

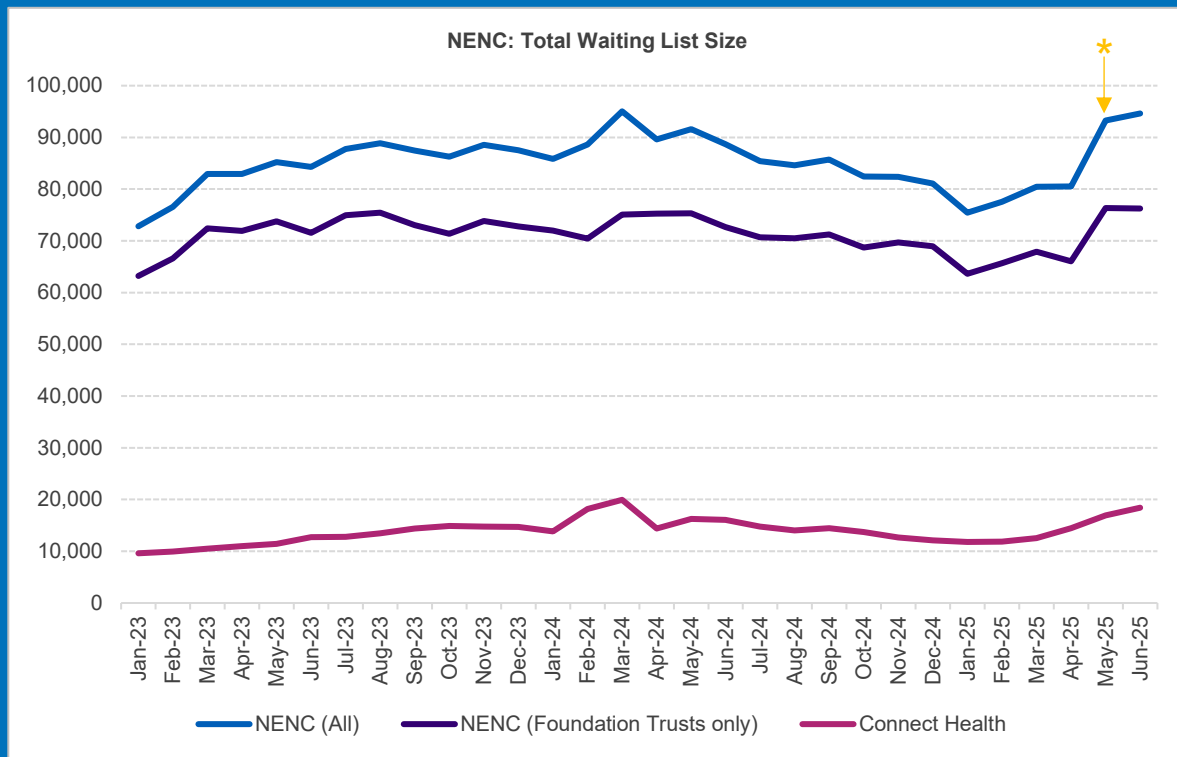
Community Services Waiting List Deep Dive

Community Health Services SitRep – Data Source for Performance

- Community datasets and reporting is not as mature as Secondary Care datasets which have been the focus of national performance reporting and payment for 15-20 years
 - Community Health Services Waiting List (CHSWL) SitRep only really had a focus the last 12-18 months
- CHSWL is a PROVIDER submission and not population based. Submitted by NHS Foundation Trusts and selected national community providers e.g. Connect Health
 - Does not provide a comprehensive and consistent waiting list position for the community services the ICB commission from non-FTs
- Connect Health as a national entity is included within the NENC position due to its headquarters being in the North East
 - NHS England are working on a national solution
- Data quality is variable due to a lack of oversight of submissions and a lack of technical guidance meaning providers submit based on their understanding
 - Community Paediatrics includes several specific services which includes community nursing for CYP, neurodevelopmental services such as autism for under 5s, looked after children's assessments. Again, not consistent and not representative of what is commissioned
 - Northumbria started to report Community MSK in May'25, increasing the waiting list by 9,000 waiters
 - Other Trusts have improved their reporting over 2024/25 which has impacted on reporting

Connect Health accounts for around one-fifth of the NENC waiting list and has contributed to recent growth.

Uses Total List Size not count of weeks



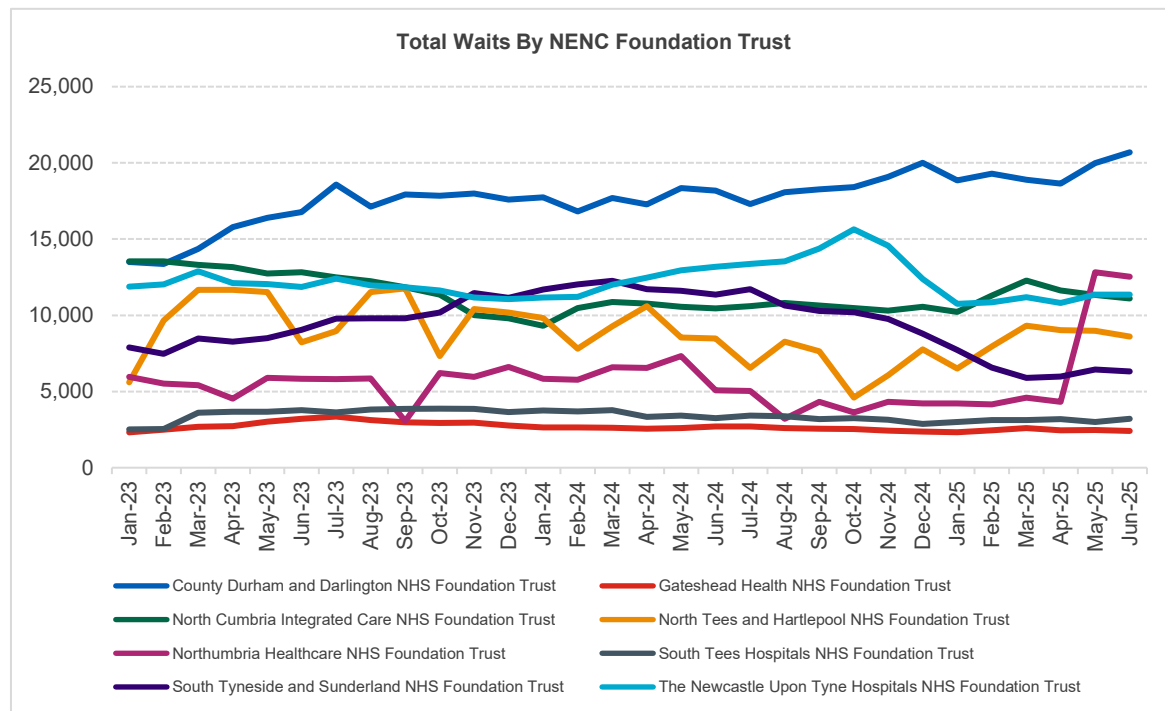
Current split (June 2025): Total NENC waits **94.6k**, of which **76.2k (81%)** are from **Foundation Trusts** and **18.4k (19%)** from **Connect Health**. (only 9% of the 18.4k Connect Health waiting list is NENC in reality)

Growth driver: Starting in January 2025, Connect Health waits have risen **55%** (11.8k to 18.4k), compared to NENC Foundation Trusts **20%**. Connect increase is not for NENC commissioned services in South Tyneside and Darlington

*Northumbria Healthcare NHS FT onboarded Community MSK for Northumberland and North Tyneside in May-25 circa 9,000 increase in the total waiting list

Almost 30% of all community services waits are in County Durham and Darlington Foundation Trust.

Uses Total List Size not count of weeks



Latest trust split (June 2025): In June 2025, almost 30% (21k) of community services waits are in County Durham and Darlington FT.

County Durham and Darlington FT have also seen growth from January 2025 in MSK, SALT and Physio

Step change for Northumbria

Healthcare FT: Northumbria Healthcare has seen a 197% growth in waiting list numbers from January 2025 to June 2025 (4k to 13k). This is due to MSK now being reported from May'25

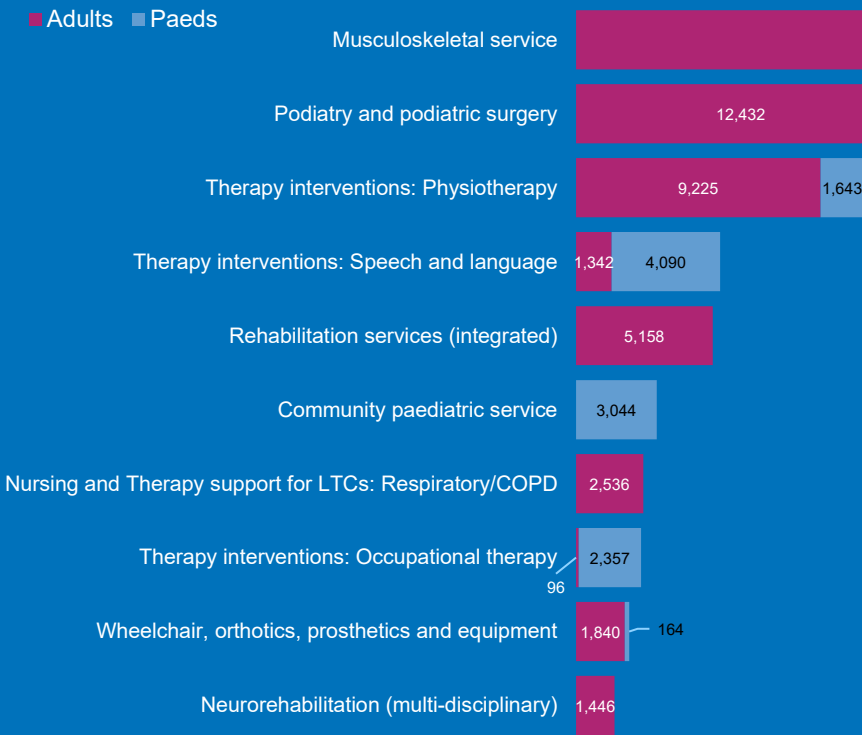
North Tees have seen growth in Community Paediatrics, MSK and some other services due to improved reporting.

North Cumbria have seen growth in Community Paediatrics and Neurorehabilitation

Three services account for almost two-thirds of all community waits within NENC.

Uses Total List Size not count of weeks

Total Waits By Service: June 2025 (Top 10 excluding Connect Health)



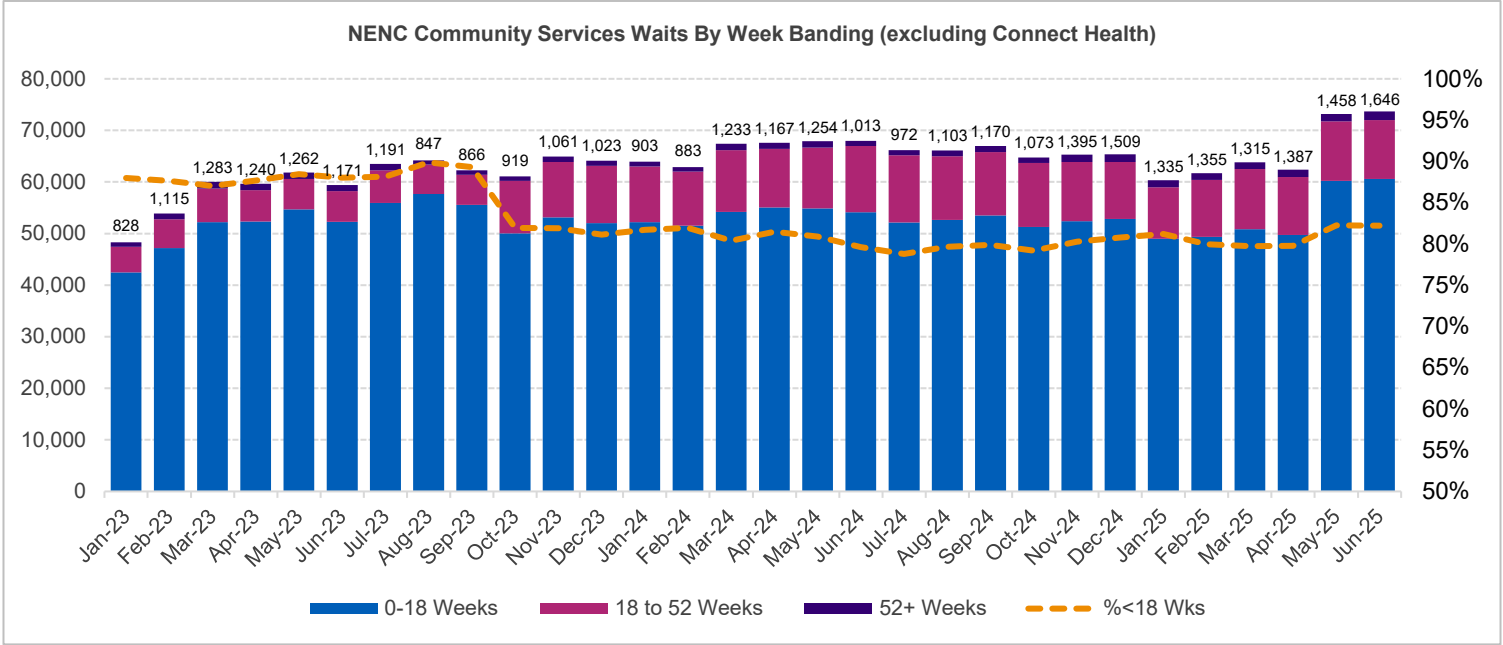
Highly concentrated: Adult
Musculoskeletal (25k), Adult Podiatry (12k), and Adult and CYP Physiotherapy (11k) alone account for 64% of total waits in June 2025.

Broader top five: Adding Adult and CYP Speech & Language (5k) and Adult Integrated Rehabilitation (5k) brings the total to 78% of total waits.

Long tail: 20 services have fewer than 1,000 waits suggesting demand is grouped around a few key services.

Most patients are within 18 weeks, but over 52-week waits are growing

NHS Operational Plan
requirement – Reduce over
52-week waiters

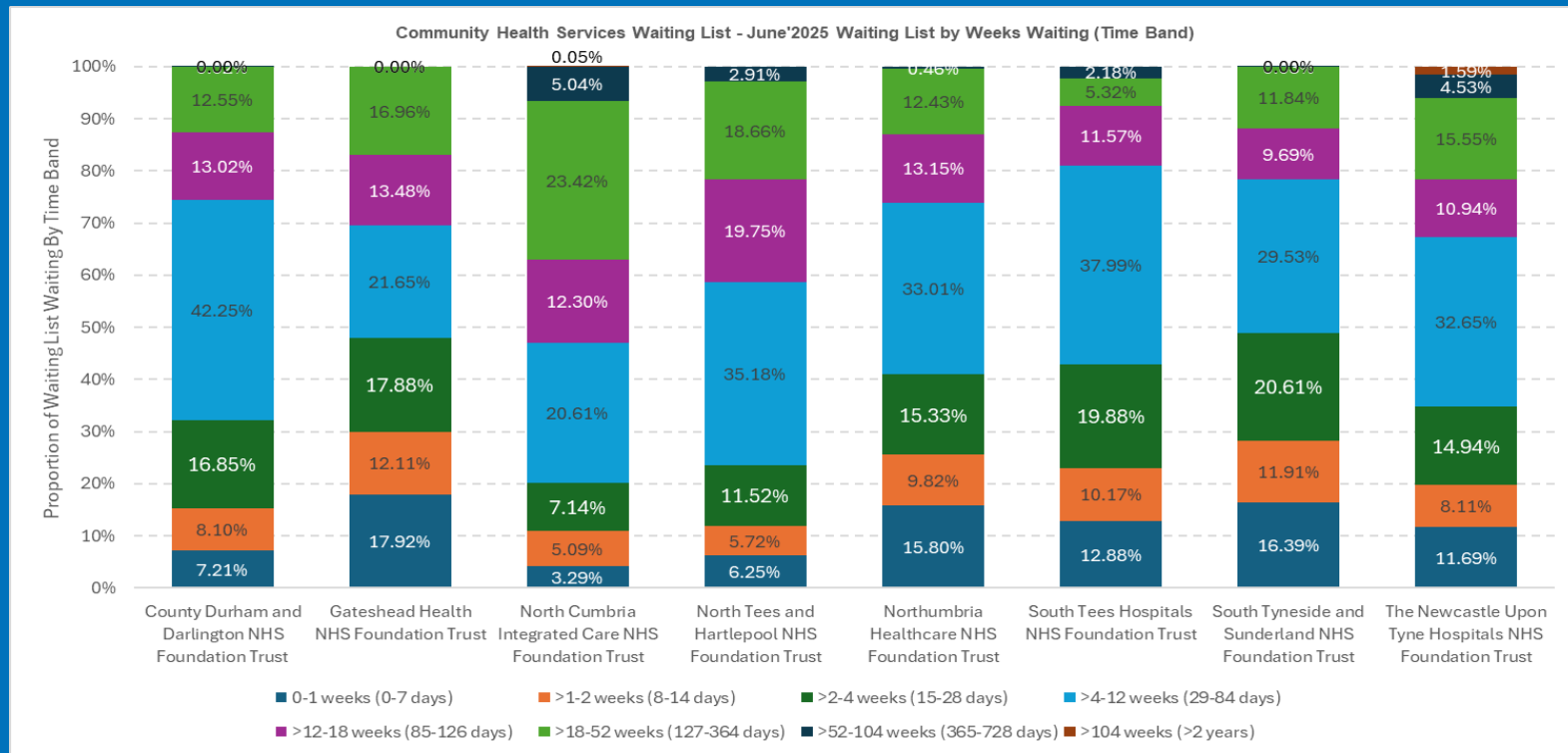


Majority short waits: As of June 2025, most people on the community services waiting list (60.6k/82%) are waiting under 18 weeks.

Growing 52+ waits: There has been a progressive increase in patients waiting 52+ weeks growing to 1,646 patients in the latest reporting month, highlighting an emerging risk.

Total waiting list increased in May/25 by 9,000 patients due to Northumbria Healthcare reporting MSK (under physiotherapy) for the first time

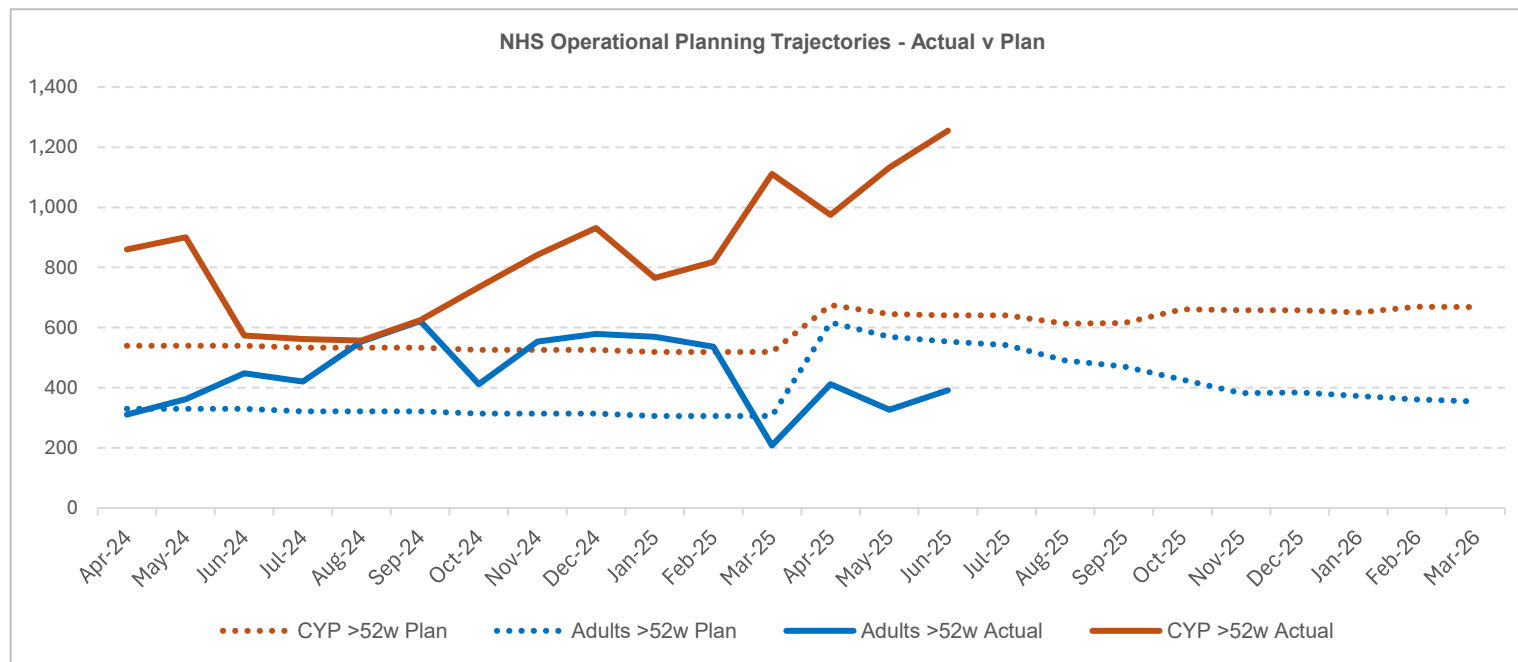
Trusts have very different waiting list profiles, some with a higher proportion of patients waiting much longer



Variation in waiting times across Trusts with NCIC having a higher proportion of patients waiting 18 weeks or longer. Several Trusts have a higher proportion of patients waiting between 4 and 12 weeks and this is growing which suggests emerging pressures and potential increases in longer waits.

The ICB is above its operational planning trajectories for over 52-week waits for CYP

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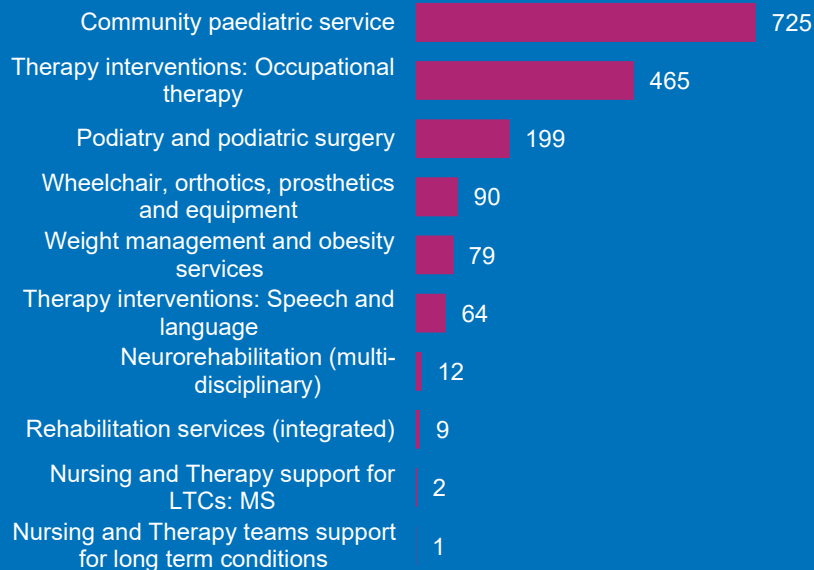


CYP >52-weeks: Growing since Q3 2024/25 and trajectories set based on FT recovery plans from Q4. Backlog continues to increase.

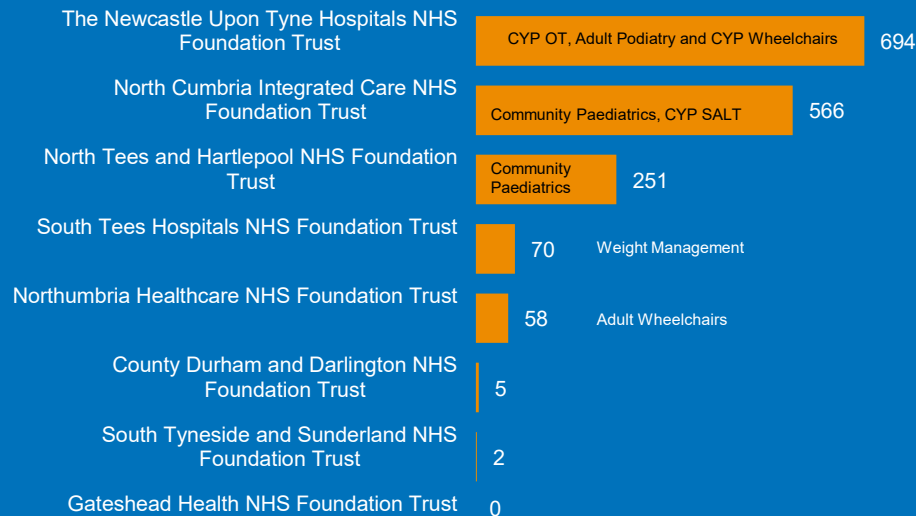
Adults >52-weeks: Under trajectory due to reductions in MSK in Sunderland and wheelchairs in Northumberland

Majority of 52+ week waits are concentrated in just three services.

52+ Week Waits By Service: June 2025
(excluding Connect Health)



52+ Week Waits By Foundation Trust: June 2025
(excluding Connect Health)



In June 2025, Community Paediatrics (725), CYP Occupational Therapy (465), and Adult Podiatry (199) **accounted for over 80% of all 52+ week waits**.

Of those waiting over 52 weeks, **76% are in CYP services and 24% in adult services**. The main pressure is in CYP neurodevelopmental disorders, driven by workforce limitations and rising demand.

Top three trusts: Newcastle (694), North Cumbria (566), and North Tees (251) together account for over 90% of all 52+ week waits in June 2025.

Strong CDDFT performance: Despite accounting for 27% of total NENC waits, CDDFT had just 0.02% of 52+ week waits.

104 week waits: The vast majority of 104+ week waits (186) are at NUTH (180 split: 154 CYP Occupational Therapy, 16 adult podiatry, 10 adult wheelchair).

Risks impacting on performance

- Providers report via the Community Waiting List SitRep that demand for community services is increasing and there are workforce constraints.
- Growing demand for CYP with neurodevelopmental disorders, particularly those under 5 years old who require CYP therapies and paediatrics support
- Improved data quality and reporting could impact on the overall waiting list volumes e.g. Northumbria MSK reporting
- Risks in sustaining MSK improvements due to rising demand in some MSK services
- Trusts have prioritised elective recovery, cancer and UEC delivery over community services over the last 4-5 years
- Connect Health reported 1 over 52-week wait in June'25 (included in NENC), this is an error and a patient from a different ICB

Actions

- Community MSK GIRFT Programme
 - £200k to support waiting list and waiting times reductions in Sunderland, County Durham and South Tees. Significant improvements in Sunderland with some improvements in County Durham and South Tees
 - Sunderland total waiting list and over 18-week waiters have halved
 - County Durham over 18-week waiters reduced by 500
- Living and Ageing Well
 - Dashboard developed to include Community Waiting Lists
 - Discussion at LAWP 26th August and providers required to feedback on recovery plans
- Transformation and Recovery
 - LDTs focused on transformation of CYP pathways which includes needs led neurodevelopmental services and improved SALT offer
 - ICS wide ADHD and Autism transformation programme
 - Agreement to review community MSK services within the Service Reform Group
 - Recovery plans in place for adult wheelchairs in Northumberland which is expected to be fully delivered in November. Over 52-week waiters down from 250 to 58 in June'25
 - Recovery plans have been requested for all Trusts who have long waits
- Improved reporting and transparency of community data and reports