients on waiting list</a>	Month ending 31-Mar-08 – 30-Jun-13	Excel [202kb]
C1	<a href="#">Availability of patients on the Waiting List for a New Outpatient appointment: NHS Scotland</a>	Month ending 31-Mar-10 – 30-Jun-13 for all referral sources	Excel [276kb]
C2	<a href="#">Availability of patients on the Waiting List for Inpatient or Day case admission: NHS Scotland</a>	Month ending 31-Mar-08 – 30-Jun-13	Excel [247kb]
D1a	<a href="#">Reason for removal for a New Outpatient appointment: NHS Scotland</a>	Quarter ending 31-Mar-10 – 30-Jun-13 for all referral sources	Excel [348kb]
D1b	<a href="#">Non attendance rates for a New Outpatient appointment: NHS Scotland</a>	Quarter ending 31-Mar-10 – 30-Jun-13 for all referral sources	Excel [243kb]
D2a	<a href="#">Reason for removal for Inpatient or Day case admission: NHS Scotland</a>	Quarter ending 31-Mar-08 –	Excel [326kb]

		30-Jun-13	
D2b	<a href="#">Non attendance rates for Inpatient or Day case admission: NHS Scotland</a>	Quarter ending 31-Mar-08 – 30-Jun-13	Excel [294kb]
G1	<a href="#">All patients on waiting list for a New Outpatient appointment: NHS Scotland</a>	Month ending 31-Mar-10 – 30-Jun-13 for all referral sources	Excel [59kb]
G2	<a href="#">All patients on waiting list for Inpatient or Day case admission: NHS Scotland</a>	Month ending 31-Mar-08 – 30-Jun-13	Excel [96kb]
H2-H5	<a href="#">Cardiac patient journey: NHS Scotland, Waiting time for Angiography, Revasc, Valve Surgery and Other Cardiac Treatment, Ongoing waits for patients on waiting list</a>	Month ending 31-Mar-08 – 30-Jun-13	Excel [123kb]
I1-I3	<a href="#">Cataract patient journey: NHS Scotland, Waiting time for Outpatient Assessment, Waiting Time for Surgery (01 eye Cataract) and Waiting Time for Surgery (2<sup>nd</sup> Eye Cataract and One Stop Clinics), Ongoing waits for patients on waiting list</a>	Month ending 31-Dec-08 – 30-Jun-13	Excel [83kb]
J1	<a href="#">Episode length for a New Outpatient appointment: NHS Scotland</a>	Quarter ending 31-Mar-10 – 30-Jun-13 for all referral sources	Excel [436kb]
J2	<a href="#">Episode length for Inpatient or Day case admission: NHS Scotland</a>	Quarter ending 31-Mar-08 – 30-Jun-13	Excel [453kb]

## Contact

### **Jacqueline Ferguson**

Information Analyst

[jacqueline.ferguson4@nhs.net](mailto:jacqueline.ferguson4@nhs.net)

0141 282 2111

### **Stuart Kerr**

Senior Information Analyst

[stuartkerr2@nhs.net](mailto:stuartkerr2@nhs.net)

0131 275 6363

### **Michael Burslem**

Principal Information Analyst

[michael.burslem@nhs.net](mailto:michael.burslem@nhs.net)

0131 275 6532

## Further Information

Further information can be found on the [ISD website](#)

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## Appendix

### A1 – Background Information

#### Waiting Times - History and Performance Indicators

##### Inpatient and Day case Standards

On 01 October 2012, the Treatment Time Guarantee came into affect. This replaced the 9 week standard that was in place from 31 March 2011 to 31 March 2012. ISD are reviewing and developing the presentation of the statistics for inpatient and day case treatment to take into account the change in legislation.

Previously, the national waiting time standard stated that, from 31 March 2011, no patient waiting for treatment as an inpatient or day case would wait longer than 9 weeks. Prior to this, the national standard was set at 18 weeks (from 31 December 2007), 15 weeks (from 31 March 2009), 12 weeks (from 31 March 2010) and 9 weeks (from 31 March 2011).

ISD use two ways of measuring how the national waiting time standard relates to patients waiting for an inpatient or day case admission.

##### New Outpatient Standards

The national waiting time standard states that, from 31 March 2010, no patient should wait longer than 12 weeks for a new outpatient appointment at a consultant-led clinic. This includes referrals from all sources. Previously, the national standard was set at 18 weeks (from 31 December 2007) and 15 weeks (from 31 March 2009) and applied only to patients referred by a GP or dentist.

ISD began collecting data based on '[New Ways of measuring waiting times](#)' in January 2008. At that time, data quality focused on referrals from GPs or dentists, reflecting the national standard at that time. More recently data quality checks have encompassed all sources of referral and ISD now publish data covering all sources of referral, reflecting the new national standard, from quarter ending 31 March 2010. Data relating only to GP or dentist referrals from 2008-2010 has been [archived](#).

ISD use two ways of measuring how the national waiting time standard relates to patients waiting for a new outpatient appointment.

##### Why are there different measurements of waiting times?

Waiting times statistics are of public and 'management' interest for measuring among other things how well the health system is performing and prompting management action where pressures on the standard of service required by the public are apparent. The targets have changed significantly over the last 20 years and are shown in [Table A1](#). There are two statistics of interest in this regard for assessing NHS hospitals' performance:

- **Patients waiting** – waiting times of patients who are still waiting for health care at a point in time (waiting list census);
- **Patients seen** – waiting times actually experienced by patients who have been treated i.e. completed waits.

### Patients waiting

These statistics measured at a census point show the length of time that patients on a waiting list have been waiting at the month end. This is the most useful measure for NHS managers who may need to take prospective action to make sure patient waits do not exceed the national maximum waiting time standard set by the Scottish Government.

The Scottish Government use information on Patients Waiting to performance manage waiting time standards, and these statistics have played an important intelligence role in the significant reductions seen in waiting times over the last few years.

This measure however, does not report how long patients actually waited until they received care. If a census is repeated as a routine, then the maximum extra time the waiting patients may experience who are removed from the waiting list between censuses, is the time gap between censuses. Currently at national reporting level that is one month.

Another gap in the picture provided by this measure is the patients who are added to a waiting list after one census point and treated (removed from the list) before the next census point. This is not generally an issue for prospective performance management action.

### Patients seen

These statistics show the complete picture of waiting time experienced by patients. It is a good retrospective measure of how well the NHS is performing against the target or standard. It also takes account of the gaps in the census measure described above. This is a much easier measure for the general public to understand.

It is not so useful for prospective management action of course because it is historic, but it may indicate issues to managers. For example where waiting list management processes might need adjustment to deal with long waiters in order to prevent them missing the target between census points.

### New Ways

In January 2008, the 'New Ways' of defining and measuring waiting times in the NHS in Scotland was introduced, scrapping the use of availability status codes. The waiting time targets and standards were based on ongoing waits i.e. [patients waiting](#) for treatment. Table A1 shows the targets associated with 'New Ways'. Further information is available in [The History of Waiting Times and Waiting Lists](#) document or on the Scottish Government website at [Scotland Performs](#).

ISD collect information on waiting times for various aspects of healthcare provided by NHS Scotland, including new outpatient attendances led by a consultant or dentist. Data is collected for acute specialties (those specialties primarily concerned in the surgical, medical and dental sectors) and waiting times statistics are mostly reported on patients

covered by the Scottish Government’s national waiting time standard; Scottish residents waiting to be seen in an acute specialty (other than homeopathy).

**Treatment Time Guarantee**

In 2011, the [Patient Rights \(Scotland\) Act 2011](#) established a legal 12 weeks Treatment Time Guarantee (TTG) for eligible patients who are due to receive planned inpatient or day case treatment from 01 October 2012. Eligible patients must start to receive that treatment within 12 weeks (84 days) of the treatment being agreed. This target is based on completed waits i.e. [patients seen](#).

These statistics published cover all patients added to inpatient and day case admission (IPDC) waiting lists from 01 October 2012. NHS Boards are making changes to their system extracts in order to provide the additional data to ISD; while ISD have developed the waiting times warehouse to capture the additional data. Once NHS Board systems are able to extract data for national purposes, the publication will be expanded to provide more detail similar to previous publications while taking into account the [Consultation on Stage of Treatment Statistics](#).

This target also includes Mental Health inpatients and day cases. However, these patients are not included in this publication. The Scottish Government is seeking assurance from NHS Board Chief Executives that no Mental Health inpatient or day case has breached 12 weeks. In addition Scottish Government and NHS Boards have also agreed to manage outpatients under the same guidance. A further change that affects outpatients as well as inpatients and day cases is around unavailability. From 01 October 2012, ‘Patient advised unavailability’ replaced ‘Social unavailability’ which puts the patient in control of their own wait. Further information on the Treatment Time Guarantee can be found in [The History of Waiting Times and Waiting Lists](#), which includes links to all the supporting documents.

**Table A1 – Summary of NHS Scotland Waiting Time Targets from 1991**

Effective Date	Referral to Treatment	Diagnostic	Stage of Treatment
1991	18 months		
01 Apr 1997	12 months IPDC		
31 Dec 2003	9 months IPDC		
31 Dec 2005	6 months IPDC		
31 Dec 2007		9 weeks	18 weeks OP/IPDC
<b>January 2008 – New Ways</b>			
31 Mar 2009		6 weeks	15 weeks OP/IP
31 Mar 2010		4 weeks <sup>1</sup>	12 weeks OP/IP
<b>April 2010 – New Ways Refresh</b>			
31 Dec 2011	18 weeks		
<b>August 2012 – Waiting Time Guidance updated to incorporate Treatment Time Guarantee <sup>2</sup></b>			
01 Oct 2012			12 weeks IPDC <sup>3</sup>

Notes:

1. This is a local target; the national target remains 6 weeks.
2. This is a legal guarantee.
3. There is an agreement between NHS Boards and Scottish Government to manage Outpatients under the same guidance.

## Data Quality

### Background

Prior to the May 2010 publication, data provided by NHS Boards was required to pass central validation before being accepted into the Warehouse and therefore available for analysis. Any records which failed validation were reported back to data providers with an indication of the error and were not included in the warehouse. This resulted in data incompleteness to some extent for all NHS Boards. The changes implemented through the 'New Ways' refresh project ensure that the majority of records enter the data warehouse - addressing what has been a long standing issue for NHS Boards. The refresh also introduces a 'flag' system for records so data in error can be excluded from National Statistics analysis, while allowing ISD and the NHS Boards to monitor error records and work towards quantifying levels of completeness.

A number of NHS Boards report that due to local system issues, there may be some incompleteness in the records returned to the data warehouse at ISD. Further work is required to understand and assure these data. These issues are being addressed by ISD and the NHS Boards.

Following the introduction of the TTG, ISD and NHS Boards have been in the process of enhancing IT systems and data extraction processes. This is to ensure effective and equitable management and monitoring of the TTG. In order to be able to accommodate the guidance, local systems, extracts and the national warehouse need to be developed. As an interim measure, data for Inpatient and Day cases added to the waiting list from 01 October 2012 are currently being submitted to ISD via an aggregate return which is presented with an element of caution. Patient level information is not systematically validated by ISD, however, ISD does carry out quality assurance checks on the data submitted. The derivation of the figures and data accuracy is carried out by individual NHS Boards in collaboration with ISD.

Data for All New Outpatient and Inpatient and Day case patients added to the waiting list prior to the 1<sup>st</sup> October 2012 continues to be taken from the national waiting times warehouse and are therefore available for analysis.

Currently the Treatment Time Guarantee has some exceptions set out in the legislation. In conjunction with development of local systems and extracts, NHS Boards are working on collecting and monitoring the waiting times of the exempt specialities with a view to submitting to ISD for future publications. Mental health is included under the TTG legislation, most NHS Boards have separate Mental Health Patient Management Systems that do not currently have the facility to extract the data for national waiting times purposes. There are discussions ongoing at national and local level regarding the capture of this information with a view to submitting to ISD for future publications. In the meantime the Scottish Government have asked NHS Board Chief Executives for assurance no patient has or will wait beyond 12 weeks (84 days) for Mental Health Inpatient or Day case treatment.

## General Data Quality issues

### Tables with unavailable data at Scotland level

A small number of tables are published where data has been unavailable at Scotland level and for each individual Board in the past. The affected tables are:

- Table D2: Inpatient and day case waiting list activity – CNA/DNA/Cancellation by Service rates are not published up to 30 June 2009.
- Table I1: Cataract patient journey: waiting times for assessment – the number on the list and the number waiting over the local target are not published for 31 March 2009, 30 June 2009, 30 June 2011 and 30 September 2011.

### Cataract Assessment (Table I1)

Previously, only patients waiting for cataract assessment at a consultant-led clinic were reported. From the February 2012 publication, this has been extended to all clinics.

### Unavailability

Users of this publication should be aware that some historical figures for NHS Lothian which relate to levels of attainment of the waiting time standard and levels of patient unavailability are now known to be inaccurate. Further information can be found in the [Pricewaterhouse Coopers report](#).

Audit Scotland carried out formal audits on all NHS Boards during 2012, their report can be found [here](#). Going forward, audits will be carried out on a regular basis. ISD will continue to work with the auditing bodies and NHS Boards to ensure robustness of data.

## NHS Board – specific data quality issues

ISD and NHS Boards work closely to ensure that published Waiting Times information accurately reflects locally held data. The following list provides an overview of historical and current data quality issues:

### NHS Ayrshire & Arran

Within Table I2, Cataract patient journey: waiting times for surgery, the number on the list and the number waiting over local target (up to 31 December 2009) are not published due to local recording issues.

### NHS Borders

During early 2011, NHS Borders moved to a new patient management system, whose implementation led to some subsequent incompleteness in the records returned to the data warehouse at ISD. As a result, the number of patients reported as being seen or waiting during quarter ending 30 September and 31 December 2010 is expected to be slightly lower than the true figure. This changeover resulted in no data being submitted for cataract waiting times and affects the following tables:

- Table I1, Cataract patient journey: waiting times for outpatient assessment, the number on the list and the number waiting over local target at 31 December 2010 to 31 March 2011 are not published.

- Table I2, Cataract patient journey: waiting times for surgery, the number on the list and the number waiting over local target at 31 December 2010 to 30 June 2011 are not published.
- Table I3, Cataract patient journey: waiting times for surgery (second eye and one stop clinics), the number on the list and the number waiting over 18 weeks at 31 December 2010 to 30 June 2011 are not published.

### **NHS Dumfries & Galloway**

Within Table I1, Cataract patient journey: waiting time for outpatient assessment ongoing waits for patients on waiting list, the numbers presented show only patients waiting for assessment at a consultant led clinic. The latest figure may be inflated as all patients are added to a consultant waiting list before being triaged and placed specifically on a consultant or a nurse-led waiting list. At this time there are no plans to update the extract to include nurse-led activity.

### **NHS Fife**

Within Table I1, Cataract patient journey: waiting times for outpatient assessment, the number on the list and the number waiting over local target (up to 30 September 2010) are not published due to local recording issues. Also within Table I2, Cataract patient journey: waiting time for surgery, the number on list and the number waiting over local target (up to 30 June 2009) are not published due to local recording issues.

### **NHS Forth Valley**

Within Table I1, Cataract patient journey: waiting times for outpatient assessment, the number waiting over local target (up to 30 June 2009 and at 30 September 2010 and 31 December 2010) are not published due to local recording issues.

### **NHS Grampian**

During early 2011, NHS Grampian moved to a new patient management system, whose implementation led to some subsequent incompleteness in the records returned to the data warehouse at ISD. As a result, the number of patients reported as being seen or waiting during and the number of patients added and removed from the waiting list for quarter ending 31 March and 30 June 2011 is expected to be lower than the true figure. Within Table D2, Inpatient and day case waiting list activity, CNA/DNA/Cancellation by Service rates are not published for quarter ending 31 March 2010 due to previous system issues.

Due to the early submission of new unavailability codes to the ISD warehouse, approximately 3,800 closed outpatient records are excluded from analysis via a Flag 2 validation error (VE47) covering quarters ending 31 December 2012 and 31 March 2013. Following the implementation of new unavailability codes to ISD warehouse, no records will be excluded for this reason in future.

### **NHS Greater Glasgow & Clyde**

Earlier this year, NHS Greater Glasgow & Clyde completed the move to a new patient management system which has resulted in some records being returned to the data warehouse at ISD that were not previously available. As a result, the number of patients reported as being seen or waiting during quarters ending 30 September and 31 December 2011 has been adjusted since publication of 28 February 2012.

### **NHS Highland**

For Inpatients and Day cases added to the list from 01 October 2012, NHS Highland are unable to provide a detailed split of unavailability codes. NHS Highland are currently developing local systems in order to provide a detailed split of unavailability codes.

### **NHS Lanarkshire**

Within Table I1, Cataract patient journey: waiting times for outpatient assessment, the number of patients waiting for cataract assessment and the number waiting over local target (up to 30 September 2011) are not published due to local system issues.

### **NHS Lothian**

Some historical figures for NHS Lothian which relate to levels of attainment of the waiting times standard and levels of patient unavailability are now known to be inaccurate. Further information can be found in the [Pricewaterhouse Coopers report](#). This affects all tables showing waiting times performance and tables showing patient unavailability.

### **NHS Orkney**

Care must be taken when interpreting figures to take into account issues with infrequent services in the NHS Orkney area.

### **NHS Shetland**

Care must be taken when interpreting figures to take into account issues with infrequent services in the NHS Shetland area.

NHS Shetland reports an issue with the orthodontic service, resulting in an increase in number of new outpatients who waited over 12 weeks (Table A1a). These patients had been recorded locally in the dental management system but had not been recorded in the hospital patient administration system. As a result, NHS Shetland had not identified that this cohort of patients had not been treated within national standard. The orthodontic service is now covered by the hospital system and all patients waiting for orthodontic treatment have been identified. NHS Shetland has arranged a series of orthodontic clinics to work through remaining patients waiting to be seen.

### **NHS Tayside**

Due to a local system issue, figures for the latest quarter for NHS Tayside have been inflated. This issue relates to NHS Tayside's PAS (Patient Administration System), TOPAS: Due to many AHP (Allied Healthcare Professional) and Nurse-led clinics not having a GMC (General Medical Council) number, many clinics are being recorded as consultant-led rather than AHP or Nurse-led.

There is a requirement through an agreed ISD process for retrospective update which ensures the quality of NHS Tayside's data held within the data warehouse. This may lead to an apparent reduction in consultant-led activity and waiting list size for previous quarters. There is work ongoing with NHS Tayside's PAS supplier to ensure that clinician codes (GMC and GDC numbers) applied within TOPAS are in an accurate format for national reporting.

NHS Tayside report that local TOPAS reporting on waiting times is a robust and rigorous process therefore we are confident that all patients tracked locally are accurately reported.

**NHS Western Isles**

NHS Western Isles report that their local system has no capacity to snapshot month end position for ongoing waits. Therefore numbers > 12 weeks at month end for ongoing waits may be unreliable due to subsequent adjustments for clock pauses and clock resets.

## Filtration System

The filter mechanism was introduced early in 2008, when it became apparent that, for some NHS Boards, some known errors in 'New Ways' records could not be corrected in the files submitted to the 'New Ways' database due to technical restrictions of their local IT systems. The errors are due to a number of reasons, including system issues with data extraction and incorrect data entry resulting in failed validation centrally. This can result in records within the data warehouse not being successfully updated.

As a contingency measure, ISD has centrally filtered these erroneous 'New Ways' records, which are not included in the published statistics.

ISD asked each NHS Board affected to provide a file detailing the records involved and the reasons why a filter is requested. This approach was endorsed on the basis that:

- it is an interim, auditable process and the filter will be removed as soon as possible;
- records are not 'deleted' from the central data warehouse, but filtered from analysis;
- NHS Boards are required to work with their system suppliers to resolve their technical issues.

Table 15 shows the volume of affected records by NHS Board. The number of filtered records relate to the quarter in which the patient is added to the waiting list.

**Table 15 – Volume of affected records by NHS Board**

NHS Board	Date added to Waiting List (Quarter End)							
	IPDC				New OP			
	Sep-12	Dec-12	Mar-13	Jun-13	Sep-12	Dec-12	Mar-13	Jun-13
NHS Scotland	2 820	1 955	1 761	418	922	638	473	133
Golden Jubilee National Hospital (Heart & lung)	0	0	0	0	2	1	1	0
NHS Ayrshire & Arran	419	333	224	205	318	309	158	67
NHS Borders	71	39	10	0	8	7	1	0
NHS Fife	624	474	453	36	98	81	61	15
NHS Forth Valley	0	0	0	0	3	6	3	0
NHS Grampian	854	840	994	159	222	129	201	40
NHS Greater Glasgow & Clyde	774	158	16	4	258	88	10	0
NHS Highland	54	71	39	6	3	4	5	0
NHS Lanarkshire	18	32	7	3	6	8	29	10
NHS Lothian	1	3	18	5	3	5	4	1
NHS Tayside	5	4	0	0	1	0	0	0
NHS Western Isles	0	1	0	0	0	0	0	0

Notes:

1. IP/DC - Inpatients and Day cases, OP - New Outpatients

2. This table shows filtered records for the last year. Data for periods prior to q/e September 2012 are given in the table ['Number of records filtered, by NHS Board'](#).

3. The warehouse has not been used to extract information on referrals and additions to list from 01 October 2012.

The records in question, excluded from all publication tables, represent a very small percentage of the total number of records and the 'filtering' has enabled the provisional publication of related statistics. When considering the filtration system it is important to do so in awareness that this is one of a number of ways in which data quality assurance is managed; there are others, including NHS Board verification of key statistics.

### **Local 'filtering' of data**

Some NHS Boards reported that they had locally 'filtered' (excluded) certain cases from submissions to the national warehouse. This was undertaken by NHS Boards who were not able, due to technical or other reasons, to make changes locally to erroneous data. The following NHS Boards advised that they had locally filtered erroneous records: Dumfries & Galloway, Fife, Forth Valley, Tayside and Western Isles.

These cases represent a small percentage of the total number of patients and the local 'filtering' has enabled the provisional publication of related statistics.

## A2 – Publication Metadata (including revisions details)

Metadata Indicator	Description
Publication title	Inpatient, Day case and Outpatient Stage of Treatment Waiting Times
Description	Monthly and quarterly summary of waiting times and waiting lists in the acute sector of NHS Scotland.
Theme	Health and Social Care
Topic	Access and Waiting Times
Format	Excel workbooks and PDF
Data source(s)	Waiting Times Data Warehouse. Consists of a series of 'open' records for patients still waiting for treatment and 'closed' records when patients are removed from the waiting list. All patients who are added to a waiting list for inpatient or day case treatment, for a new outpatient appointment at a consultant or dentist-led clinic or for a return outpatient appointment where a procedure is expected to be carried out should be included. Homeopathy, mental health and obstetrics specialties are not included. Data from 01 October 2012 for Inpatient and Day case admissions is currently from aggregate returns from NHS Boards. Once NHS Boards local systems are modified to comply with TTG, data will be sourced from the warehouse again.
Date that data are acquired	Deadline for data submission is the 28th each month prior to the publication.
Release date	The last Tuesday of the month for each publication.
Frequency	Quarterly.
Timeframe of data and timeliness	Data from 01 January 2008 to date. There have been no delays in reporting.
Continuity of data	Since 1992, there have been several significant changes in waiting times. Prior to 2008, data was derived using different rules that are not comparable with New Ways. Details of which can be found in <a href="#">Notice of change to National Statistics</a> . From February 2010 publication ISD have implemented the ' <a href="#">Refresh Project</a> ', the key aim of which was to increase the usefulness of the New Ways Warehouse to NHS Boards, ISD and to the Scottish Government. Then from 01 October 2012, the introduction of Treatment Time Guarantee resulted in further changes. A full history of waiting times is available in <a href="#">Waiting Times &amp; Waiting List History</a> .
Revisions statement	<a href="#">Detailed information</a> on revision to data and revisions policy is available.
Revisions relevant to this publication	During September 2011, NHS Greater Glasgow & Clyde began a staged move to a new patient

	<p>management system, beginning with the Inverclyde Royal Hospital. As a consequence, some figures reported for the quarter ending 30 September 2011 may have been adjusted since their first publication.</p> <p>NHS Lothian Cardiac patient journey: waiting times for Angiography (Table H2), Revascularisation (Table H3) and 'other cardiac treatment' (Table H5); ongoing waits for patients on waiting list – previously published figures for the number of patients on the list have been revised notably.</p> <p>NHS Lothian have revised figures on unavailability (<a href="#">Table C1</a> and <a href="#">Table C2</a>) at 30 September 2011. NHS Lothian report that this is due to some patients being inaccurately recorded as unavailable after the census date has passed and that the figure first published is a more accurate reflection of the real level of unavailability.</p>
<p>Concepts and definitions</p>	<p>New Ways Definitional Rules and Guidance is available:  <a href="#">New Ways Rules &amp; Guidance</a></p> <p>TTG rules and guidance is available in the following documents:  <a href="#">Patient Rights (Scotland) Act 2011</a>  The Regulations and Directions under the Act - <a href="#">CEL 17 (2012)</a>  Treatment Time Guarantee Guidance – <a href="#">CEL 32 (2012)</a>  Updated version of the NHSScotland Waiting Time Guidance – <a href="#">CEL 33 (2012)</a></p>
<p>Relevance and key uses of the statistics</p>	<p>Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country. The NHS in Scotland has been set a number of targets for maximum waiting times including from 01 October 2012, Treatment Time Guarantee.</p> <p>Other uses of the data include information requests for a variety of customers, e.g. research charities; public companies; freedom of Information requests; information support to NHS Boards; health intelligence work; parliamentary questions and HEAT targets.</p>
<p>Accuracy</p>	<p>Detailed information on <a href="#">validation</a> is available. The data is subject to a sign-off procedure each quarter before publication where the data for the</p>

	<p>previous quarter is confirmed by the submitting Board.</p> <p>ISD carry out detailed fitness for publication evaluation every quarter including comparisons to previous figures and expected trends. ISD also check outputs from two different analytical tools.</p> <p>ISD carried out a project in 2009 to quantify and understand the differences between New Ways and other ISD data sources (SMR00, SMR01 and ISD(S)1).</p> <p>ISD carried out an audit of New Ways data quality in 2008 and the details can be found here under the heading '<a href="#">Data Quality Assessment Project</a>'.</p>
<p>Completeness</p>	<p>ISD carried out a project in 2009 to quantify and understand the differences between New Ways and other ISD data sources (SMR00, SMR01 and ISD(S)1).</p> <p>Provisional analysis of refresh data showed that approximately 98% of data submitted to the Warehouse is published.</p>
<p>Comparability</p>	<p>ISD carried out a project in 2009 to quantify and understand the differences between New Ways and other ISD data sources (SMR00, SMR01 and ISD(S)1).</p> <p>Comparative waiting times information is not possible at present using these data due to inconsistencies in definitions of waiting times for treatment across the four countries. Collaborative efforts by the health departments of the four countries to produce comparable figures on waiting times are currently underway by the UK Comparative Waiting Times Group.</p> <p>Collaborative efforts are also underway to produce comparisons to European waiting times.</p>
<p>Accessibility</p>	<p>It is the policy of ISD Scotland to make its web sites and products accessible according to <a href="#">published guidelines</a>.</p>
<p>Coherence and clarity</p>	<p>Key statistics for the latest quarter are linked to on the main Waiting Times page of the <a href="#">publication</a>. Statistics are presented within Excel spreadsheets. NHS Board and national figures are presented.</p> <p>Further features to aid clarity:</p> <ol style="list-style-type: none"> <li>1. Attendances and performance data by Patient Type are available in separate tables to enable users to select a single measure for analysis.</li> </ol>

	<p>2. All tables are printer friendly.</p> <p>3. All Scotland summary data are presented first, with the option to view spreadsheets down to Board level.</p> <p>4. Key data presented graphically.</p>
Value type and unit of measurement	Number of patients seen, number of patients waiting and percentage distribution of wait; by NHS Board and nationally and by patient type (i.e. inpatients/day cases, new outpatients and return outpatients).
Disclosure	The <a href="#">ISD protocol on Statistical Disclosure Protocol</a> is followed.
Official Statistics designation	National Statistics.
UK Statistics Authority Assessment	Completed assessment by UK Statistics Authority. <a href="#">Report</a> published July 2010.
Last published	28 May 2013
Next published	26 November 2013
Date of first publication	27 May 2008
Help email	<a href="mailto:nss.isdWAITINGTIMES@nhs.net">nss.isdWAITINGTIMES@nhs.net</a>
Date form completed	27 August 2013

## **A3 – Early Access details (including Pre-Release Access)**

### **Pre-Release Access**

Under terms of the "Pre-Release Access to Official Statistics (Scotland) Order 2008", ISD are obliged to publish information on those receiving Pre-Release Access ("Pre-Release Access" refers to statistics in their final form prior to publication). The standard maximum Pre-Release Access is five working days. Shown below are details of those receiving standard Pre-Release Access and, separately, those receiving extended Pre-Release Access.

#### **Standard Pre-Release Access:**

Scottish Government Health Department  
NHS Board Chief Executives  
NHS Board Communication leads

#### **Extended Pre-Release Access**

Extended Pre-Release Access of 8 working days is given to a small number of named individuals in the Scottish Government Health Department (Analytical Services Division). This Pre-Release Access is for the sole purpose of enabling that department to gain an understanding of the statistics prior to briefing others in Scottish Government (during the period of standard Pre-Release Access).

Scottish Government Health Department (Analytical Services Division)

## A4 – ISD and Official Statistics

### About ISD

Scotland has some of the best health service data in the world combining high quality, consistency, national coverage and the ability to link data to allow patient based analysis and follow up.

Information Services Division (ISD) is a business operating unit of NHS National Services Scotland and has been in existence for over 40 years. We are an essential support service to NHSScotland and the Scottish Government and others, responsive to the needs of NHSScotland as the delivery of health and social care evolves.

**Purpose:** To deliver effective national and specialist intelligence services to improve the health and wellbeing of people in Scotland.

**Mission:** Better Information, Better Decisions, Better Health

**Vision:** To be a valued partner in improving health and wellbeing in Scotland by providing a world class intelligence service.

### Official Statistics

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of 'Official Statistics'. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. The Code of Practice is produced and monitored by the UK Statistics Authority which is independent of Government. Under the Code of Practice, the format, content and timing of statistics publications are the responsibility of professional staff working within ISD.

ISD's statistical publications are currently classified as one of the following:

- National Statistics (i.e. assessed by the UK Statistics Authority as complying with the Code of Practice)
- National Statistics (i.e. legacy, still to be assessed by the UK Statistics Authority)
- Official Statistics (i.e. still to be assessed by the UK Statistics Authority)
- other (not Official Statistics)

Further information on ISD's statistics, including compliance with the Code of Practice for Official Statistics, and on the UK Statistics Authority, is available on the [ISD website](#).

The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics. Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods, and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.