

## ACCIDENT AND EMERGENCY Clinical Quality Indicators

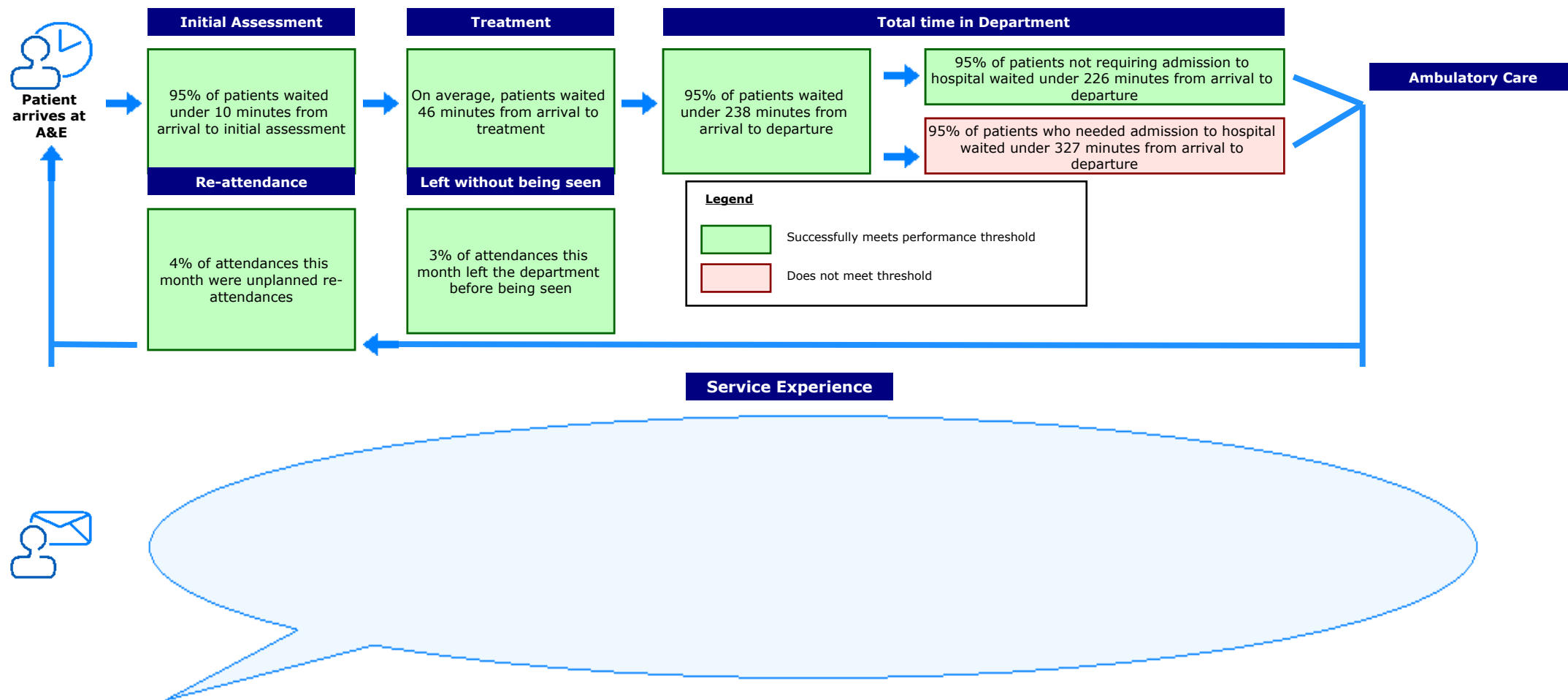
### Overview

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

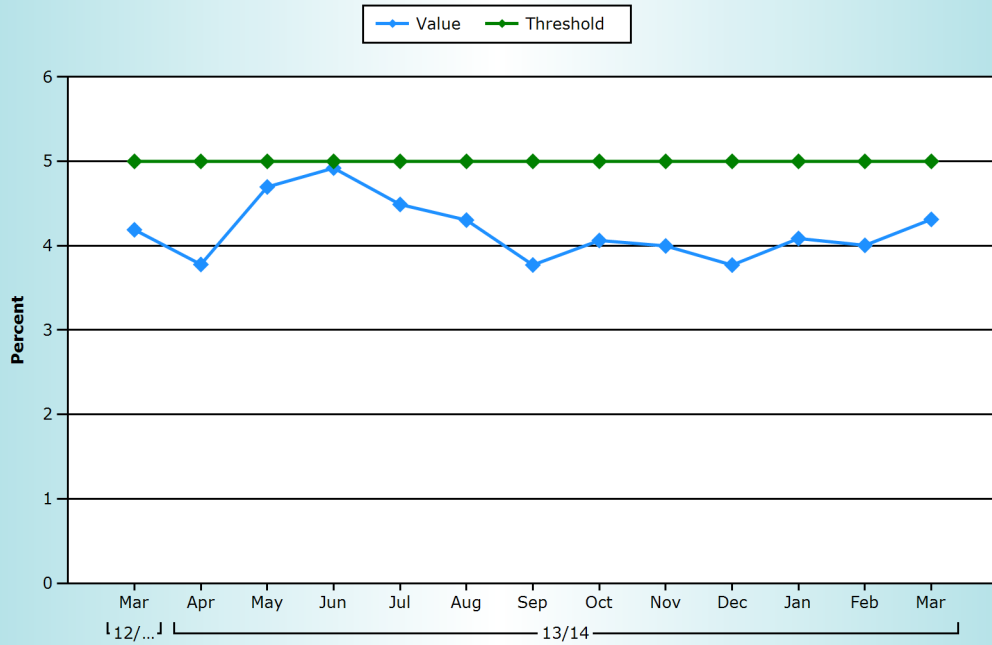
Northern General Hospital, Sheffield Teaching Hospitals	- Site name and organisation code
Service Manager/Nurse Director	- Contact details for further information
15/04/2014	- The date the report has been published
March 2014	- The time period the data in the dashboard relate to

### Summary of Performance - March 2014



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



### Narrative

The Trust's unplanned re-attendance rate in March was 4.31%.

### Description of Data

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

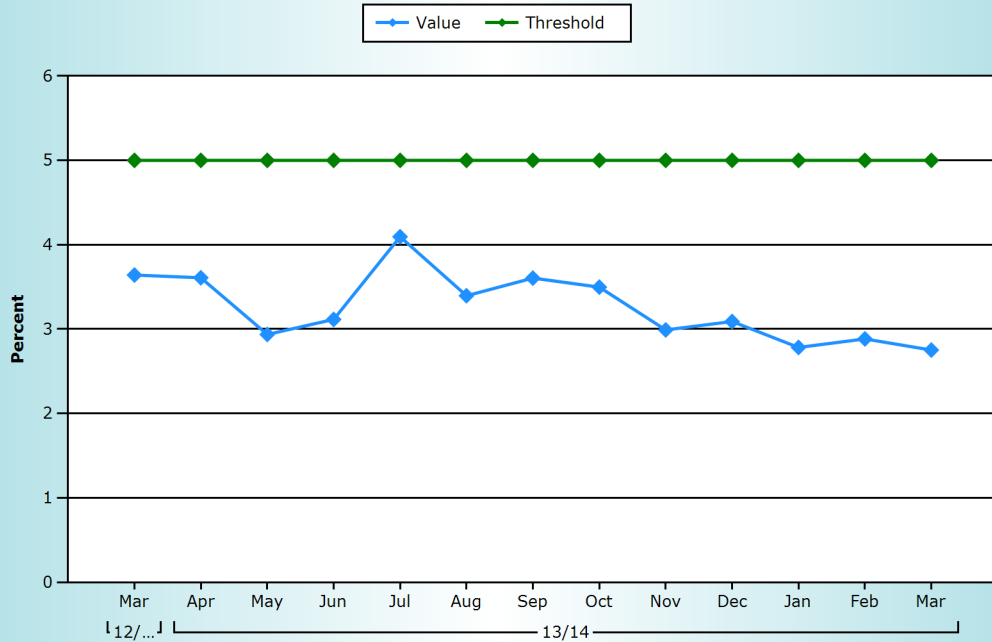
#### Rate This Month

4.31%

#### Compared to Last Month

Worse

### Left Without Being Seen



### Narrative

The number of patients who left the Emergency Department without waiting to be seen fell slightly in March.

### Description of Data

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

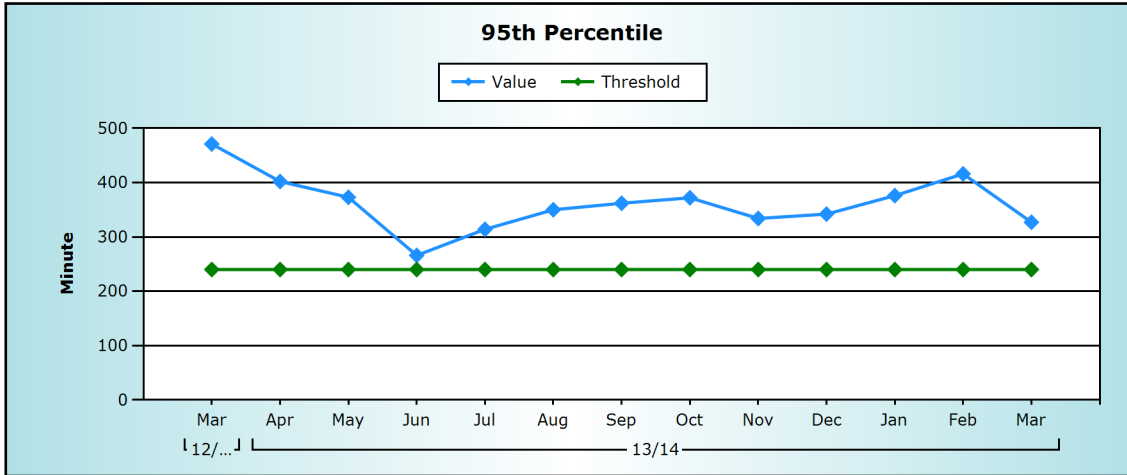
#### Rate This Month

2.75%

#### Compared to Last Month

Improved

## Total Time Spent in ACCIDENT AND EMERGENCY (Admitted)



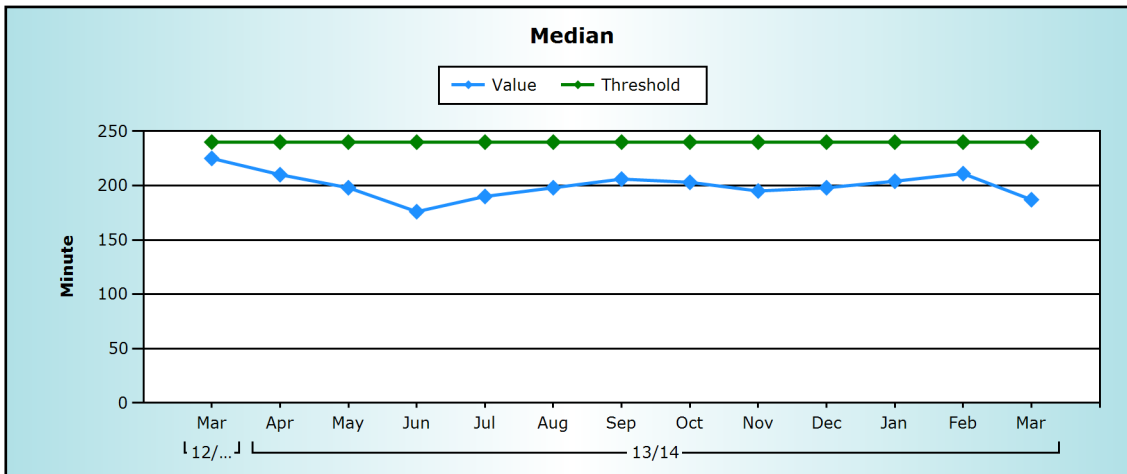
**Narrative**

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

**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
327	Improved

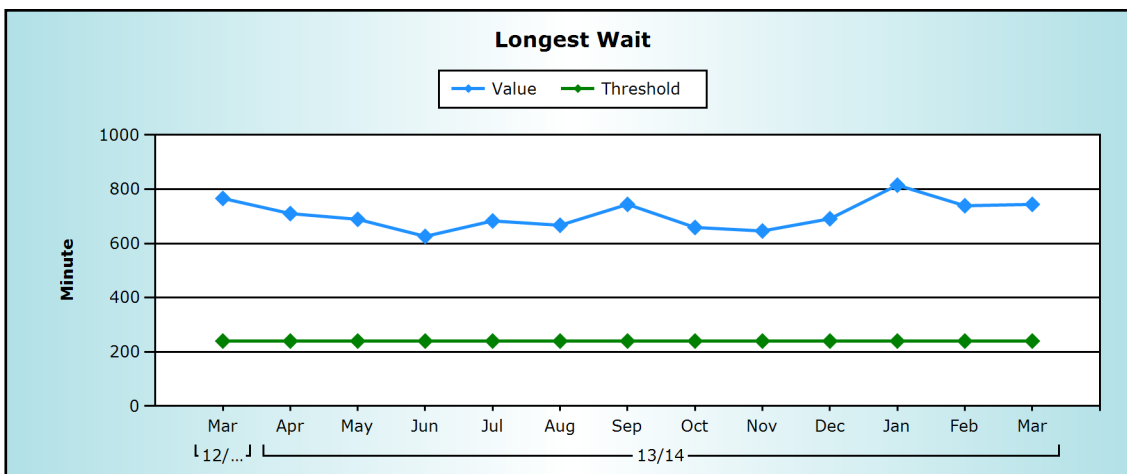


**Narrative**

**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
187	Improved



**Narrative**

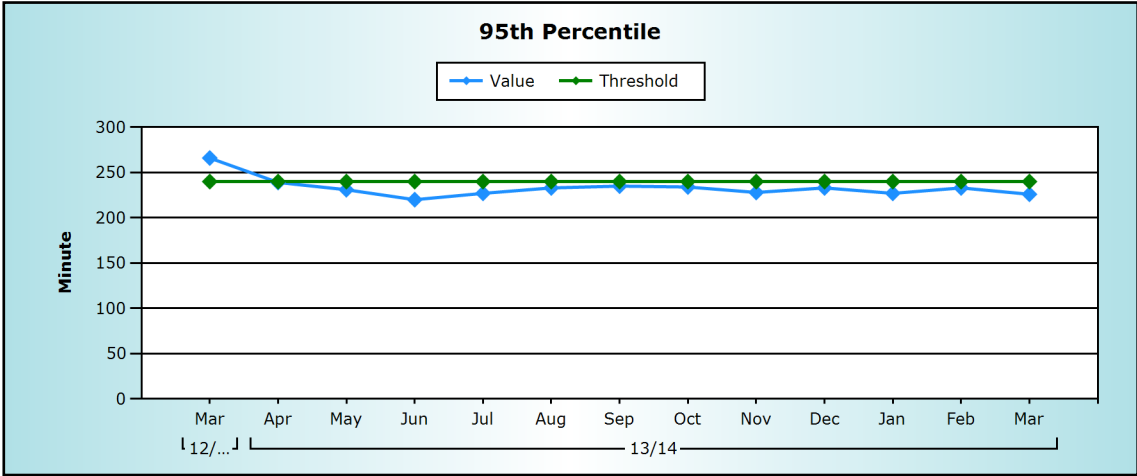
The longest wait experienced in the Emergency Department in March was by a patient who required a range of treatment in the department before being admitted.

**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
744	Worse

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



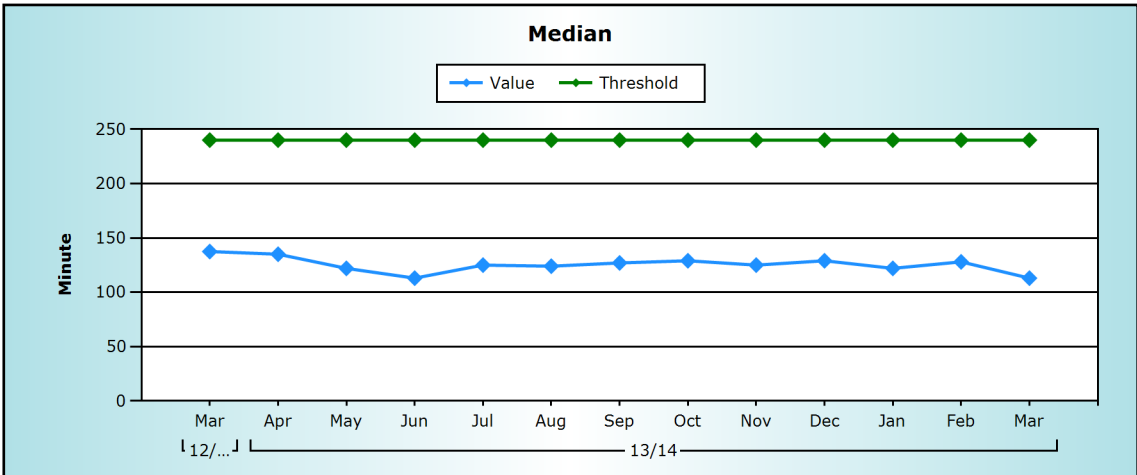
**Narrative**

The time it took to see, treat and discharge 95% of our patients improved in March.

**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
226	Improved

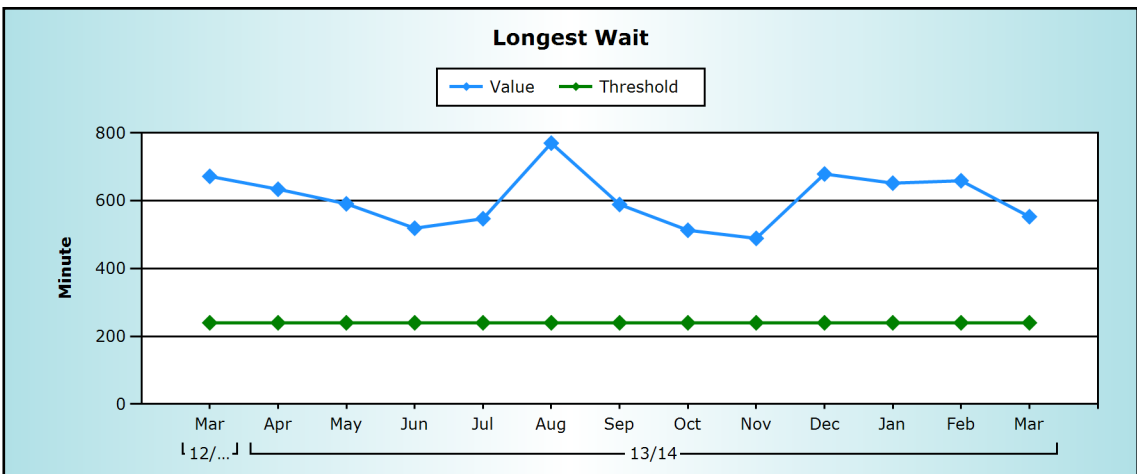


**Narrative**

**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
113	Improved



**Narrative**

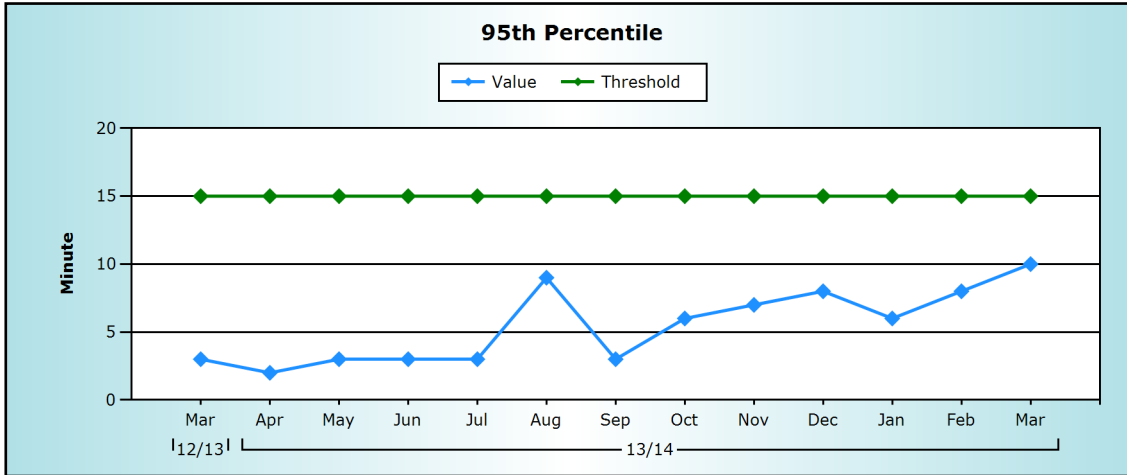
The longest wait experienced by a patient in the Emergency Department in March was by a patient who required a number of diagnostic tests before being safe to discharge.

**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
553	Improved

## ACCIDENT AND EMERGENCY Ambulance Arrivals to Assessment



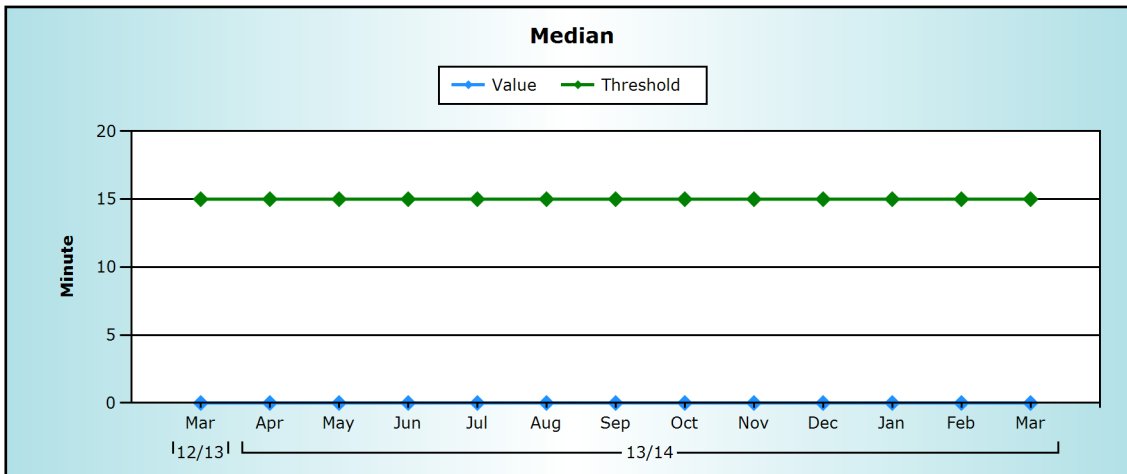
**Narrative**

In March, 95% of our ambulance arrivals were assessed within 10 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)

<b>Rate This Month</b>	<b>Compared to Last Month</b>
10	Worse

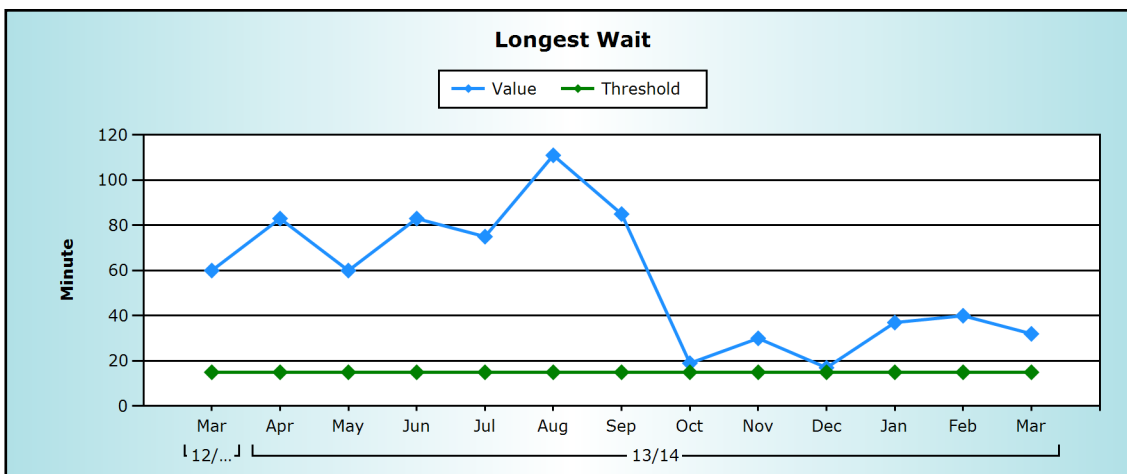


**Narrative**

**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)

<b>Rate This Month</b>	<b>Compared to Last Month</b>
0	Same



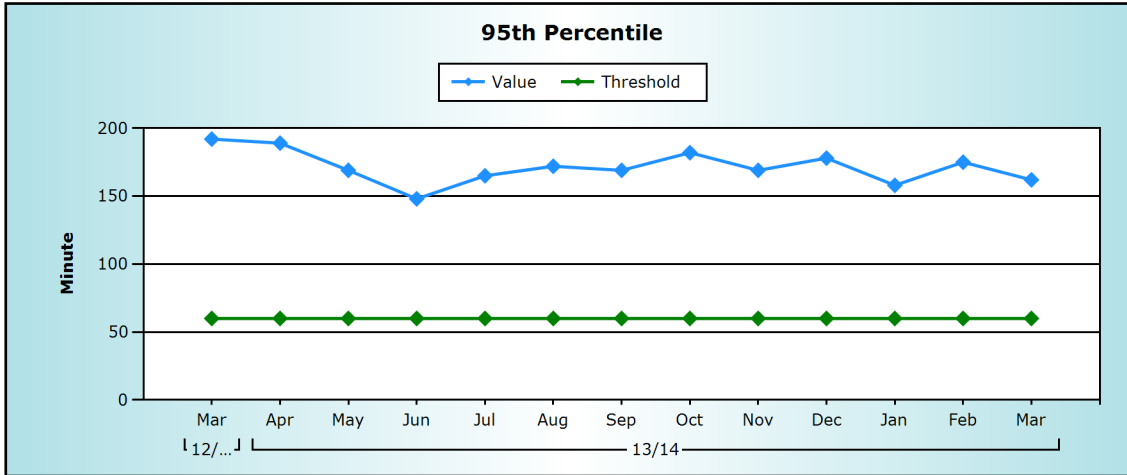
**Narrative**

**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)

<b>Rate This Month</b>	<b>Compared to Last Month</b>
32	Improved

## ACCIDENT AND EMERGENCY Time from Arrival to Treatment

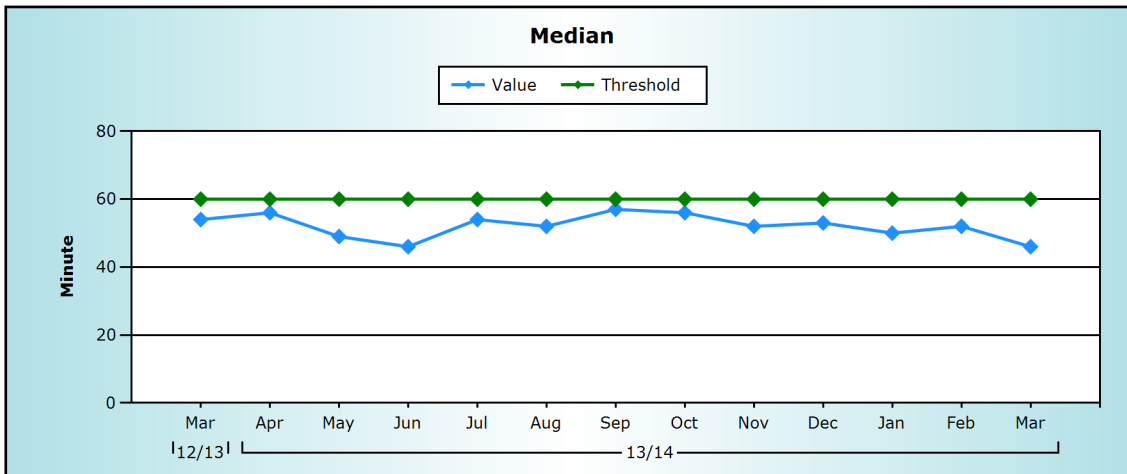


**Narrative**

**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**  
162

**Compared to Last Month**  
Improved

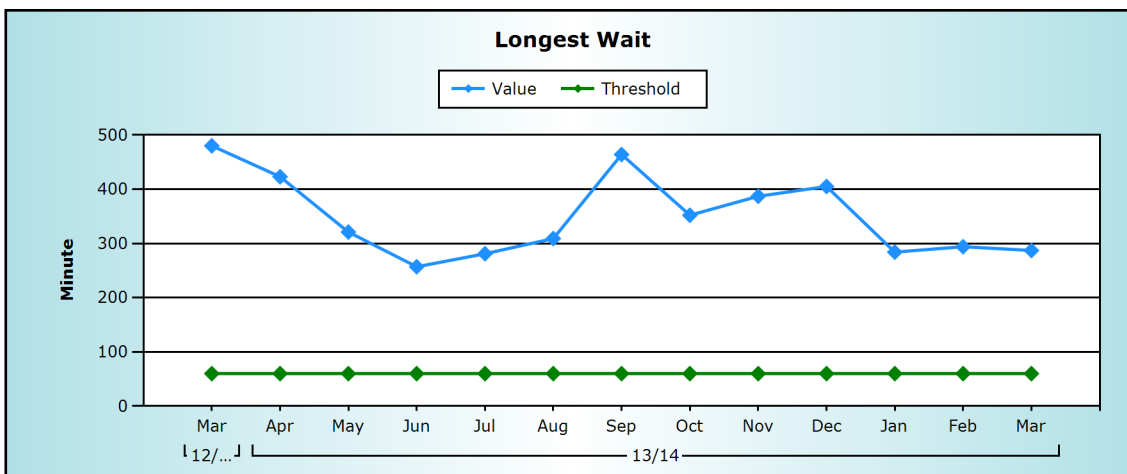


**Narrative**  
The median time from arrival to treatment in the Emergency Department fell slightly in March.

**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**  
46

**Compared to Last Month**  
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**  
287

**Compared to Last Month**  
Improved

**Ambulatory Care - Cellulitis**

Empty box for narrative text.

**Narrative**

**Description of Data**

**Rate This Month**

**Compared to Last Month**

**Ambulatory Care - Deep Vein Thrombosis**

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**Narrative**

**Description of Data**

**Rate This Month**

**Compared to Last Month**