

ACCIDENT AND EMERGENCY Clinical Quality Indicators

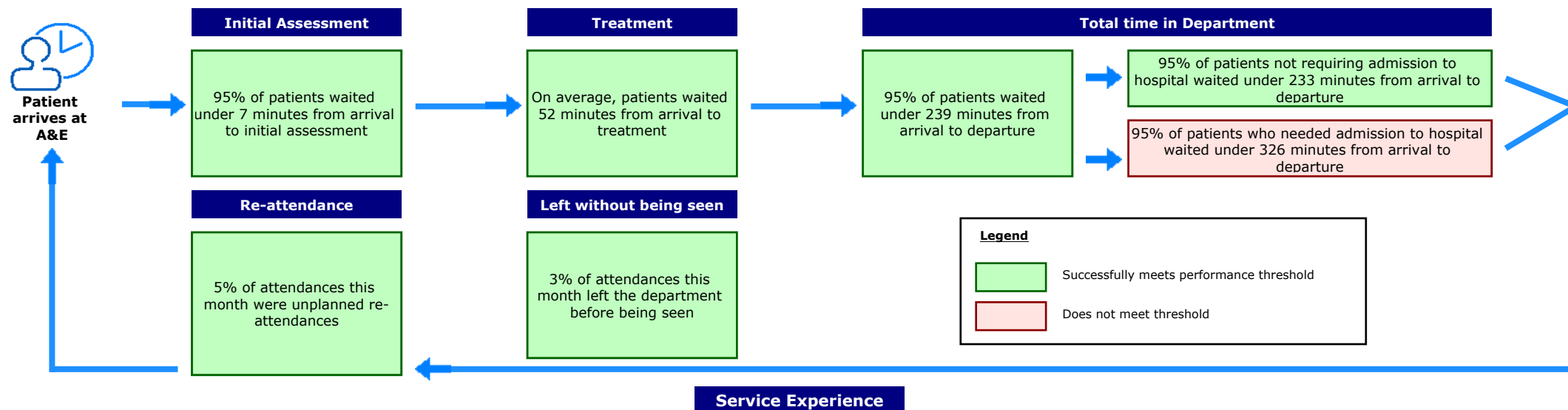
Overview

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.

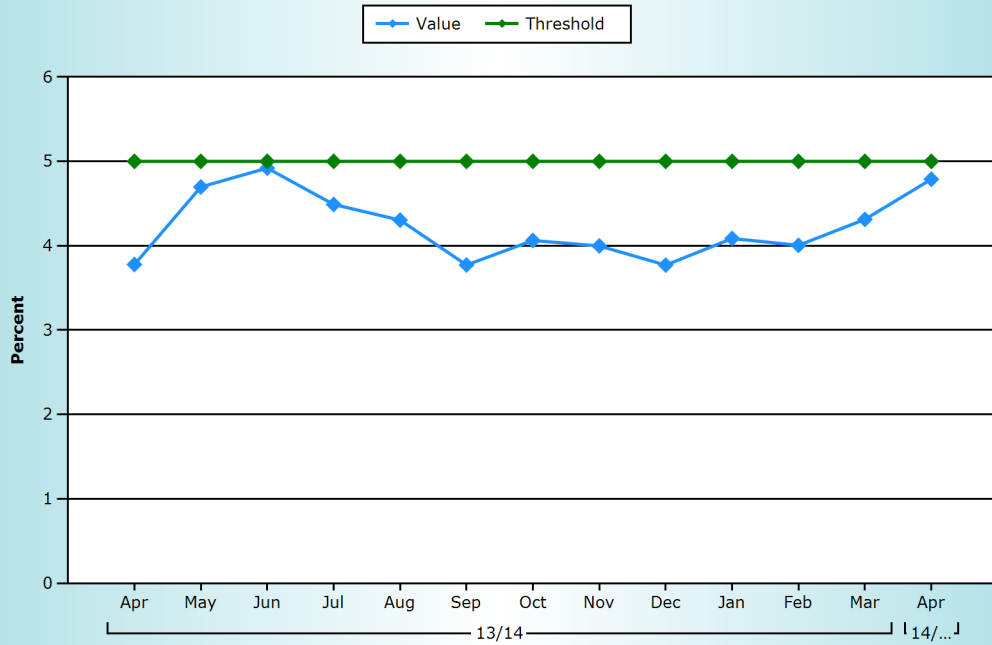
General Information

| | |
|---------------------------------------------------------|-------------------------------------------------------|
| 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 |
| 14/05/2014 | - The date the report has been published |
| April 2014 | - The time period the data in the dashboard relate to |

Summary of Performance - April 2014



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)

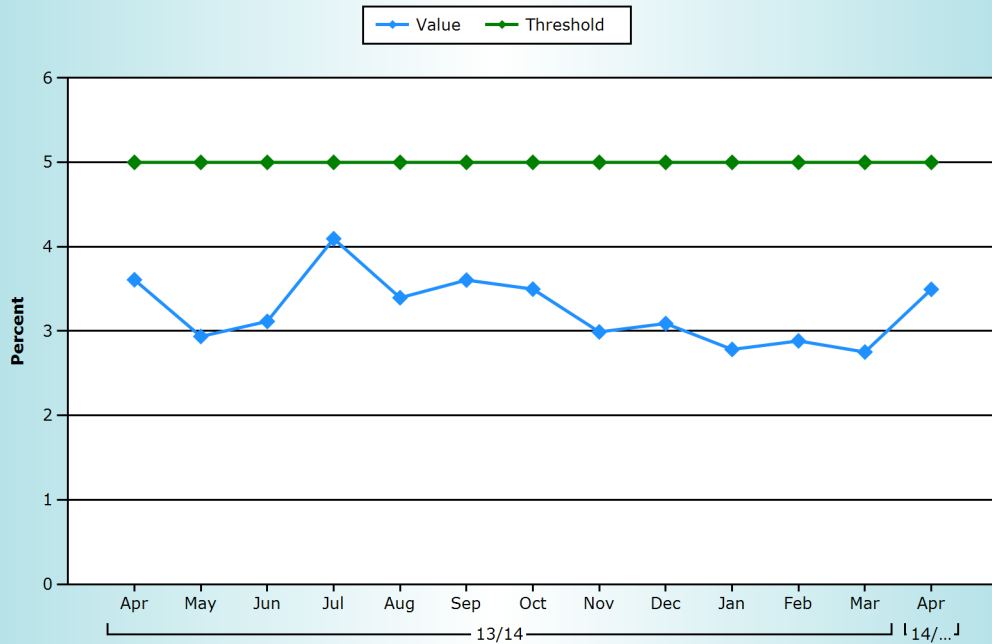
Rate This Month

5%

Compared to Last Month

Worse

Left Without Being Seen



Narrative

The number of patients who left the Emergency Department without waiting to be seen rose slightly in April but remained beneath the threshold.

Description of Data

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

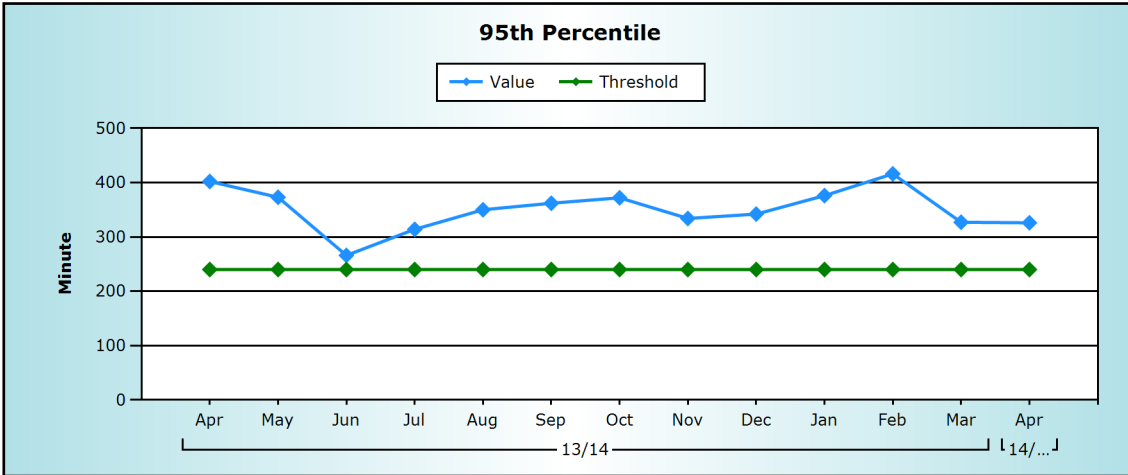
Rate This Month

3.50%

Compared to Last Month

Worse

Total Time Spent in ACCIDENT AND EMERGENCY (Admitted)



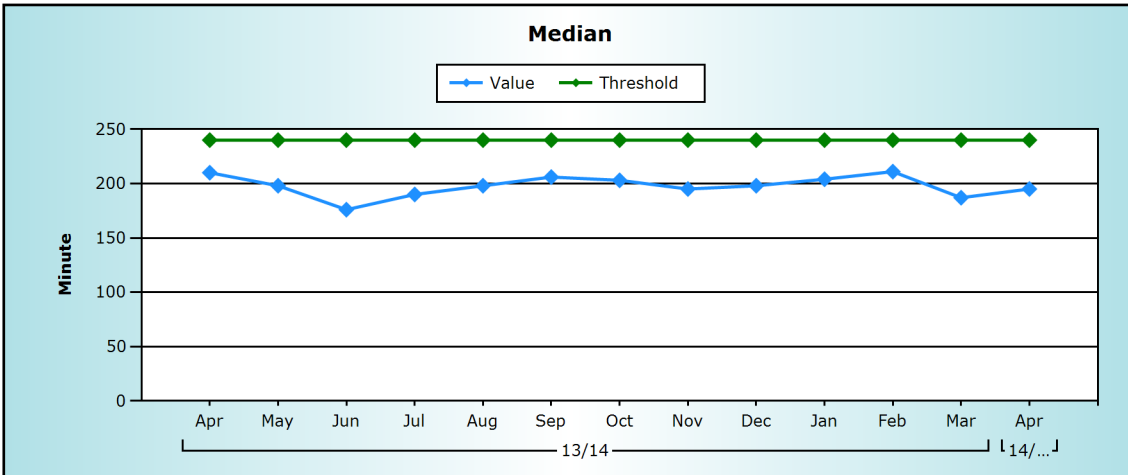
Narrative

The time it took to see, treat and admit 95% of our patients improved marginally in April.

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 |
| 326 | Improved |

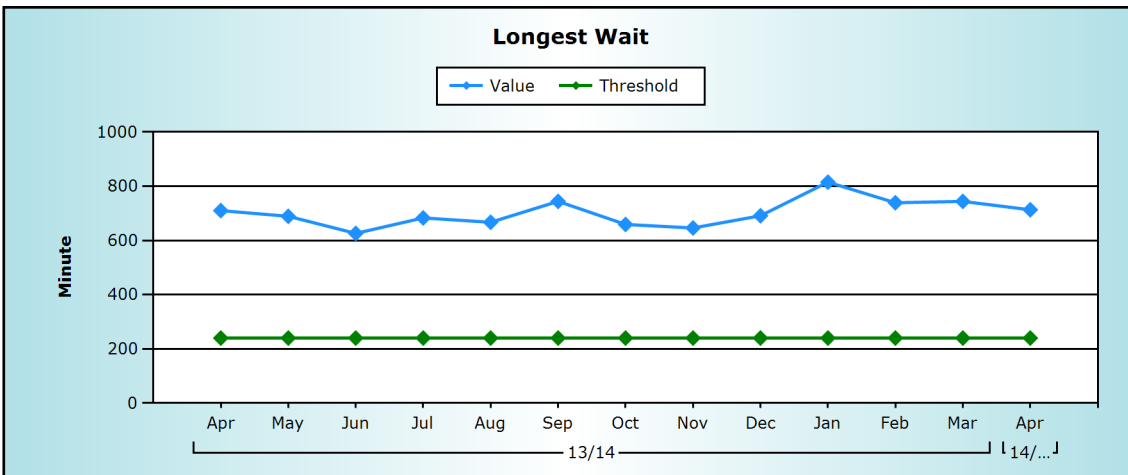


Narrative

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 |
| 195 | Worse |



Narrative

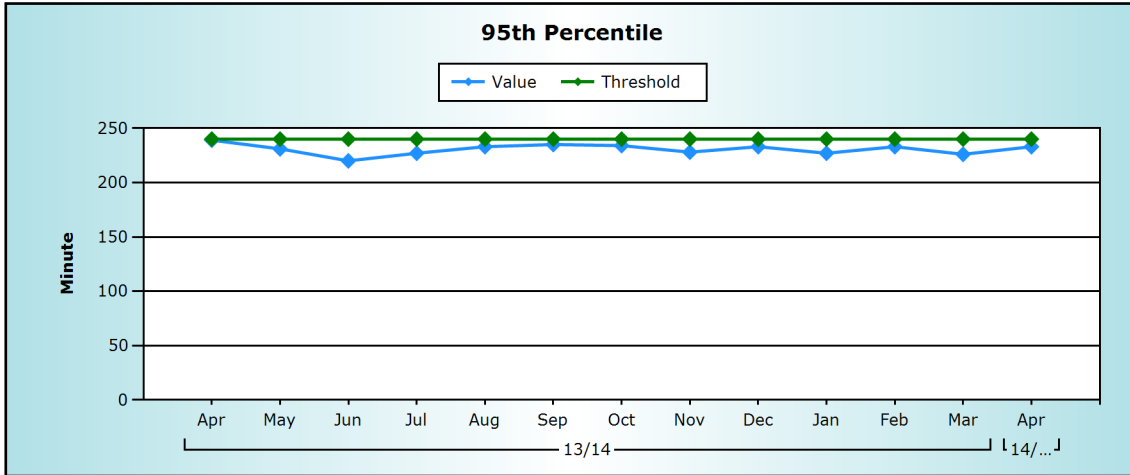
The longest wait experienced in the Emergency Department in April was by a patient who required specialist diagnostic tests in the department before being admitted.

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 |
| 713 | Improved |

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



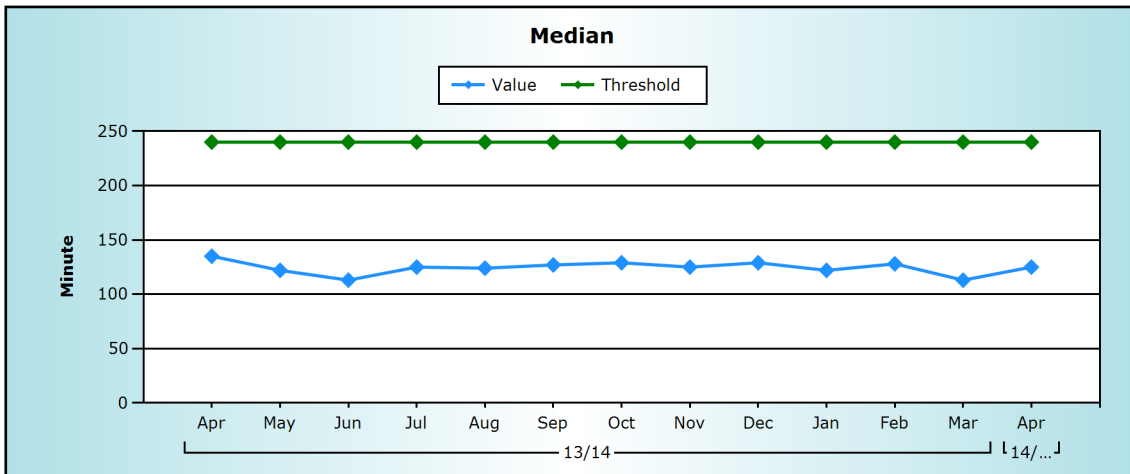
Narrative

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

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 |

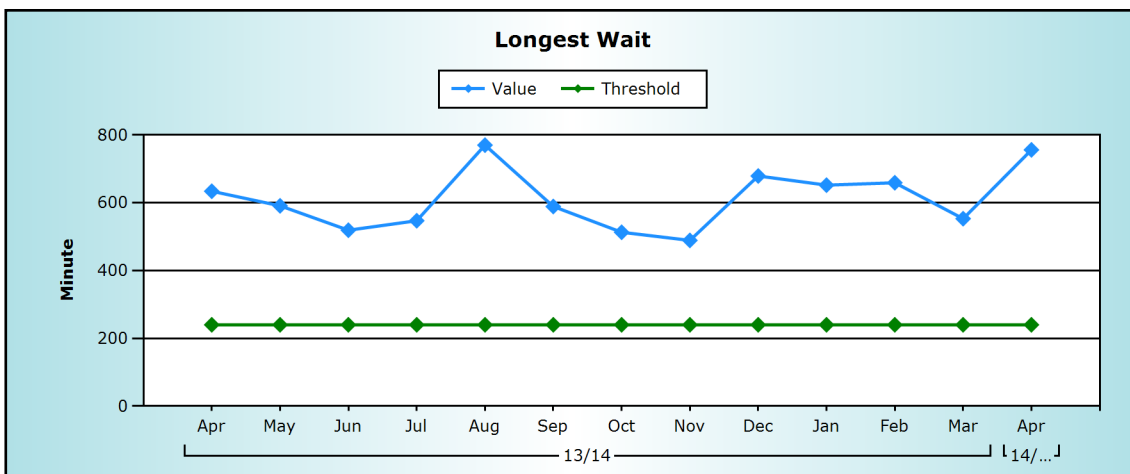


Narrative

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 |
|-----------------|------------------------|
| 125 | Worse |



Narrative

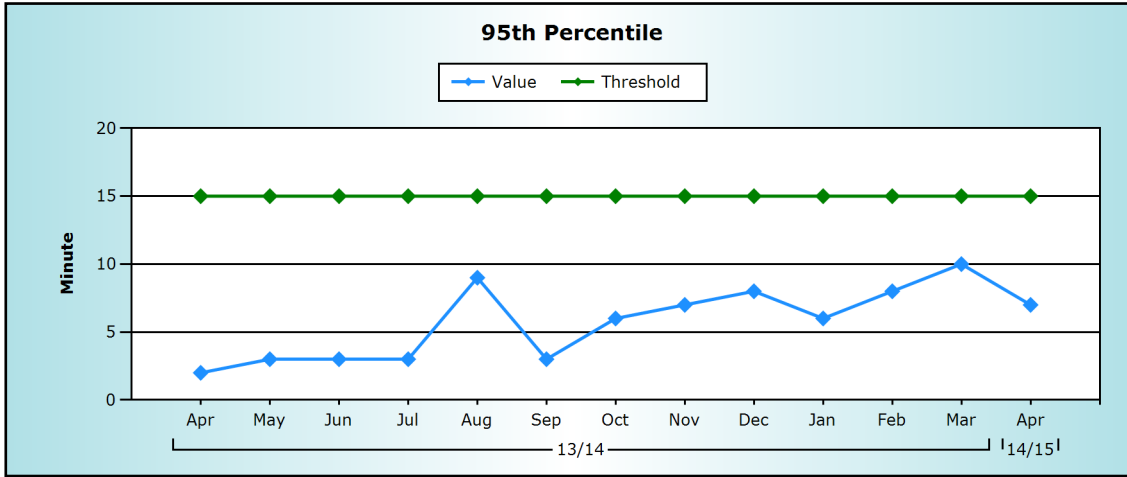
The longest wait experienced by a patient in the Emergency Department in April was by a patient who required a specialist referral before being safe to discharge.

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 |
|-----------------|------------------------|
| 756 | Worse |

ACCIDENT AND EMERGENCY Ambulance Arrivals to Assessment



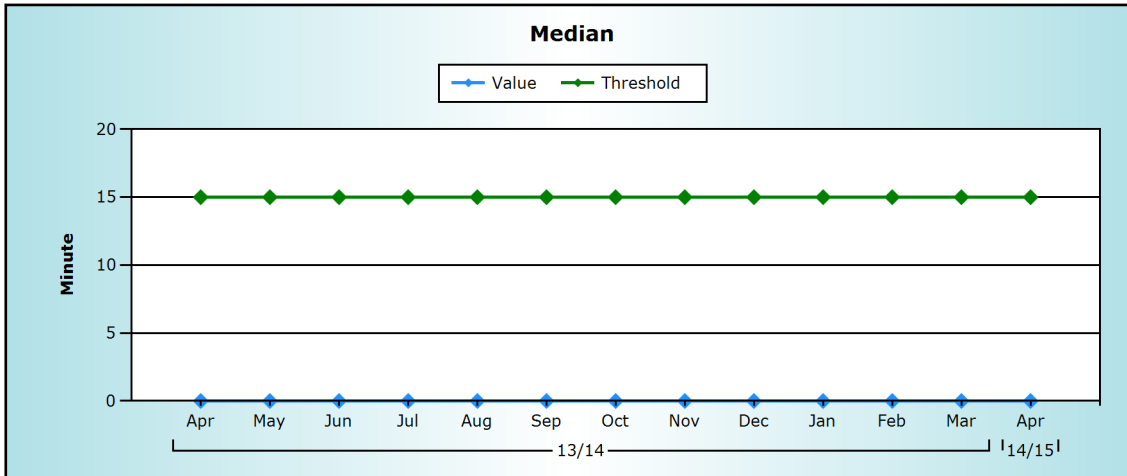
Narrative

In April, 95% of our ambulance arrivals were assessed within 7 minutes of arrival.

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 |
| 7 | Improved |

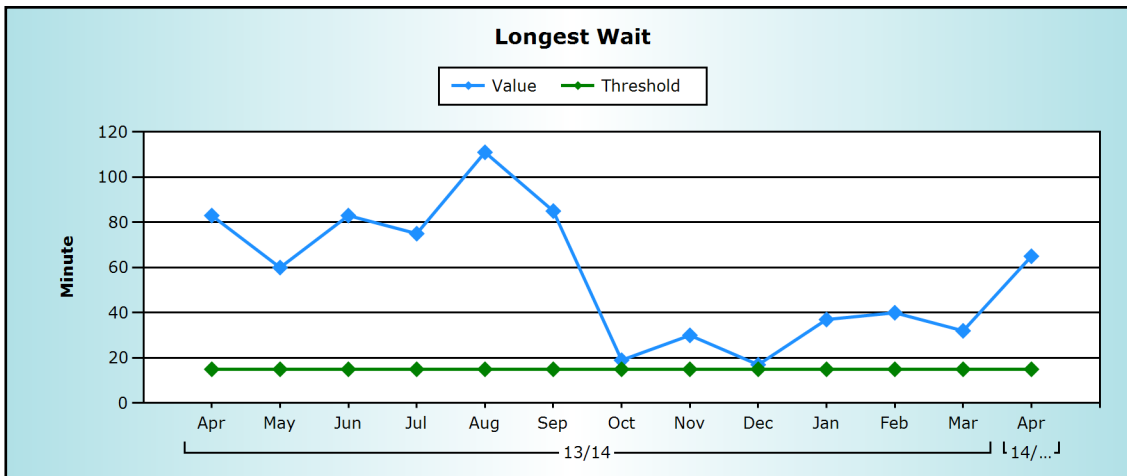


Narrative

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 |



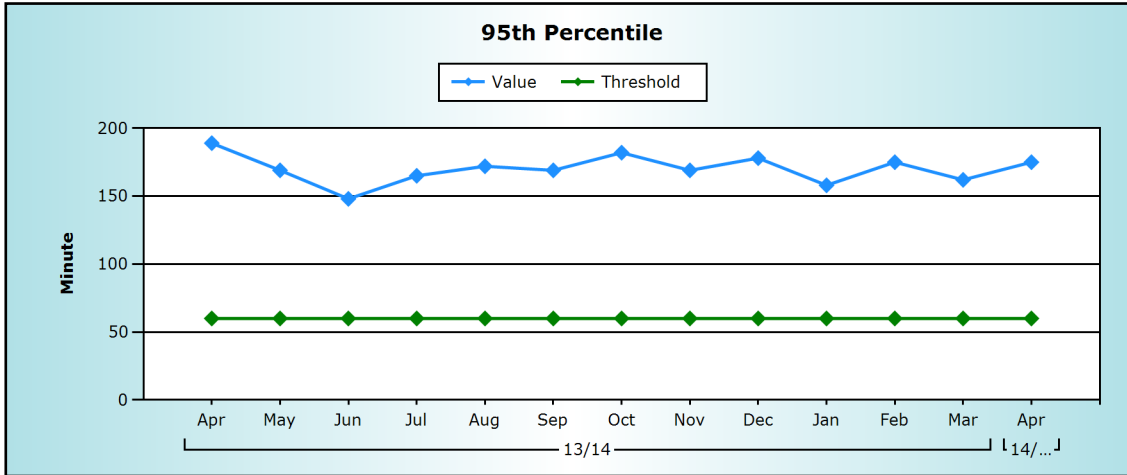
Narrative

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 |
| 65 | Worse |

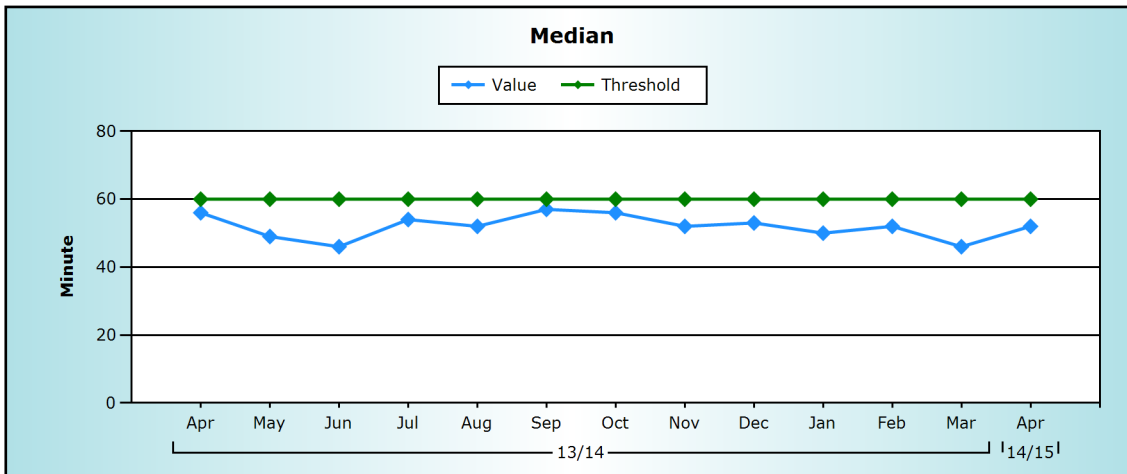
ACCIDENT AND EMERGENCY Time from Arrival to Treatment



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)

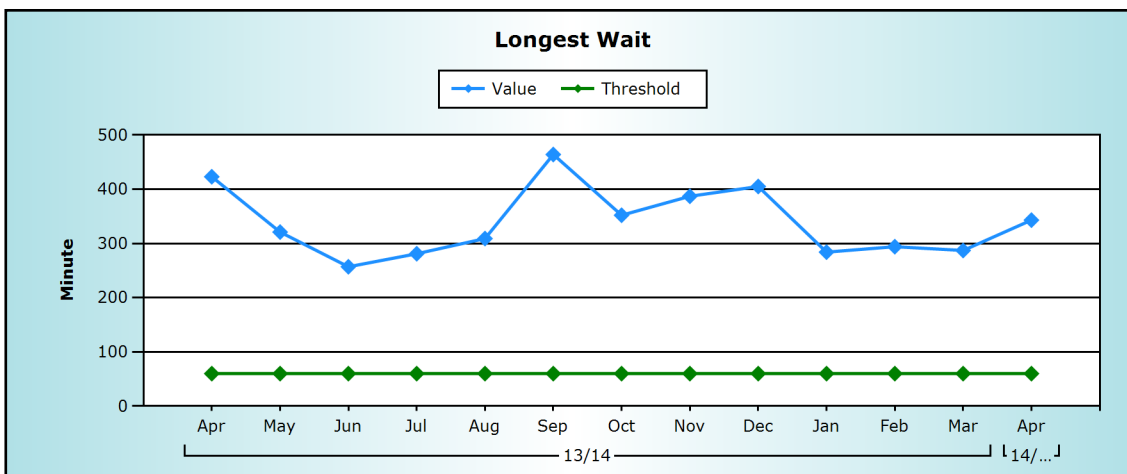
| | |
|------------------------|-------------------------------|
| Rate This Month | Compared to Last Month |
| 175 | Worse |



Narrative
The median time from arrival to treatment in the Emergency Department rose slightly in April but remained beneath the threshold.

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 | Worse |



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 |
| 343 | Worse |