

ACCIDENT AND EMERGENCY Clinical Quality Indicators

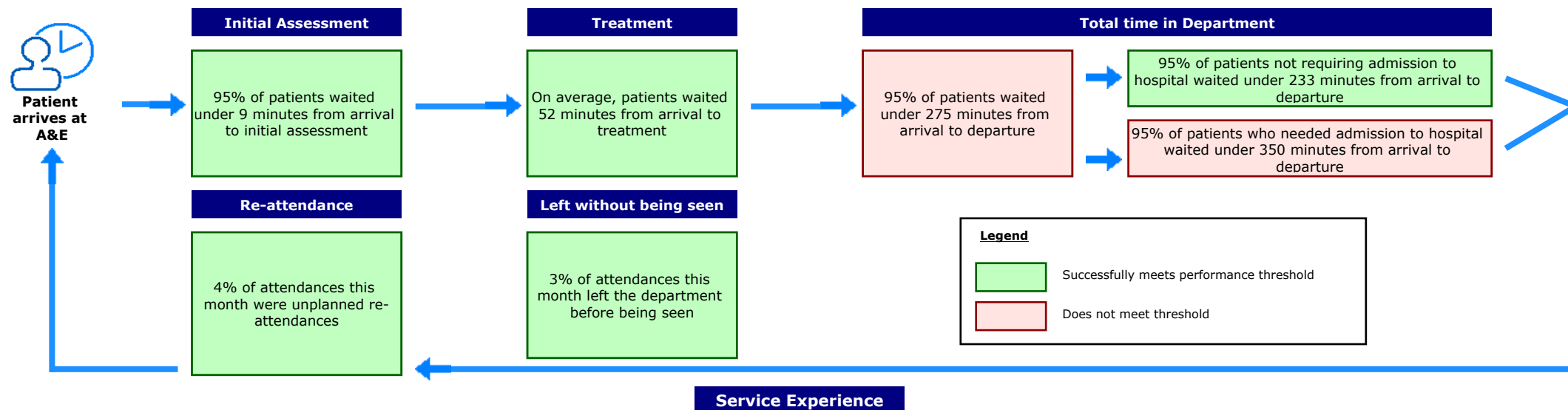
Overview

This dashboard presents a comprehensive and balanced view of the care delivered by our ACCIDENT AND EMERGENCY department, and reflects the experience and safety of our patients and the effectiveness of the care they receive. These indicators will support patient expectations of high quality ACCIDENT AND EMERGENCY services and allow our department to demonstrate our ambition to deliver excellent services which are continuously improving.

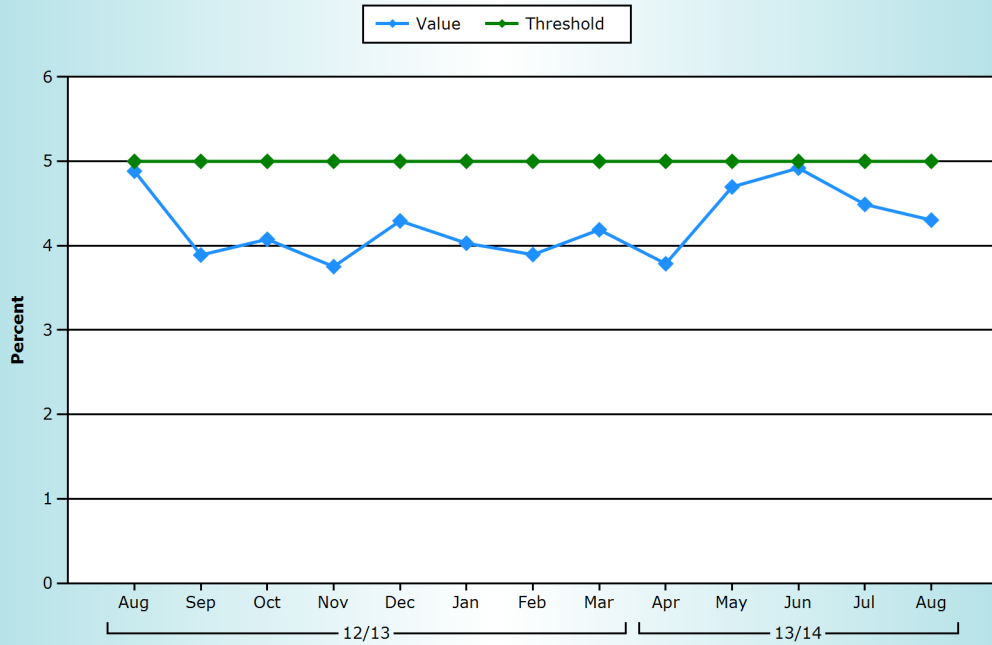
General Information

Northern General Hospital, Sheffield Teaching Hospitals	- Site name and organisation code
Type 1 (Major)	- Site type
Service Manager/Nurse Director	- Contact details for further information
10/09/2013	- The date the report has been published
August 2013	- The time period the data in the dashboard relate to

Summary of Performance - August 2013



Unplanned Re-attendance Rate



Narrative

Description of Data

Unplanned re-attendance at TRUST LEVEL within 7 days of the original attendance (including patients referred back by another health professional)

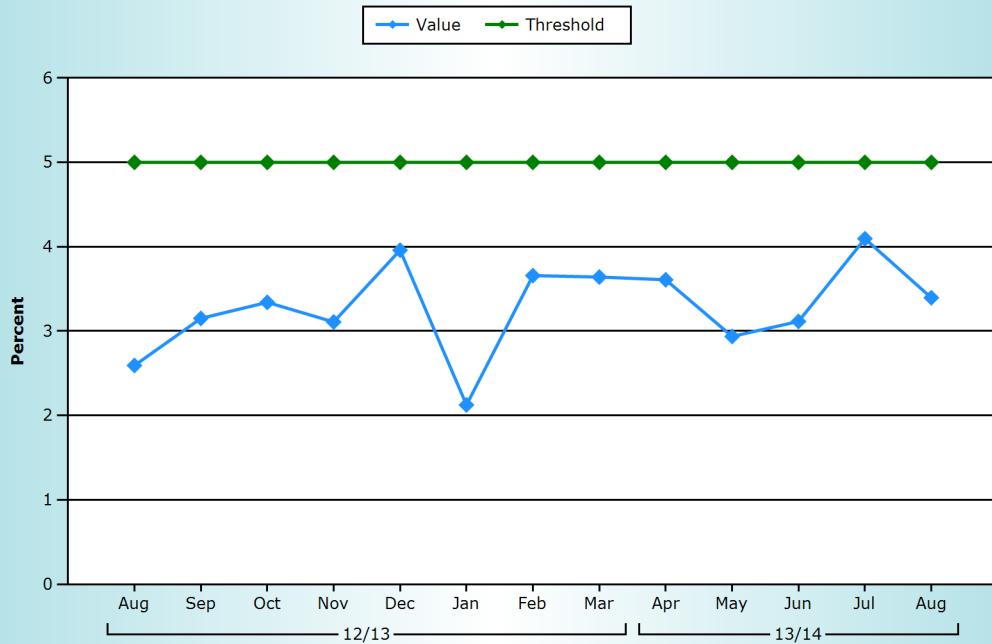
Rate This Month

4%

Compared to Last Month

Improved

Left Without Being Seen



Narrative

The number of patients who left the Emergency Department without being seen fell in August to 3.4%.

Description of Data

The percentage of people who leave the ACCIDENT AND EMERGENCY department without being seen by a clinical decision maker

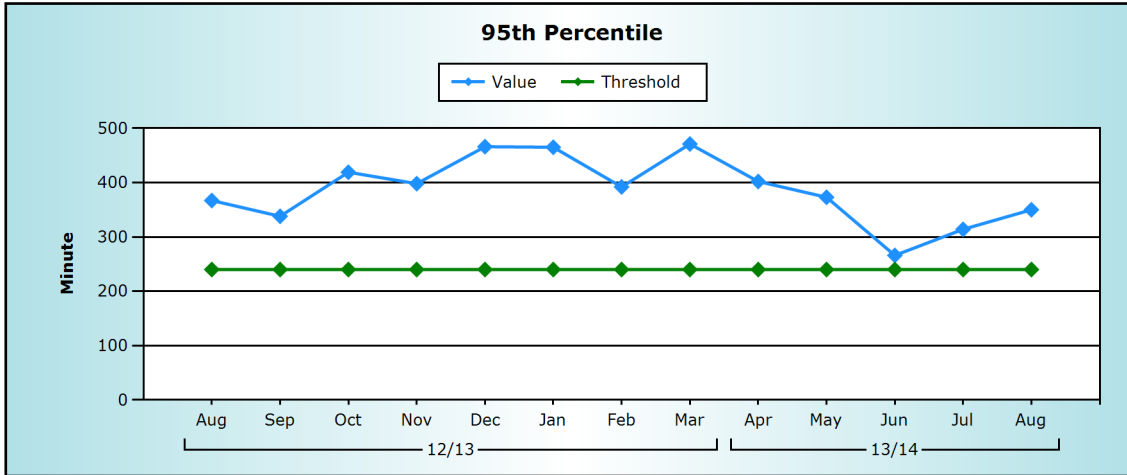
Rate This Month

3.40%

Compared to Last Month

Improved

Total Time Spent in ACCIDENT AND EMERGENCY (Admitted)



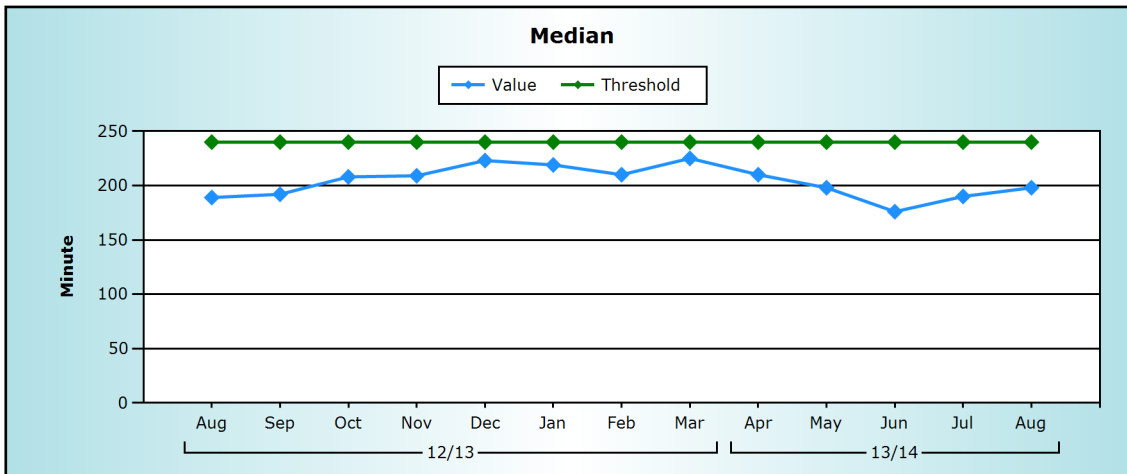
Narrative

The time it took to see, treat and admit 95% of our patients rose slightly in August.

Description of Data

The total time patients who were admitted to hospital spent in the ACCIDENT AND EMERGENCY department (95th percentile)

Rate This Month	Compared to Last Month
350	Worse

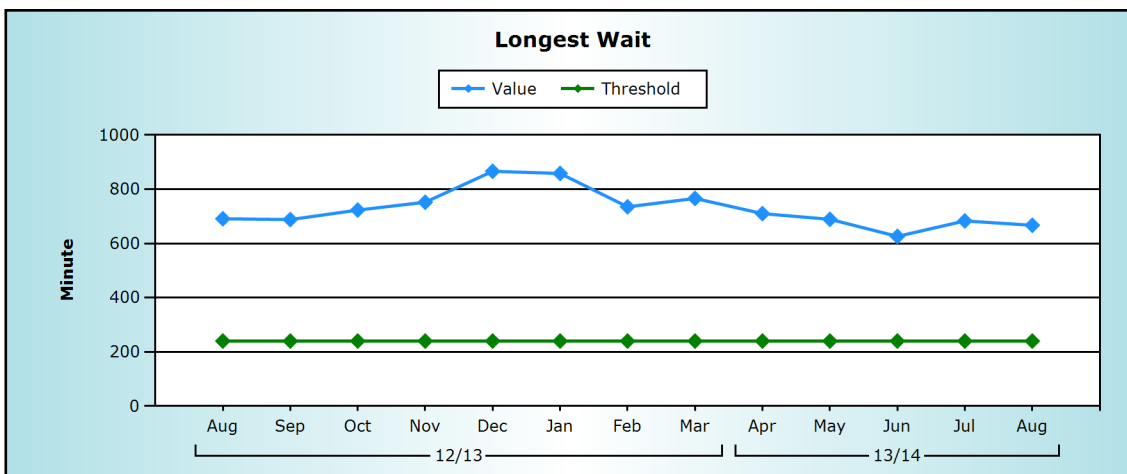


Narrative

Description of Data

The total time patients who were admitted to hospital spent in the ACCIDENT AND EMERGENCY department (Median)

Rate This Month	Compared to Last Month
198	Worse



Narrative

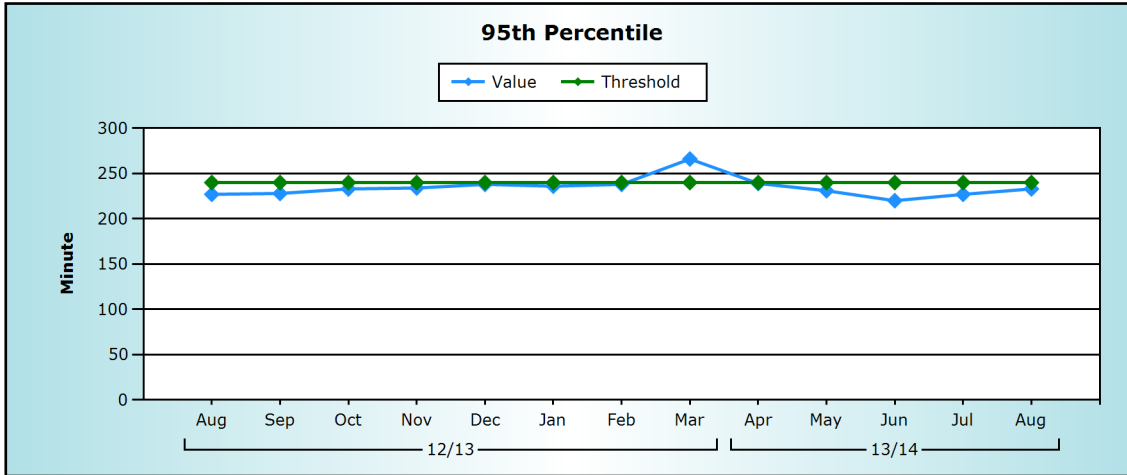
The longest wait in the Emergency Department was experienced by a patient who received a range of treatment in the department before being admitted.

Description of Data

The total time patients who were admitted to hospital spent in the ACCIDENT AND EMERGENCY department (Longest Wait)

Rate This Month	Compared to Last Month
667	Improved

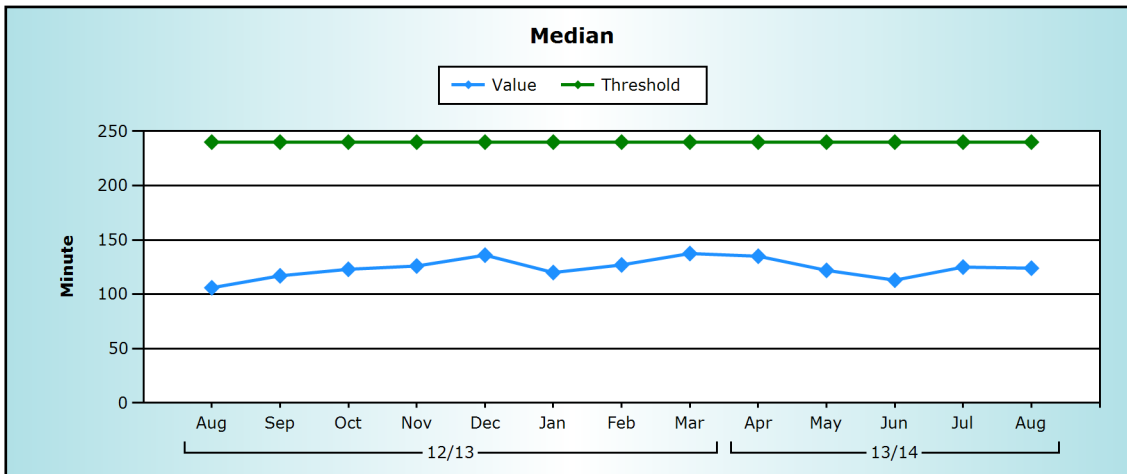
Total Time Spent in ACCIDENT AND EMERGENCY (Non-Admitted)



Narrative
95% of the patients who did not require admission were seen, treated and discharged in under 4 hours.

Description of Data
The total time patients who were not admitted to hospital spent in the ACCIDENT AND EMERGENCY department (95th Percentile)

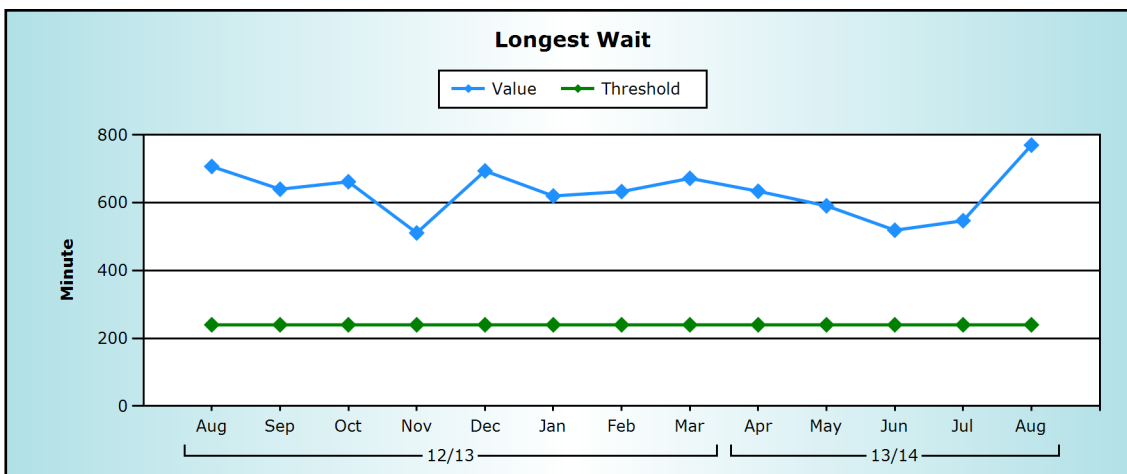
Rate This Month	Compared to Last Month
233	Worse



Narrative

Description of Data
The total time patients who were not admitted to hospital spent in the ACCIDENT AND EMERGENCY department (Median)

Rate This Month	Compared to Last Month
124	Improved

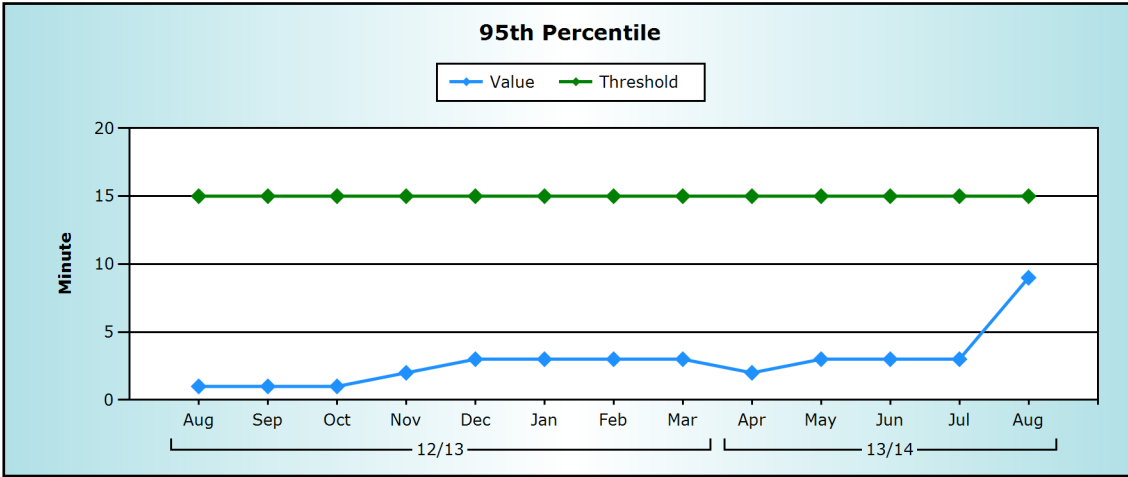


Narrative
The longest wait in the Emergency Department was experienced by a patient who required the input of a specialist team before being safe to discharge.

Description of Data
The total time patients who were not admitted to hospital spent in the ACCIDENT AND EMERGENCY department (Longest Wait)

Rate This Month	Compared to Last Month
770	Worse

ACCIDENT AND EMERGENCY Ambulance Arrivals to Assessment



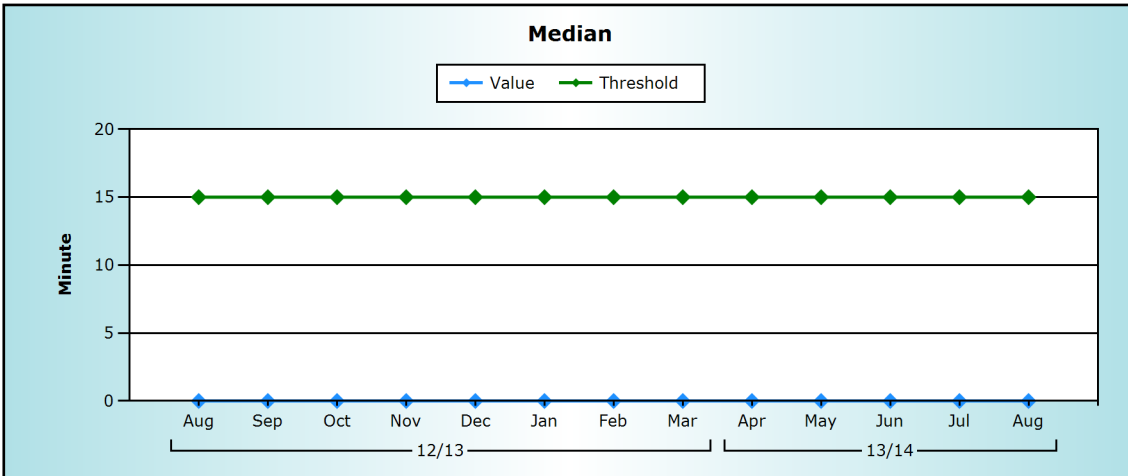
Narrative

In August, our ambulance handover times remained beneath the threshold.

Description of Data

The time from arrival by 999 ambulance in ACCIDENT AND EMERGENCY to a full initial assessment, which includes a pain score and an early warning score (95th Percentile)

Rate This Month	Compared to Last Month
9	Worse

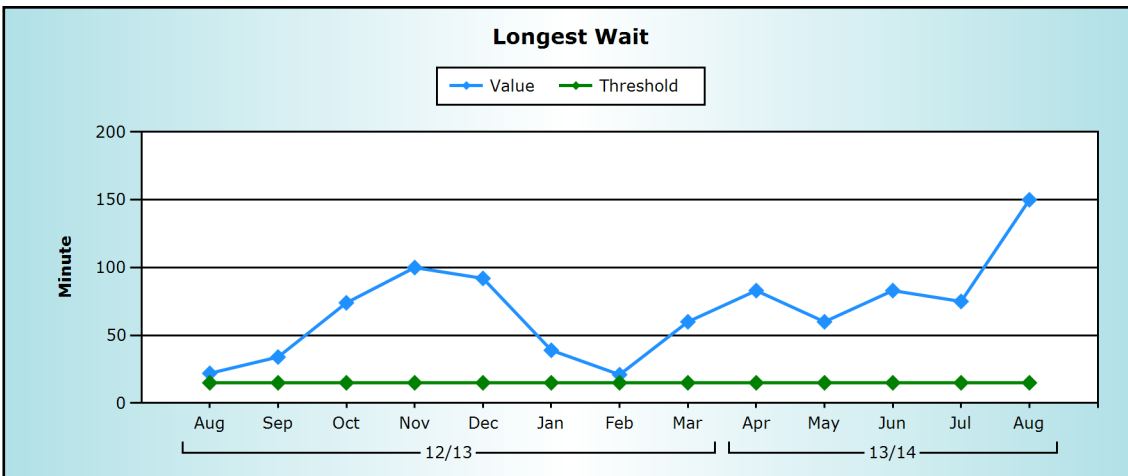


Narrative

Description of Data

The time from arrival by 999 ambulance in ACCIDENT AND EMERGENCY to a full initial assessment, which includes a pain score and an early warning score (Median)

Rate This Month	Compared to Last Month
0	Same



Narrative

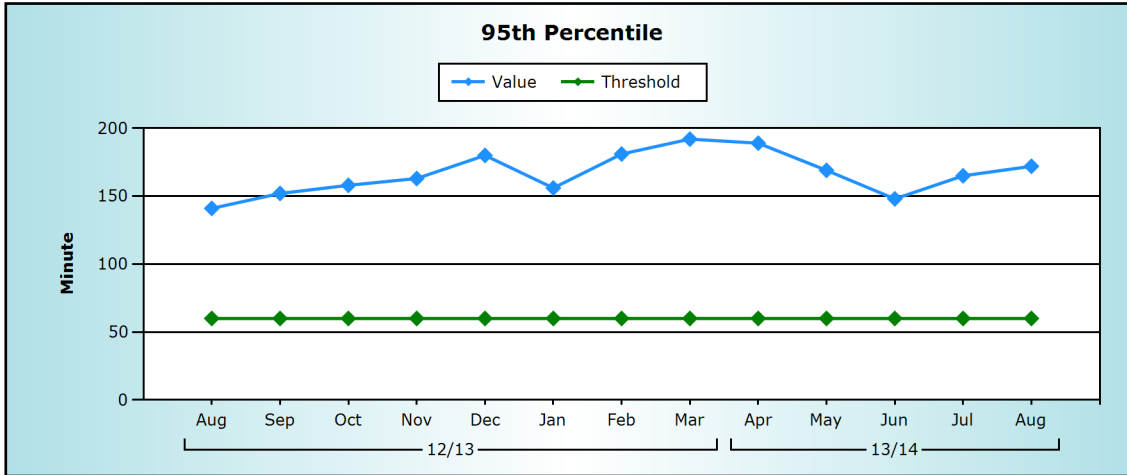
The longest wait in the Emergency Department was experienced by a patient who was initially difficult to assess.

Description of Data

The time from arrival by 999 ambulance in ACCIDENT AND EMERGENCY to a full initial assessment, which includes a pain score and an early warning score (Longest Wait)

Rate This Month	Compared to Last Month
150	Worse

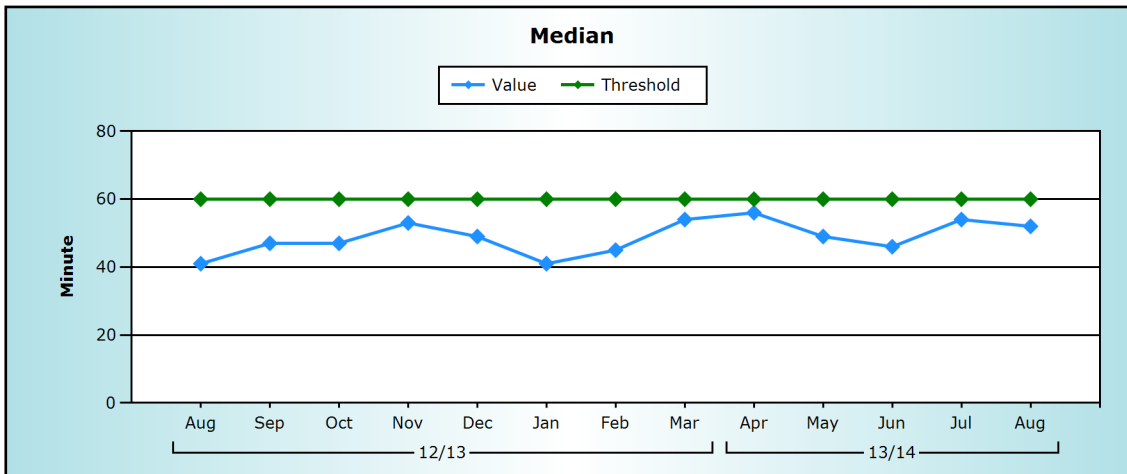
ACCIDENT AND EMERGENCY Time from Arrival to Treatment



Narrative

Description of Data
The time from arrival in ACCIDENT AND EMERGENCY to when a patient is seen by a health professional to diagnose the problem and arrange or start definitive treatment (95th Percentile)

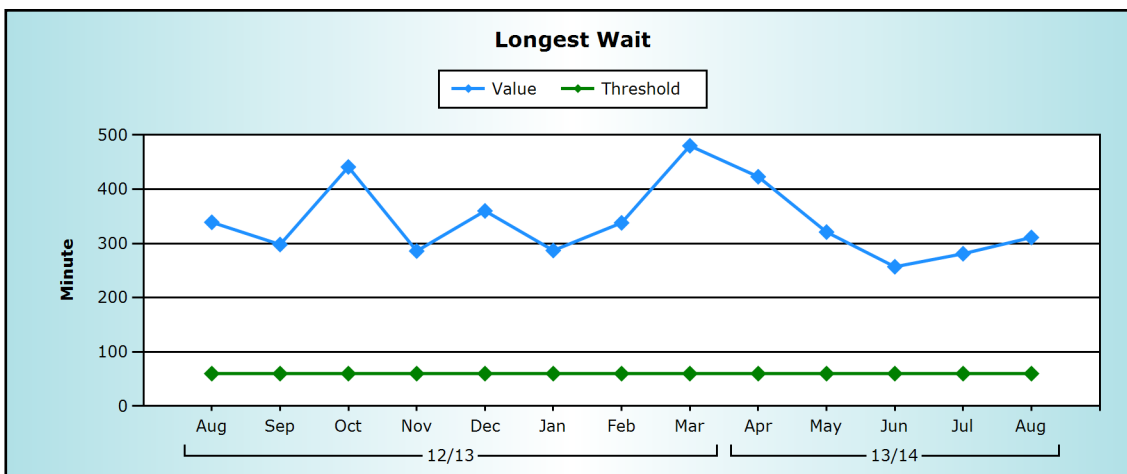
Rate This Month	Compared to Last Month
172	Worse



Narrative
The median time to treatment in the Emergency Department improved in August.

Description of Data
The time from arrival in ACCIDENT AND EMERGENCY to when a patient is seen by a health professional to diagnose the problem and arrange or start definitive treatment (Median)

Rate This Month	Compared to Last Month
52	Improved



Narrative

Description of Data
The time from arrival in ACCIDENT AND EMERGENCY to when a patient is seen by a health professional to diagnose the problem and arrange or start definitive treatment (Longest Wait)

Rate This Month	Compared to Last Month
311	Worse