

TRUST LEVEL Clinical Quality Indicators

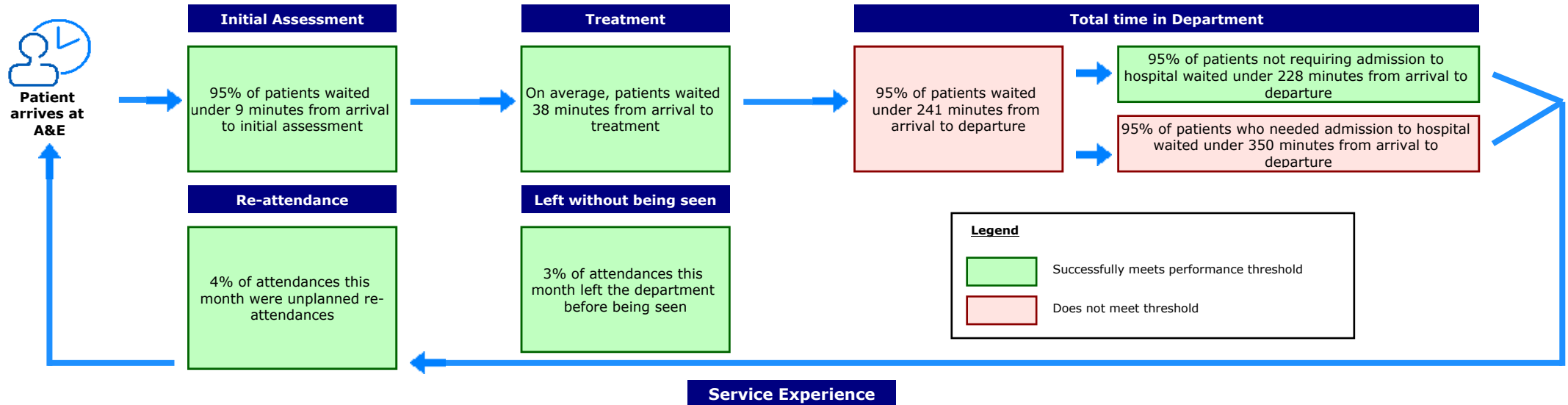
Overview

This dashboard presents a comprehensive and balanced view of the care delivered by our TRUST LEVEL 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 TRUST LEVEL services and allow our department to demonstrate our ambition to deliver excellent services which are continuously improving.

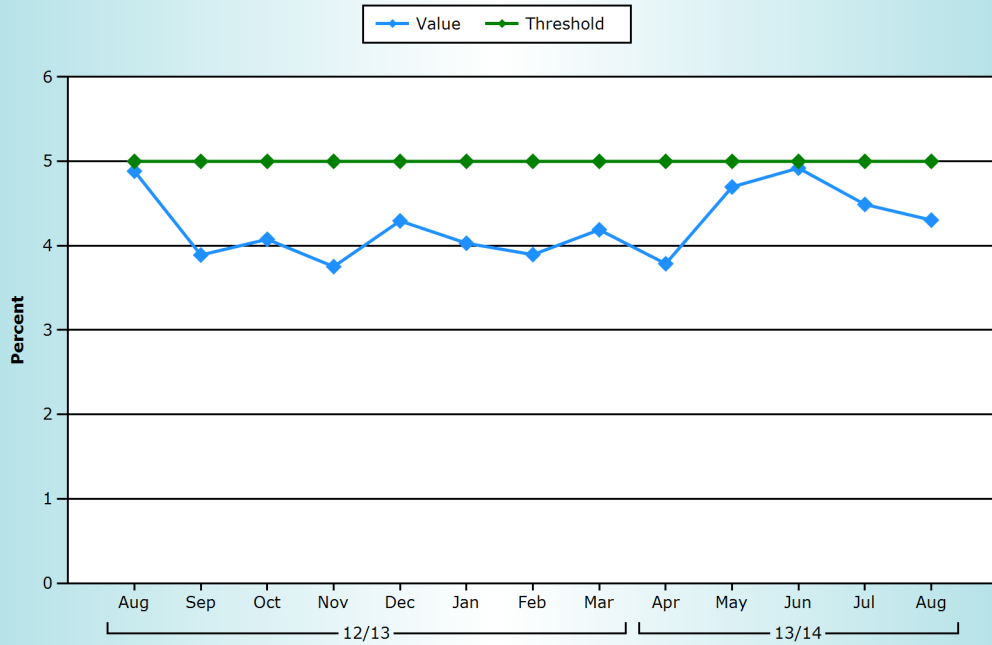
General Information

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
11/09/2013	- 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

The Trust's unplanned re-attendance rate for August was 4.29.

Description of Data

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

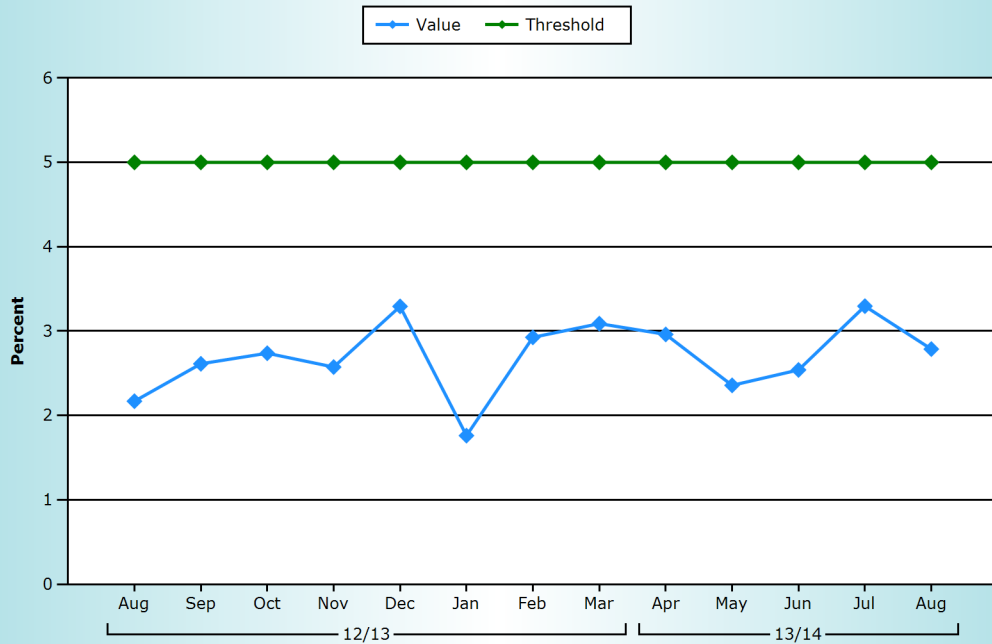
Rate This Month

4%

Compared to Last Month

Improved

Left Without Being Seen



Narrative

There was an improvement in the number of patients who left without being seen in August.

Description of Data

The percentage of people who leave the TRUST LEVEL department without being seen by a clinical decision maker

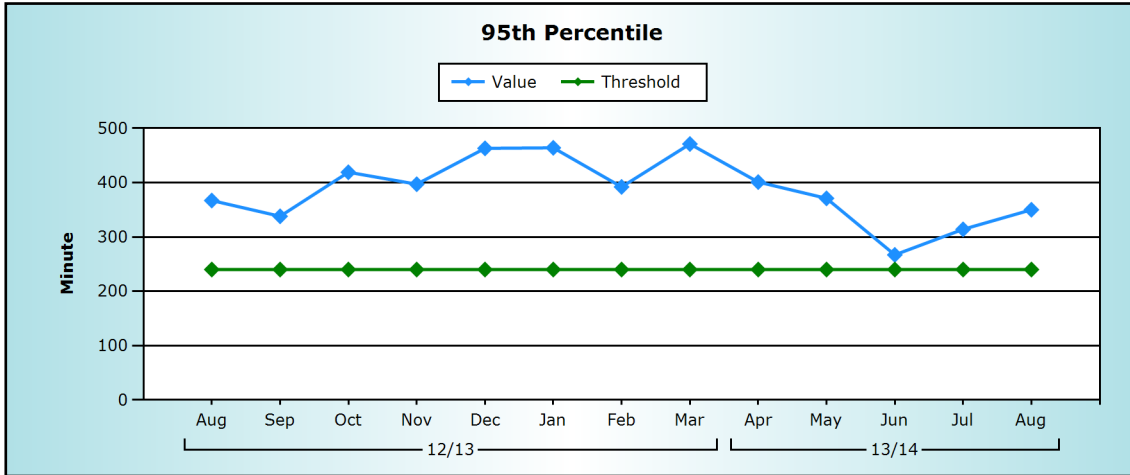
Rate This Month

2.79%

Compared to Last Month

Improved

Total Time Spent in TRUST LEVEL (Admitted)



Narrative

The time it took to see, treat and admit patients across the Trust rose slightly in August.

Description of Data

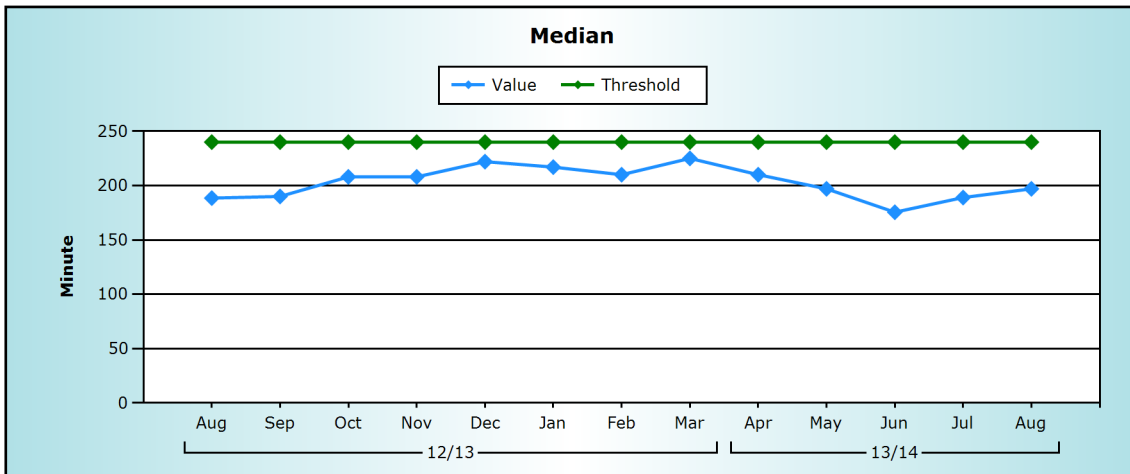
The total time patients who were admitted to hospital spent in the TRUST LEVEL department (95th percentile)

Rate This Month

350

Compared to Last Month

Worse



Narrative

Description of Data

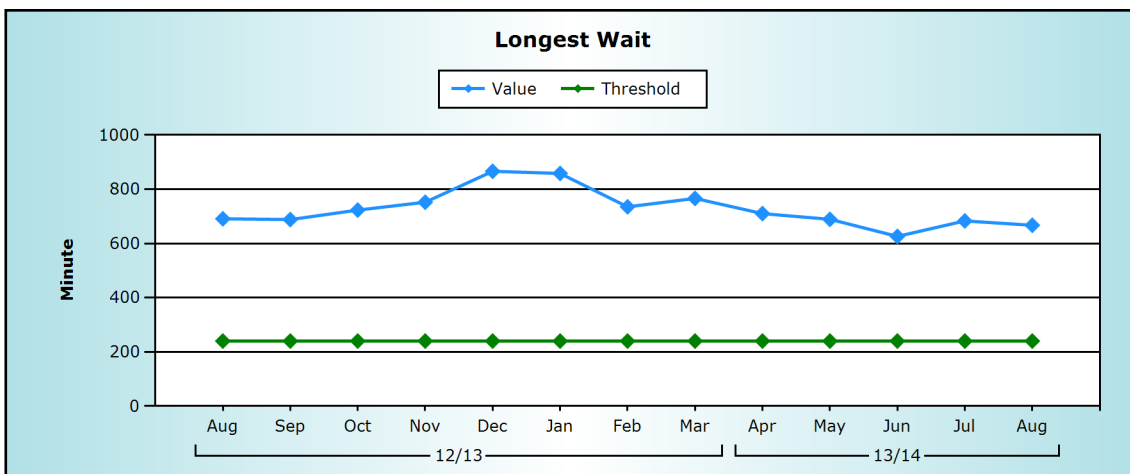
The total time patients who were admitted to hospital spent in the TRUST LEVEL department (Median)

Rate This Month

197

Compared to Last Month

Worse



Narrative

See the Emergency Department summary for detail.

Description of Data

The total time patients who were admitted to hospital spent in the TRUST LEVEL department(Longest Wait)

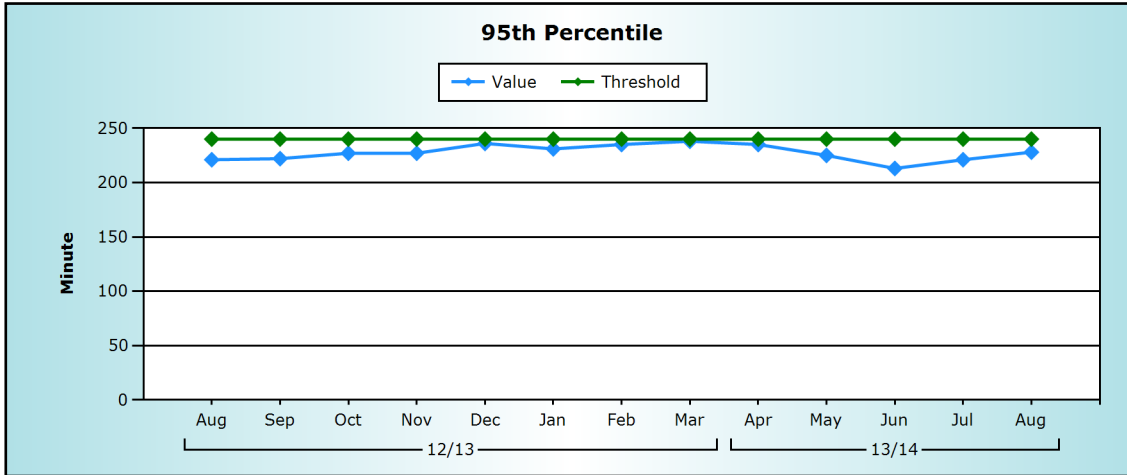
Rate This Month

667

Compared to Last Month

Improved

Total Time Spent in TRUST LEVEL (Non-Admitted)



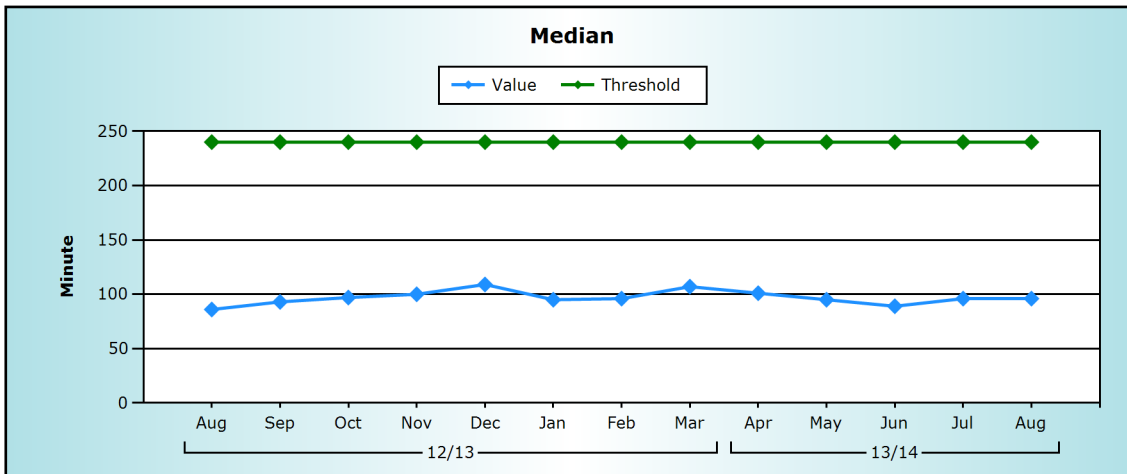
Narrative

In August, 95% of our patients across the Trust 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 TRUST LEVEL department (95th Percentile)

Rate This Month	Compared to Last Month
228	Worse

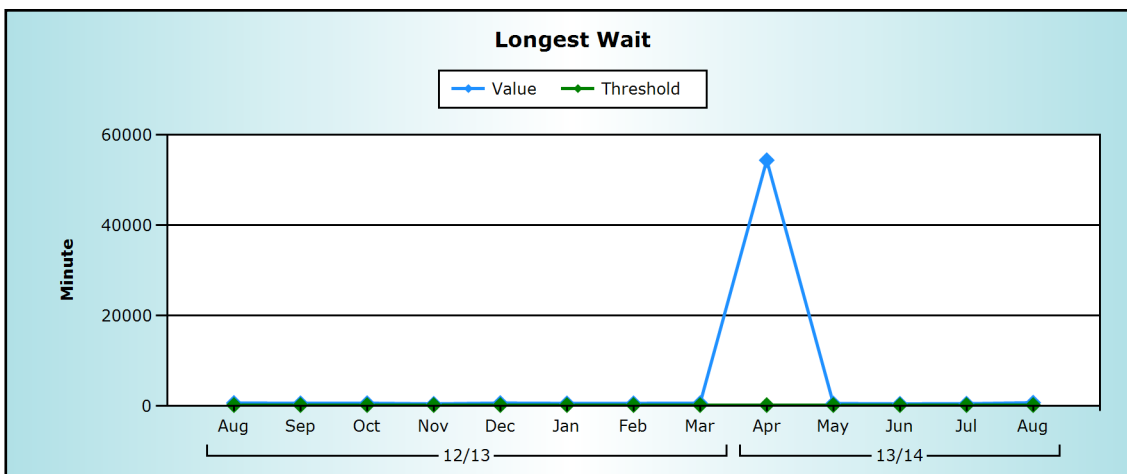


Narrative

Description of Data

The total time patients who were not admitted to hospital spent in the TRUST LEVEL department (Median)

Rate This Month	Compared to Last Month
96	Same



Narrative

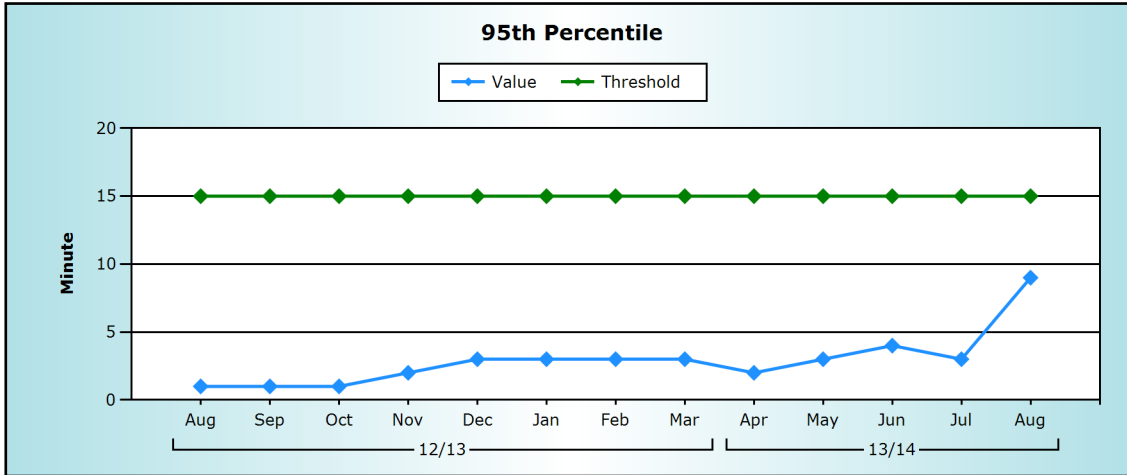
See the Emergency Department summary for detail.

Description of Data

The total time patients who were not admitted to hospital spent in the TRUST LEVEL department (Longest Wait)

Rate This Month	Compared to Last Month
770	Worse

TRUST LEVEL Ambulance Arrivals to Assessment



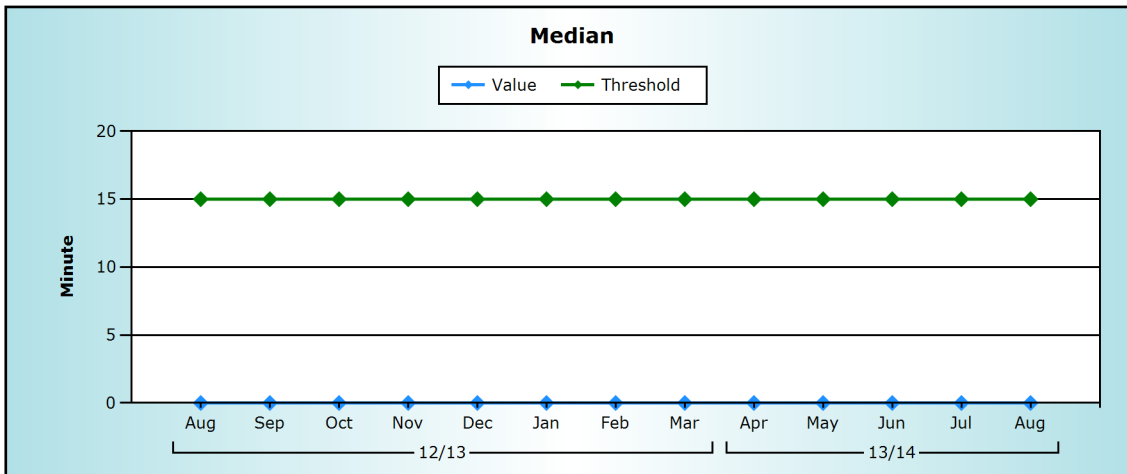
Narrative

In August, 95% of our patients were assessed within 9 minutes of arrival.

Description of Data

The time from arrival by 999 ambulance in TRUST LEVEL 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

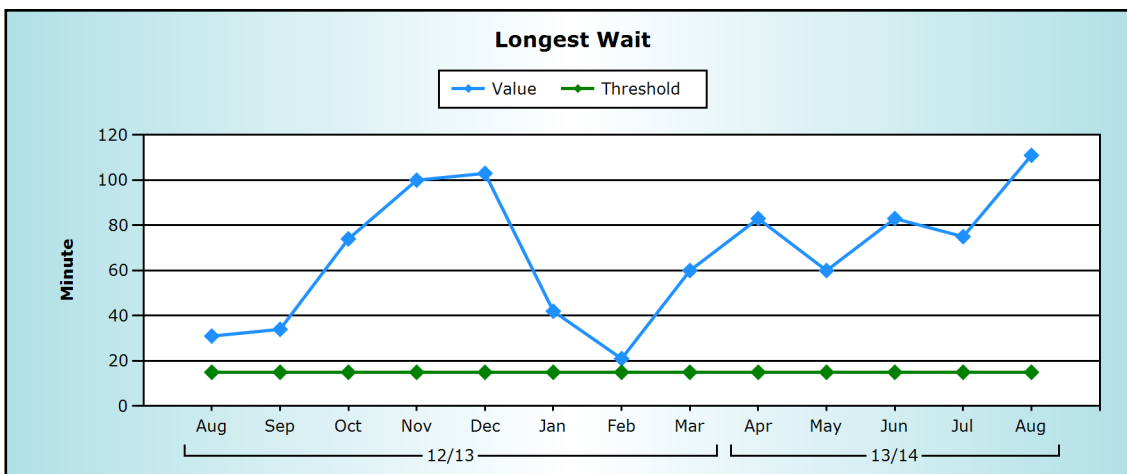


Narrative

Description of Data

The time from arrival by 999 ambulance in TRUST LEVEL 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



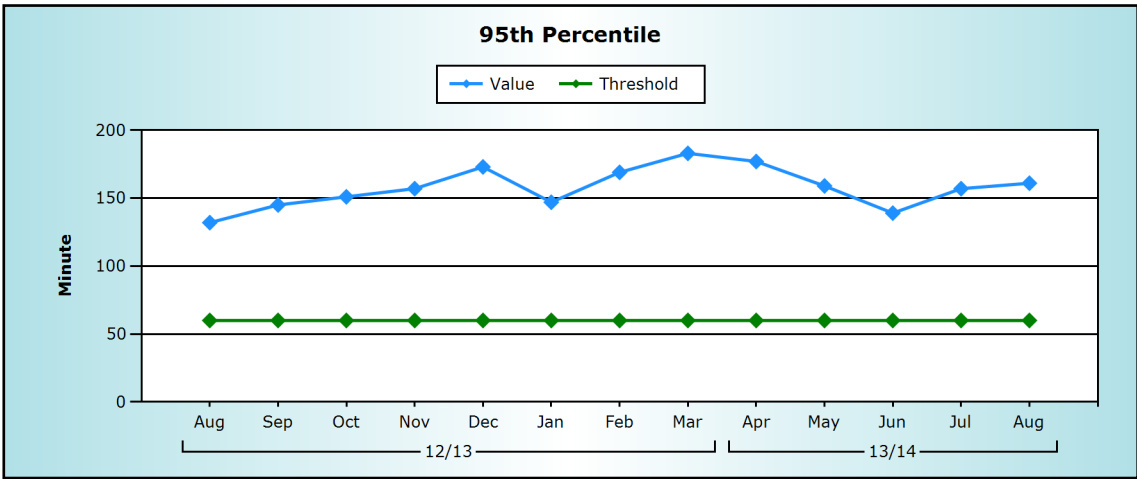
Narrative

Description of Data

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

Rate This Month	Compared to Last Month
111	Worse

TRUST LEVEL Time from Arrival to Treatment

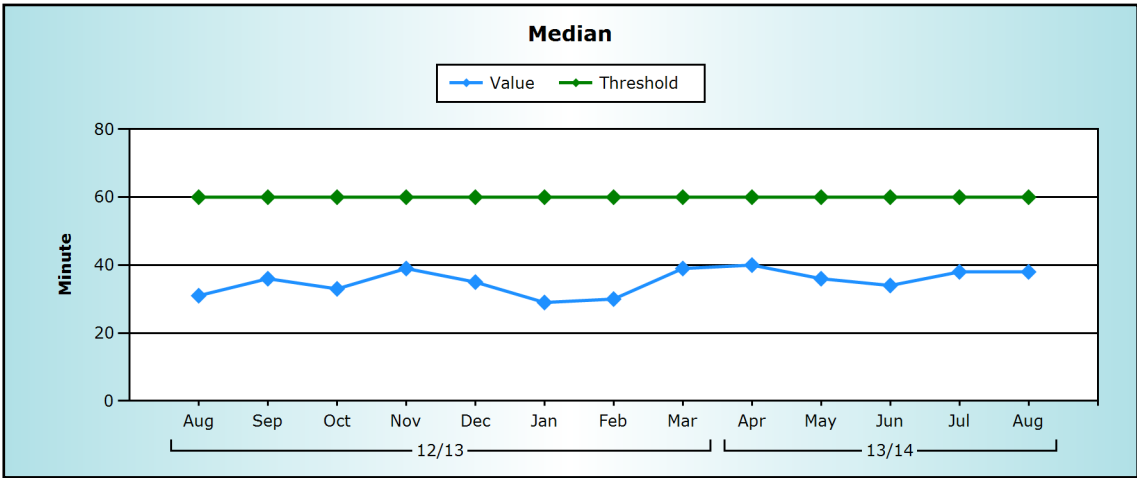


Narrative

Description of Data
The time from arrival in TRUST LEVEL 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
161

Compared to Last Month
Worse

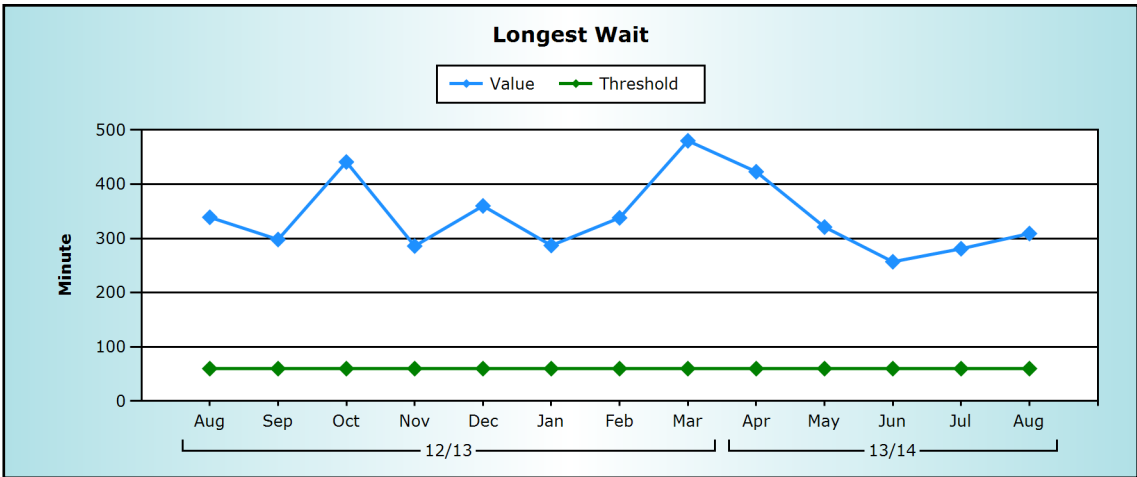


Narrative
The median time to treatment across the Trust remained beneath the threshold in August.

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

Rate This Month
38

Compared to Last Month
Same



Narrative
See the Emergency Department summary for detail.

Description of Data
The time from arrival in TRUST LEVEL 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
309

Compared to Last Month
Worse