# EMERGENCY EYE CENTRE Clinical Quality Indicators
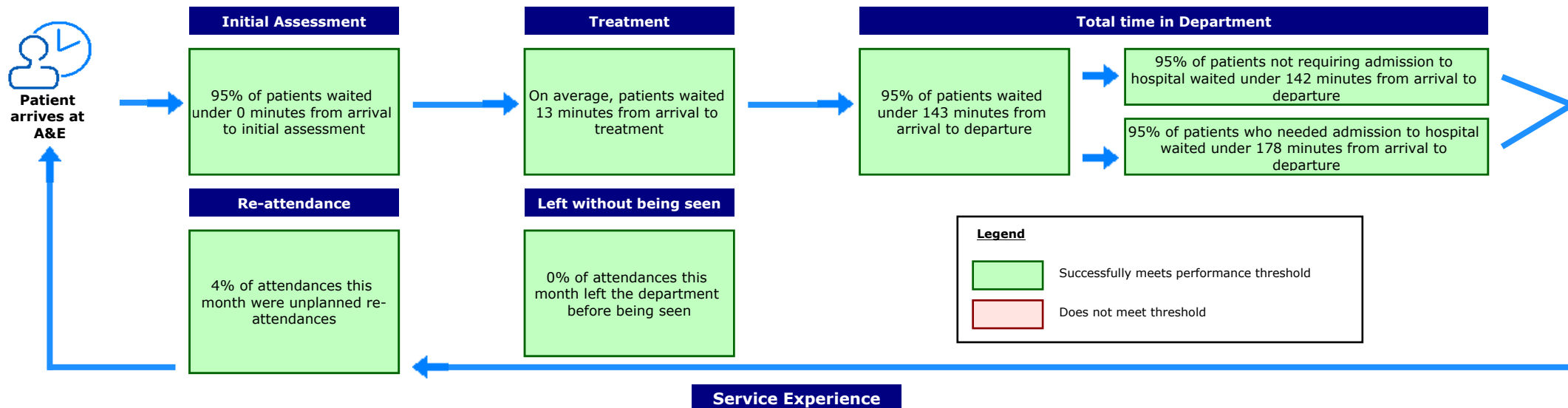
**Overview**

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.
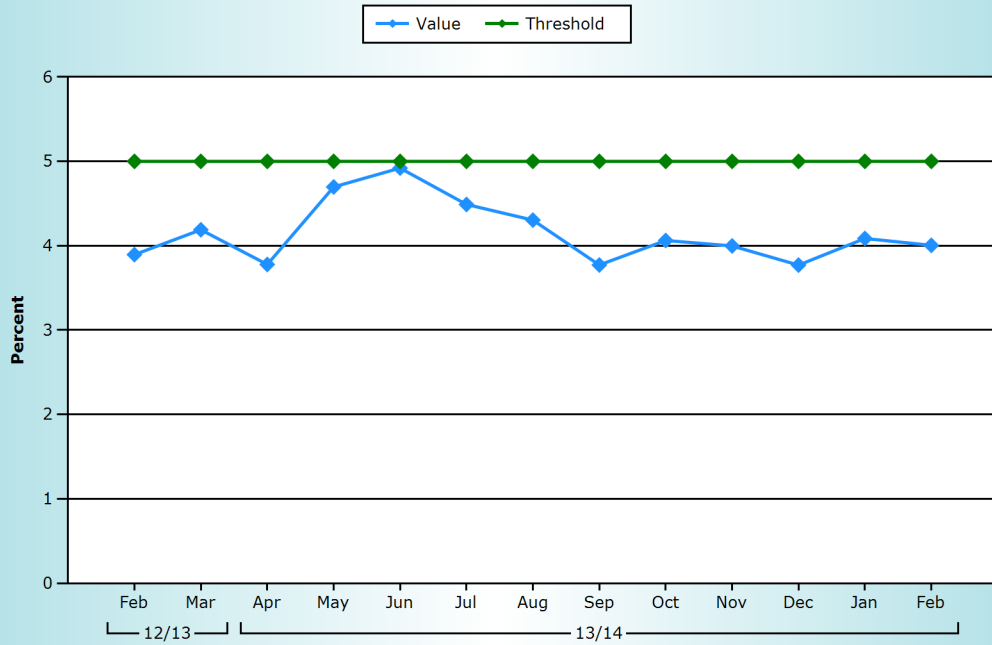
**General Information**

| | |
|---|---|
| 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 |
| 11/03/2014 | - The date the report has been published |
| February 2014 | - The time period the data in the dashboard relate to |

## Summary of Performance - February 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 13 minutes from arrival to treatment

**Total time in Department**

95% of patients waited under 143 minutes from arrival to departure

95% of patients not requiring admission to hospital waited under 142 minutes from arrival to departure

95% of patients who needed admission to hospital waited under 178 minutes from arrival to departure

**Re-attendance**

4% 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



Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb
└─12/13─┘ └────────────13/14────────────┘

**Description of Data**

Unplanned re-attendance at TRUST LEVEL within 7 days of the original attendance (including patients referred back by another health professional)
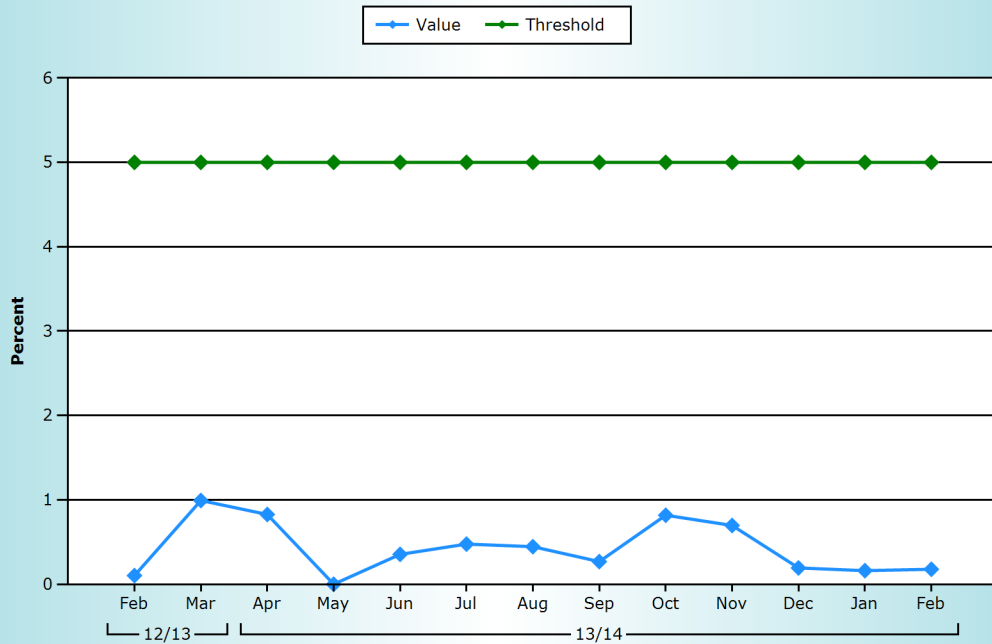
| **Rate This Month** | **Compared to Last Month** |
|---|---|
| 4% | Improved |

## Left Without Being Seen



Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb
└─12/13─┘ └────────────13/14────────────┘

**Narrative**

The number of patients who left the Emergency Eye Centre without being seen rose slightly in February but remained well beneath the threshold.

**Description of Data**

The percentage of people who leave the EMERGENCY EYE CENTRE department without being seen by a clinical decision maker
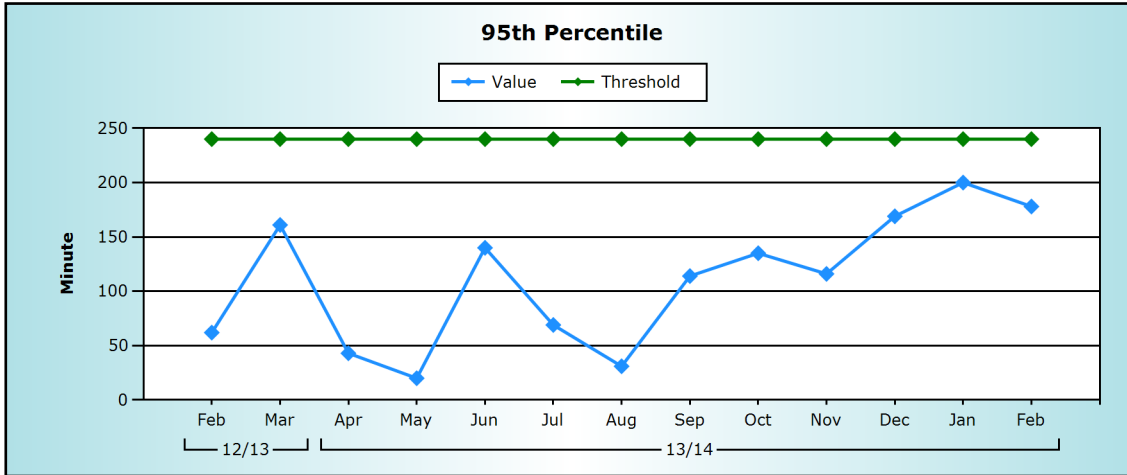
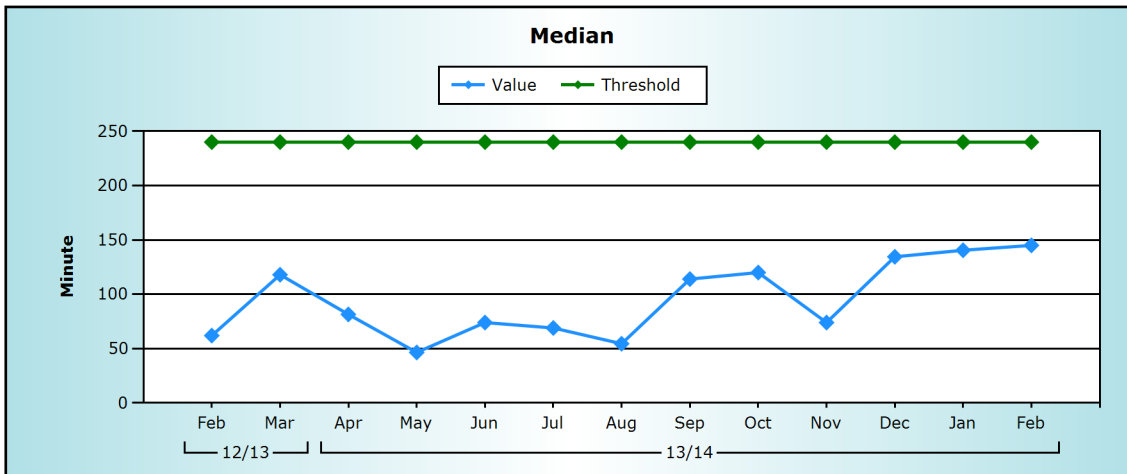| **Rate This Month** | **Compared to Last Month** |
|---|---|
| 0.18% | Worse |

# Total Time Spent in EMERGENCY EYE CENTRE (Admitted)

## 95th Percentile

**Narrative**

95% of patients who required admission from the Emergency Eye Centre in February were seen, treated and admitted in under 3 hours.

**Description of Data**

The total time patients who were admitted to hospital spent in the EMERGENCY EYE CENTRE department (95th percentile)
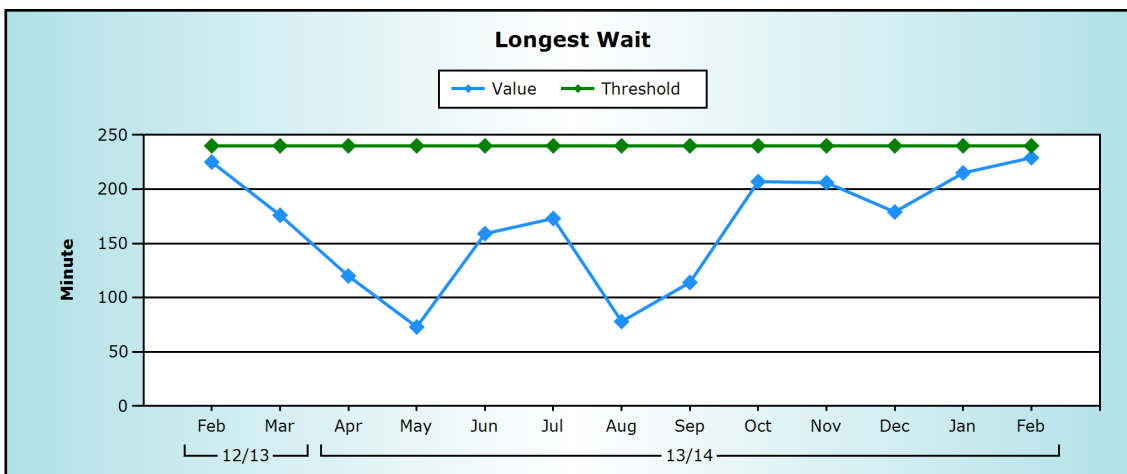
| Rate This Month | Compared to Last Month |
| --- | --- |
| 178 | Improved |

## Median



**Narrative**

**Description of Data**

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

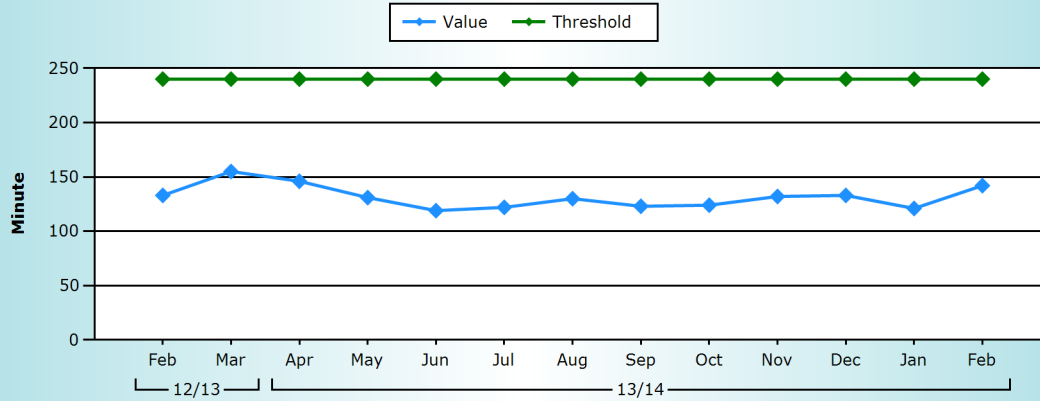| Rate This Month | Compared to Last Month |
| --- | --- |
| 145 | Worse |

## Longest Wait



**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 |
| --- | --- |
| 229 | Worse |

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

## 95th Percentile



Legend: Value, Threshold

Y-axis: Minute (0, 50, 100, 150, 200, 250)
X-axis: Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb
12/13 — 13/14

**Narrative**

**Description of Data**

The total time patients who were not admitted to hospital spent in the EMERGENCY EYE CENTRE department (95th Percentile)
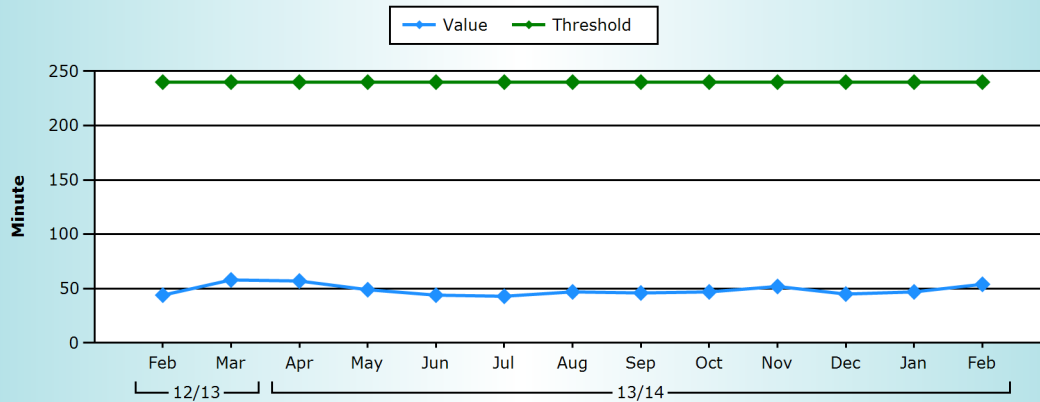
| Rate This Month | Compared to Last Month |
|---|---|
| 142 | Worse |

## Median



Legend: Value, Threshold

Y-axis: Minute (0, 50, 100, 150, 200, 250)
X-axis: Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb
12/13 — 13/14

**Narrative**

**Description of Data**

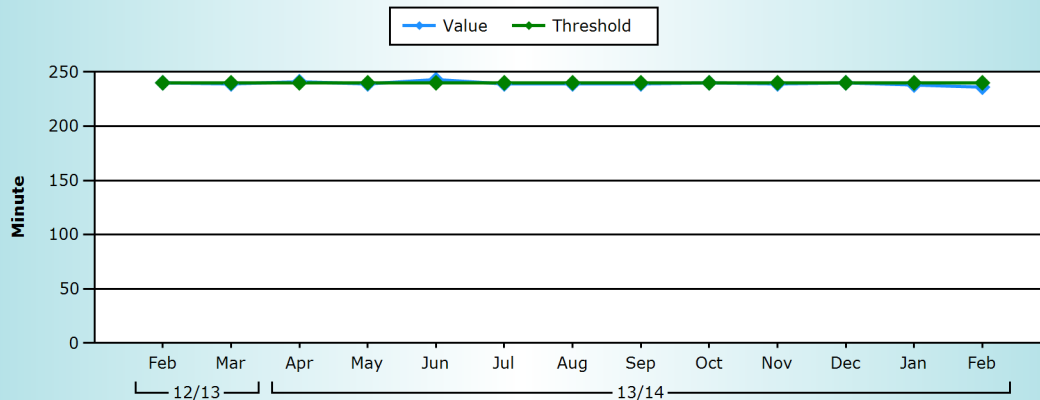The total time patients who were not admitted to hospital spent in the EMERGENCY EYE CENTRE department (Median)

| Rate This Month | Compared to Last Month |
|---|---|
| 54 | Worse |

## Longest Wait



Legend: Value, Threshold

Y-axis: Minute (0, 50, 100, 150, 200, 250)
X-axis: Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb
12/13 — 13/14

**Narrative**

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

**Description of Data**

The total time patients who were not admitted to hospital spent in the EMERGENCY EYE CENTRE department (Longest Wait)
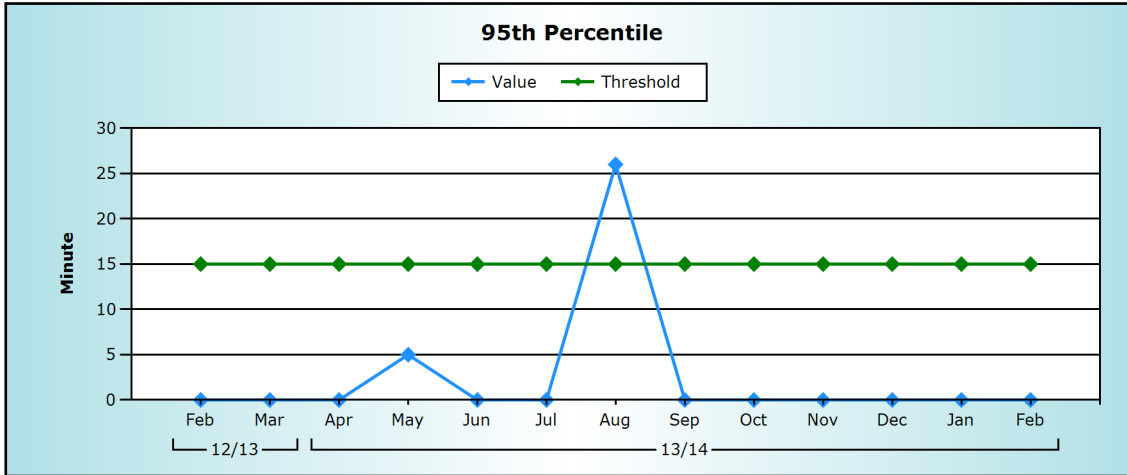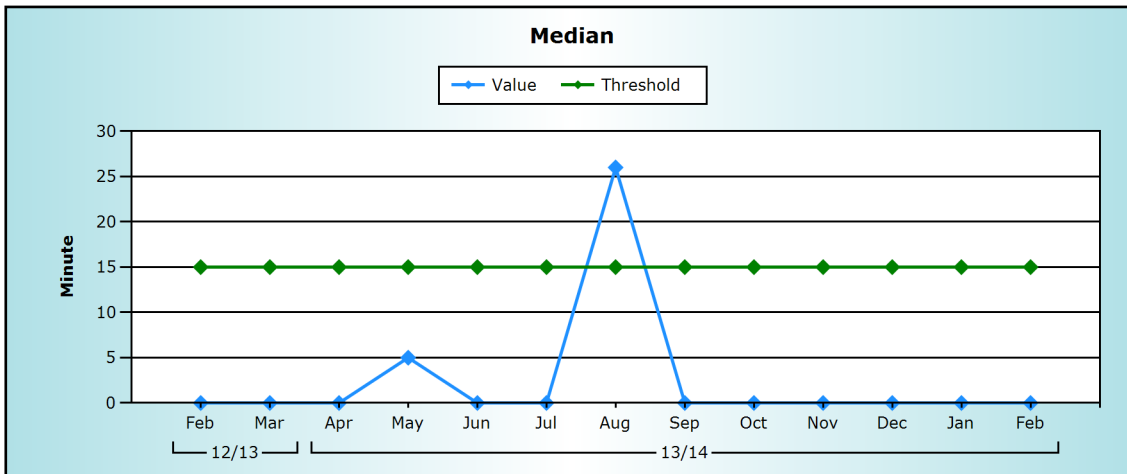
| Rate This Month | Compared to Last Month |
|---|---|
| 236 | Improved |

# EMERGENCY EYE CENTRE Ambulance Arrivals to Assessment

## 95th Percentile

Value — Threshold



| | |
|---|---|
| **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 (95th Percentile)
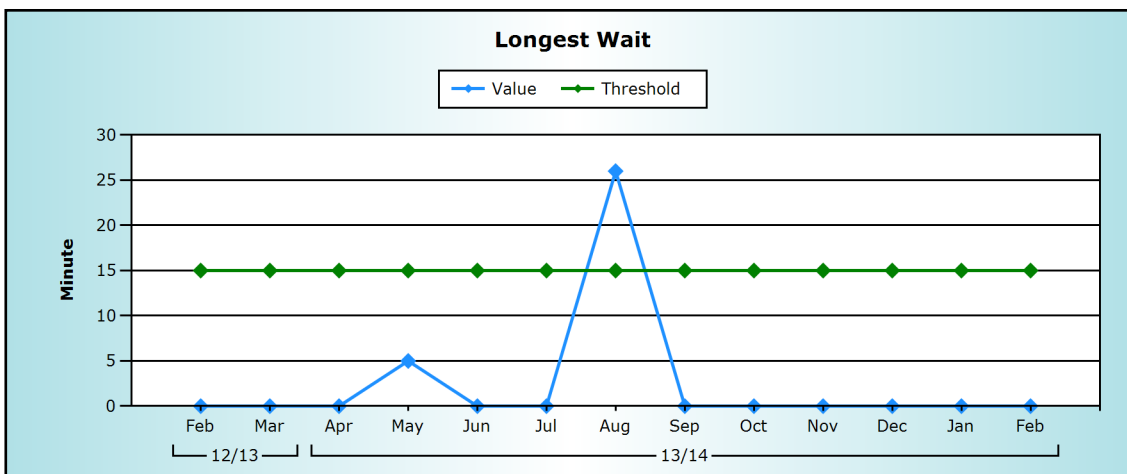
| **Rate This Month** | **Compared to Last Month** |
|---|---|
| 0 | Same |

## Median

Value — Threshold



| | |
|---|---|
| **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
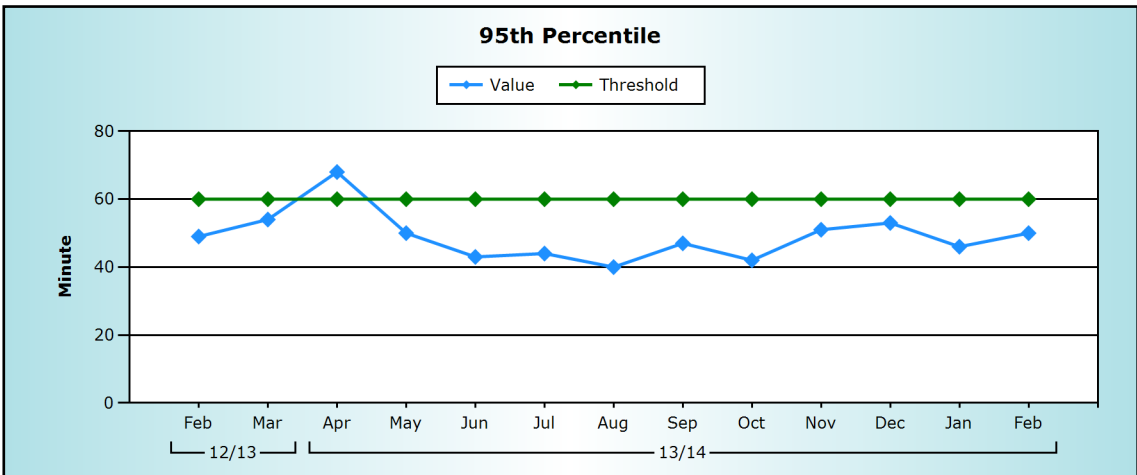
Value — Threshold



| | |
|---|---|
| **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)

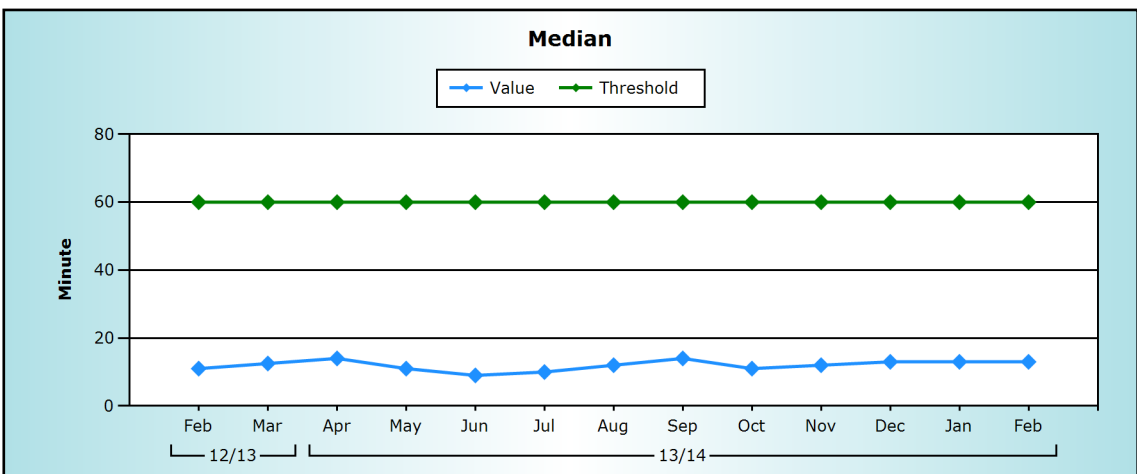| **Rate This Month** | **Compared to Last Month** |
|---|---|
| 0 | Same |

# EMERGENCY EYE CENTRE Time from Arrival to Treatment

## 95th Percentile



Legend: Value, Threshold

Y-axis: Minute (0, 20, 40, 60, 80)
X-axis: Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb
12/13 — 13/14

**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)
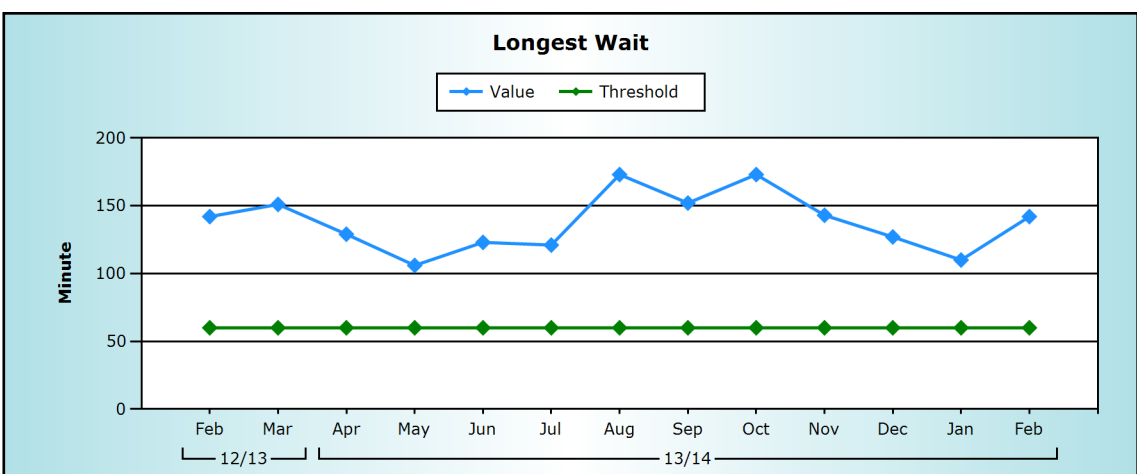
| Rate This Month | Compared to Last Month |
|---|---|
| 50 | Worse |

## Median



Legend: Value, Threshold

Y-axis: Minute (0, 20, 40, 60, 80)
X-axis: Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb
12/13 — 13/14

**Narrative**

The median time from arrival to treatment in the Emergency Eye Centre in February was 13 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 |
|---|---|
| 13 | Same |

## Longest Wait



Legend: Value, Threshold

Y-axis: Minute (0, 50, 100, 150, 200)
X-axis: Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb
12/13 — 13/14

**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 |
|---|---|
| 142 | Worse |