EMERGENCY EYE CENTRE Clinical Quality Indicators
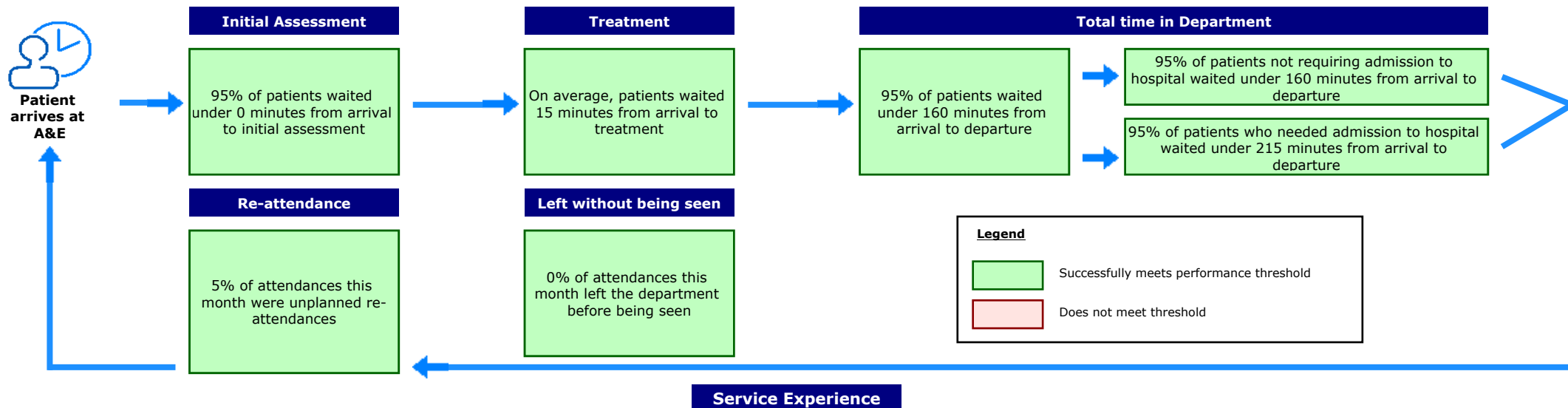
Overview

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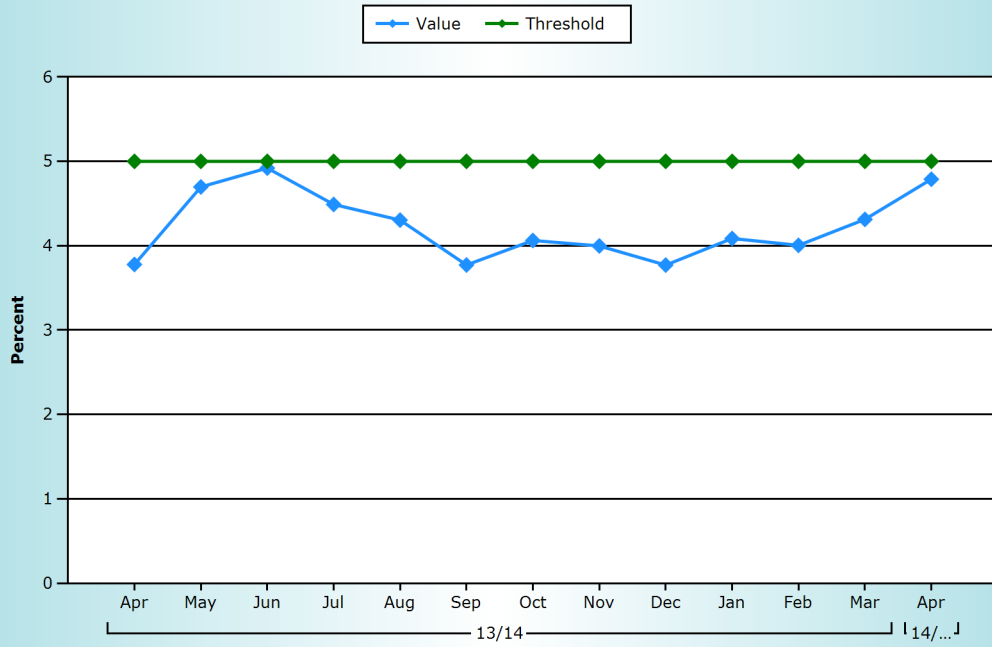
General Information

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
12/05/2014	- The date the report has been published
April 2014	- The time period the data in the dashboard relate to

Summary of Performance - April 2014

Patient arrives at A&E

Initial Assessment

95% of patients waited under 0 minutes from arrival to initial assessment

Treatment

On average, patients waited 15 minutes from arrival to treatment

Total time in Department

95% of patients waited under 160 minutes from arrival to departure

95% of patients not requiring admission to hospital waited under 160 minutes from arrival to departure

95% of patients who needed admission to hospital waited under 215 minutes from arrival to departure

Re-attendance

5% of attendances this month were unplanned re-attendances

Left without being seen

0% of attendances this month left the department before being seen

Legend

Successfully meets performance threshold

Does not meet threshold

Service Experience

N.B. Information on Service Experience and Ambulatory Care are collected on a quarterly basis; information on Consultant Sign Off is collected on a six-monthly basis

Unplanned Re-attendance Rate

13/14 — 14/...

Description of Data

Unplanned re-attendance at TRUST LEVEL within 7 days of the original attendance (including patients referred back by another health professional)
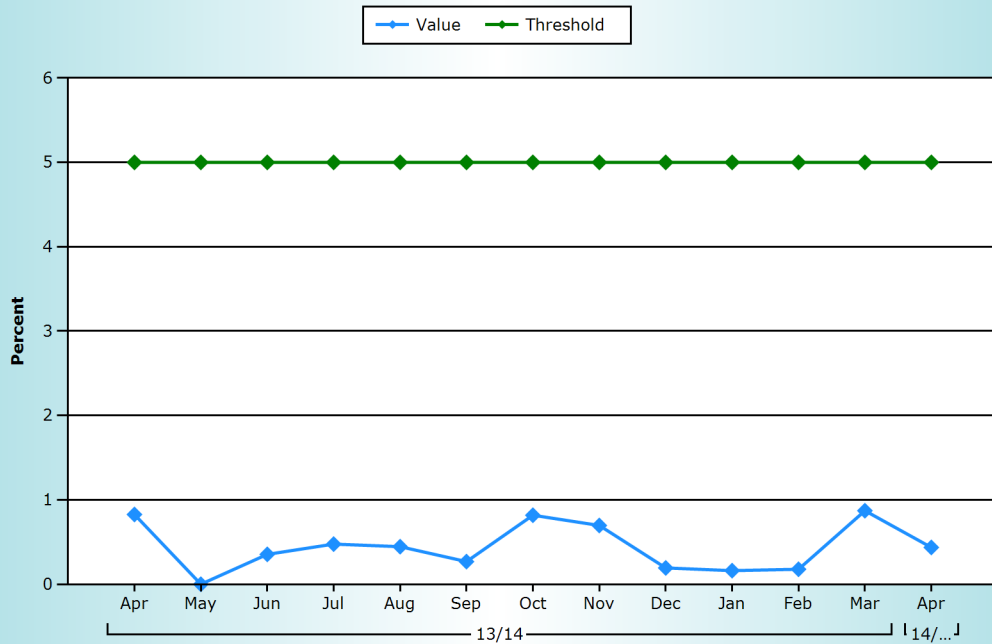
Rate This Month	Compared to Last Month
5%	Worse

Left Without Being Seen

13/14 — 14/...

Narrative

The number of patients who left the Emergency Eye Centre without being seen fell slightly in April.

Description of Data

The percentage of people who leave the EMERGENCY EYE CENTRE department without being seen by a clinical decision maker
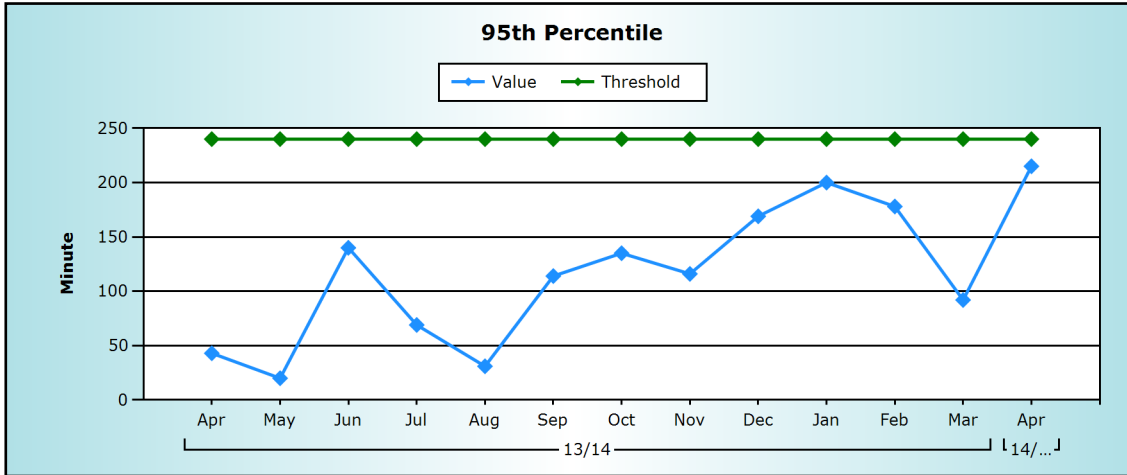
Rate This Month	Compared to Last Month
0.44%	Improved

Total Time Spent in EMERGENCY EYE CENTRE (Admitted)

95th Percentile

Legend: Value, Threshold

X-axis: Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr — 13/14 — 14/...
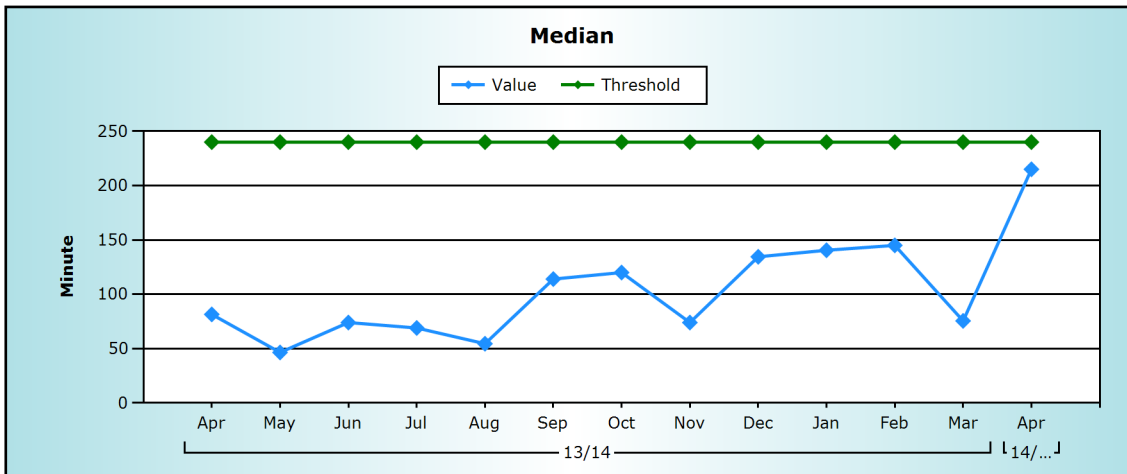Y-axis: Minute

Narrative

95% of patients who required admission from the Emergency Eye Centre in April, were seen, treated and admitted in under 4 hours.

Description of Data

The total time patients who were admitted to hospital spent in the EMERGENCY EYE CENTRE department (95th percentile)
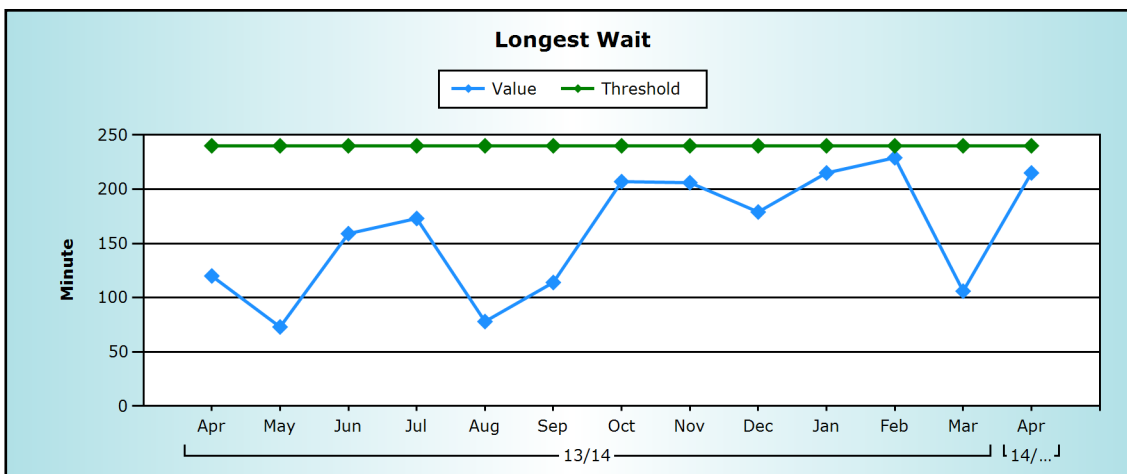
Rate This Month	Compared to Last Month
215	Worse

Median

Legend: Value, Threshold

X-axis: Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr — 13/14 — 14/...
Y-axis: Minute

Narrative

Description of Data

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

Rate This Month	Compared to Last Month
215	Worse

Longest Wait

Legend: Value, Threshold

X-axis: Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr — 13/14 — 14/...
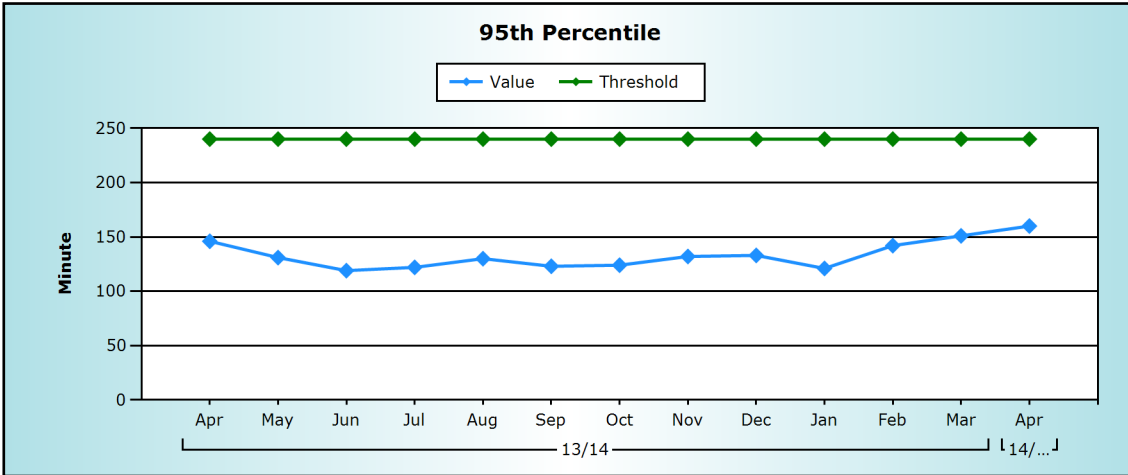Y-axis: Minute

Narrative

Description of Data

The total time patients who were admitted to hospital spent in the EMERGENCY EYE CENTRE department(Longest Wait)
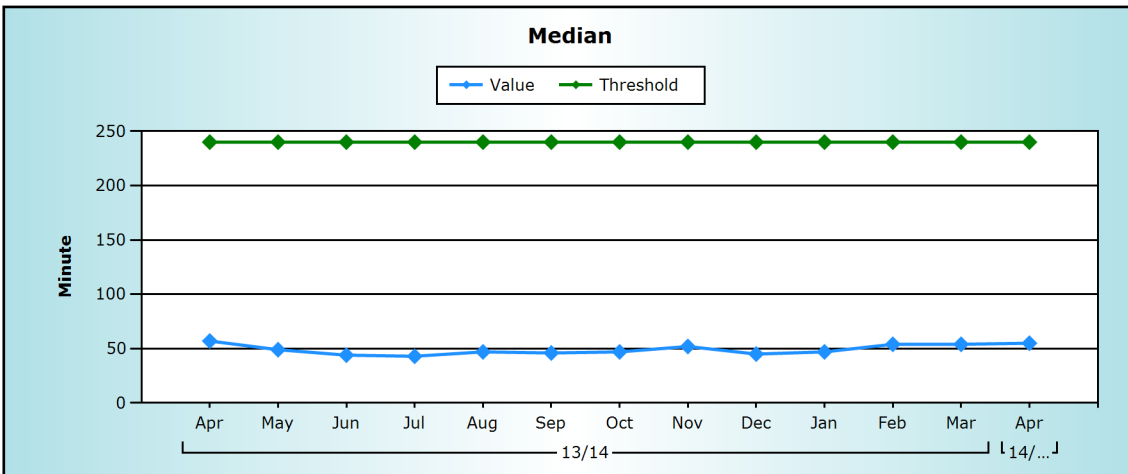
Rate This Month	Compared to Last Month
215	Worse

Total Time Spent in EMERGENCY EYE CENTRE (Non-Admitted)

95th Percentile

Legend: Value, Threshold

Narrative

Description of Data

The total time patients who were not admitted to hospital spent in the EMERGENCY EYE CENTRE department (95th Percentile)
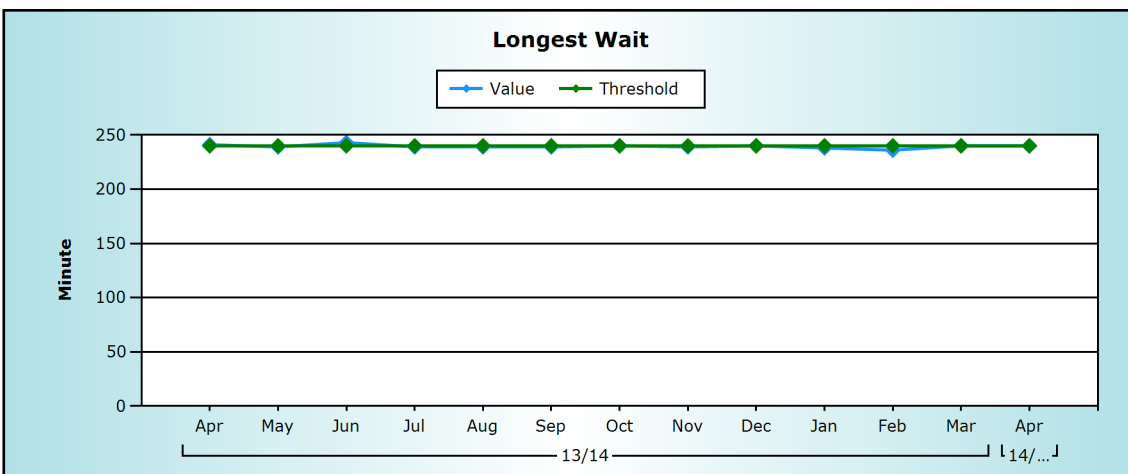
Rate This Month	Compared to Last Month
160	Worse

Median

Legend: Value, Threshold

Narrative

Description of Data

The total time patients who were not admitted to hospital spent in the EMERGENCY EYE CENTRE department (Median)

Rate This Month	Compared to Last Month
55	Worse

Longest Wait

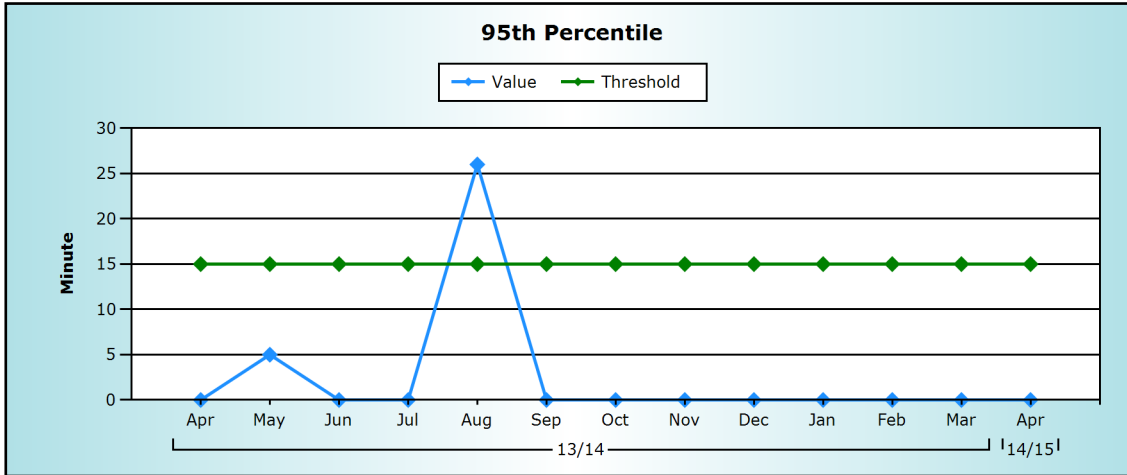

Legend: Value, Threshold

Narrative

The longest wait experienced by a patient in the Emergency Eye Centre in April was 4 hours.

Description of Data

The total time patients who were not admitted to hospital spent in the EMERGENCY EYE CENTRE department (Longest Wait)
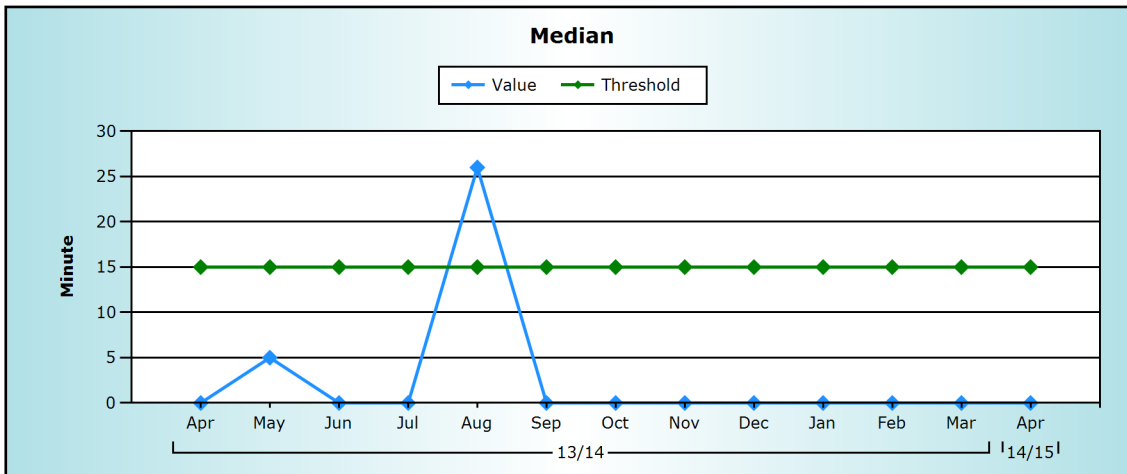
Rate This Month	Compared to Last Month
240	Same

EMERGENCY EYE CENTRE Ambulance Arrivals to Assessment

95th Percentile

Legend: Value, Threshold

(Chart: Minute on Y-axis 0–30, months Apr–Apr across 13/14 to 14/15. Value line near 0 with peaks at May=5 and Aug=26. Threshold line constant at 15.)

Description of Data

The time from arrival by 999 ambulance in EMERGENCY EYE CENTRE to a full initial assessment, which includes a pain score and an early warning score (95th Percentile)
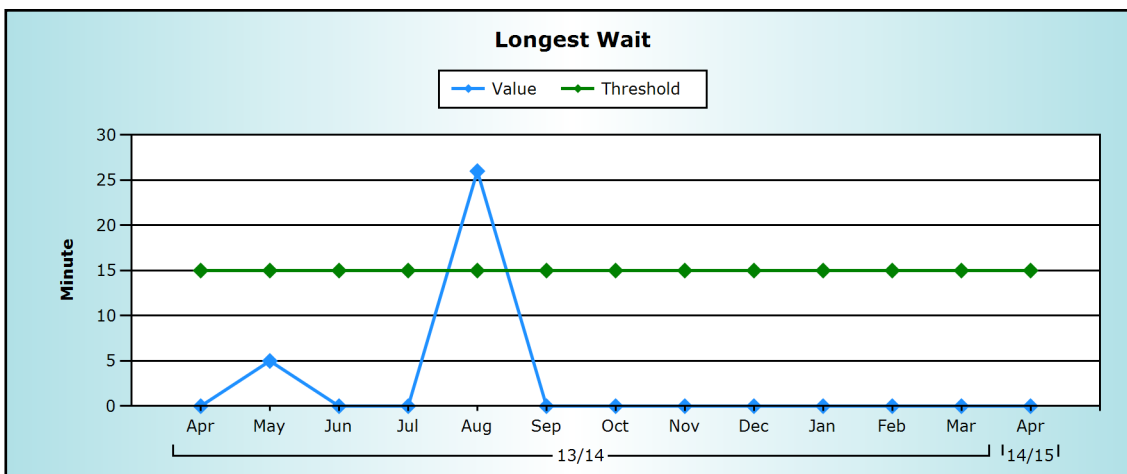
Rate This Month	Compared to Last Month
0	Same

Median

Legend: Value, Threshold

(Chart: Minute on Y-axis 0–30, months Apr–Apr across 13/14 to 14/15. Value line near 0 with peaks at May=5 and Aug=26. Threshold line constant at 15.)

Narrative

Description of Data

The time from arrival by 999 ambulance in EMERGENCY EYE CENTRE to a full initial assessment, which includes a pain score and an early warning score (Median)
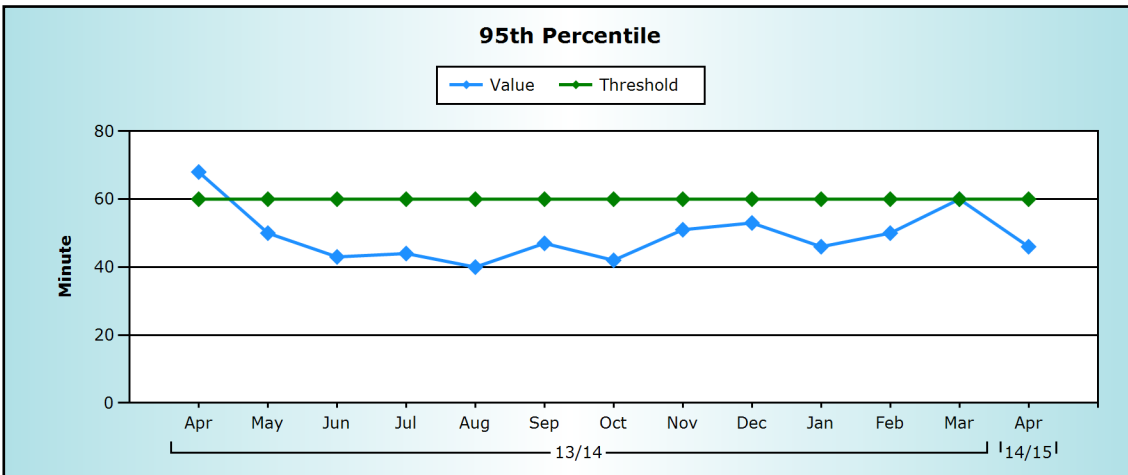
Rate This Month	Compared to Last Month
0	Same

Longest Wait

Legend: Value, Threshold

(Chart: Minute on Y-axis 0–30, months Apr–Apr across 13/14 to 14/15. Value line near 0 with peaks at May=5 and Aug=26. Threshold line constant at 15.)

Narrative

Description of Data

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

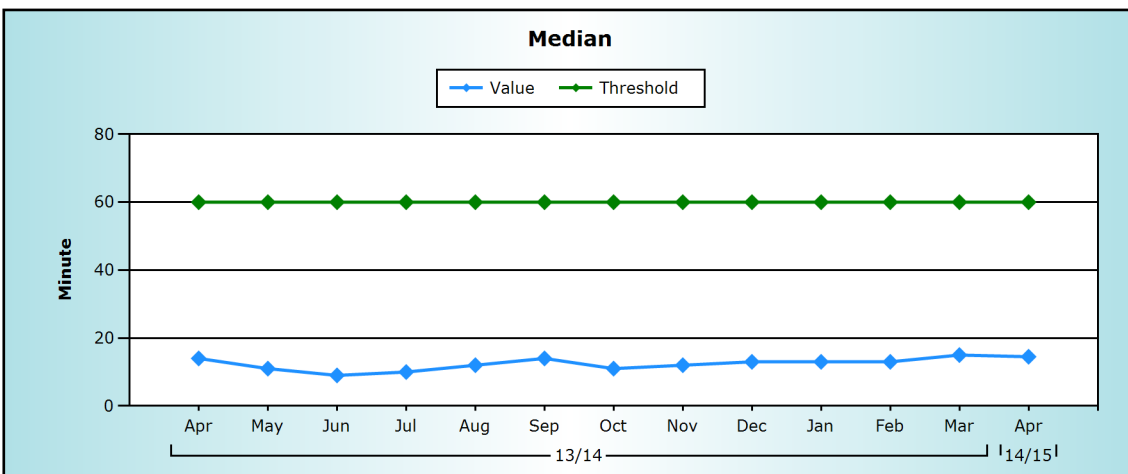| Rate This Month	Compared to Last Month
0	Same

EMERGENCY EYE CENTRE Time from Arrival to Treatment

95th Percentile

Narrative

Description of Data

The time from arrival in EMERGENCY EYE CENTRE to when a patient is seen by a health professional to diagnose the problem and arrange or start definitive treatment (95th Percentile)
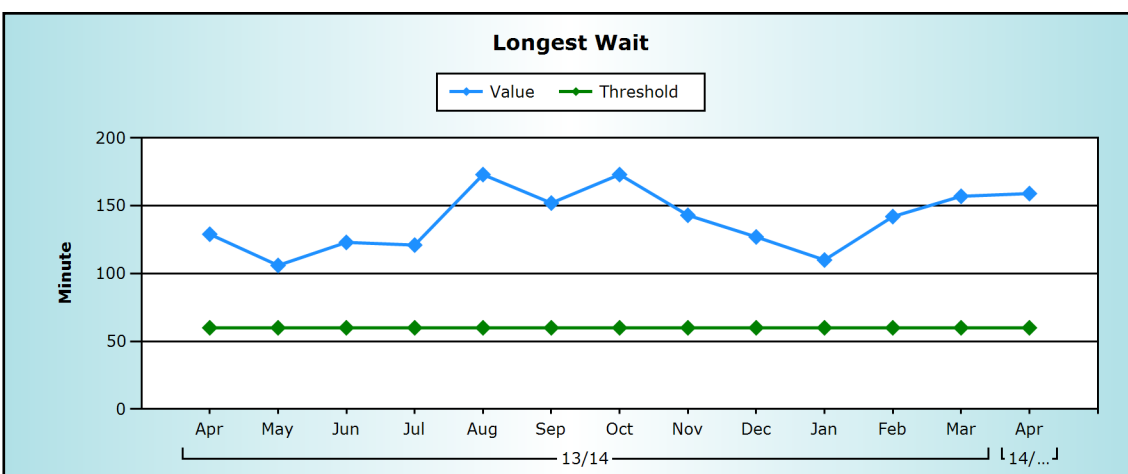
Rate This Month	Compared to Last Month
46	Improved

Median

Narrative

The median time from arrival to treatment in the Emergency Eye Centre in April was 15 minutes.

Description of Data

The time from arrival in EMERGENCY EYE CENTRE 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
15	Improved

Longest Wait

Narrative

Description of Data

The time from arrival in EMERGENCY EYE CENTRE 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
159	Worse