EMERGENCY EYE CENTRE Clinical Quality Indicators
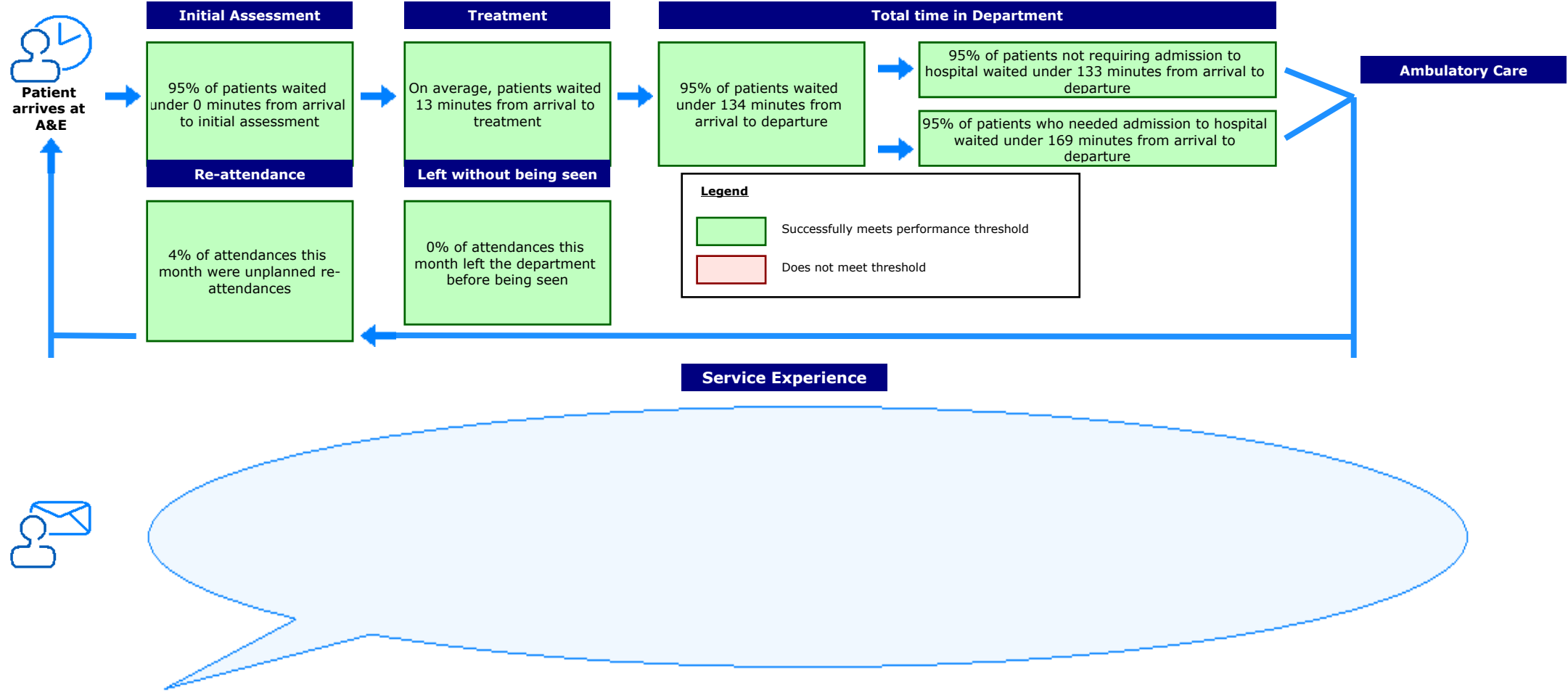
Overview

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.
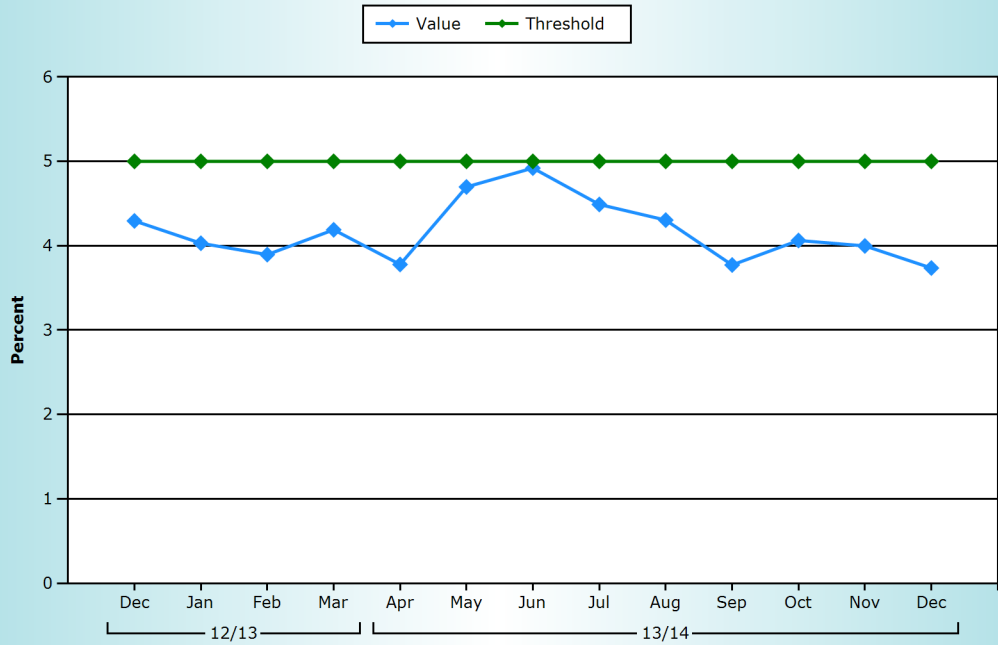
General Information

Northern General Hospital, Sheffield Teaching Hospitals	- Site name and organisation code
Service Manager/Nurse Director	- Contact details for further information
15/01/2014	- The date the report has been published
December 2013	- The time period the data in the dashboard relate to

Summary of Performance - December 2013

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 134 minutes from arrival to departure

95% of patients not requiring admission to hospital waited under 133 minutes from arrival to departure

95% of patients who needed admission to hospital waited under 169 minutes from arrival to departure

Ambulatory Care

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

Legend: Value, Threshold

Y-axis: Percent (0–6)
X-axis: Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec
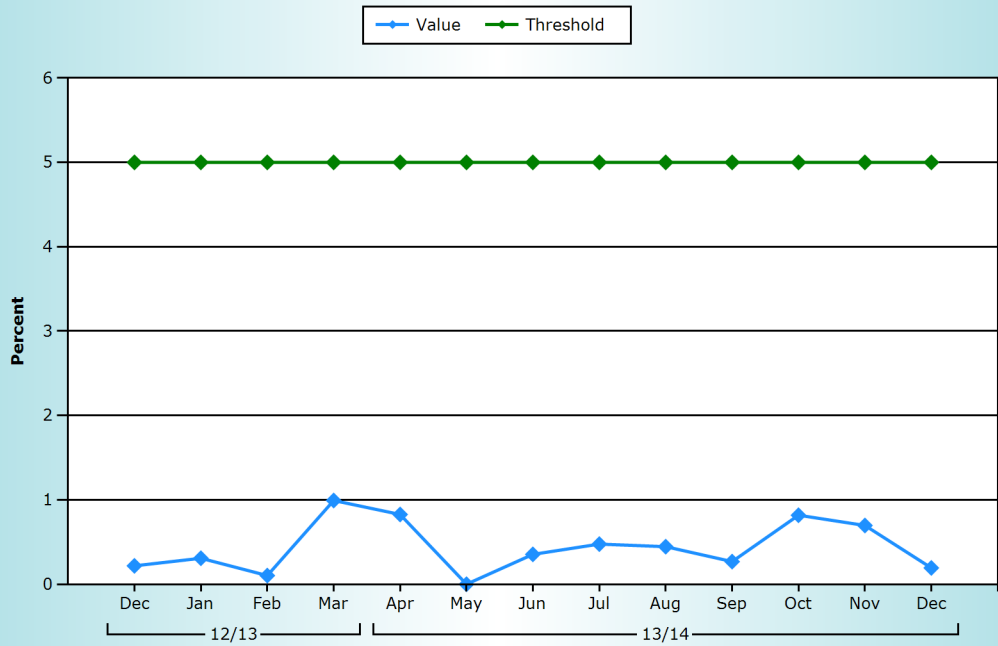12/13 — 13/14

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	Compared to Last Month
3.74%	Improved

Left Without Being Seen

Legend: Value, Threshold

Y-axis: Percent (0–6)
X-axis: Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec
12/13 — 13/14

Narrative

The number of patients who left the Emergency Eye Centre without being seen fell in December.
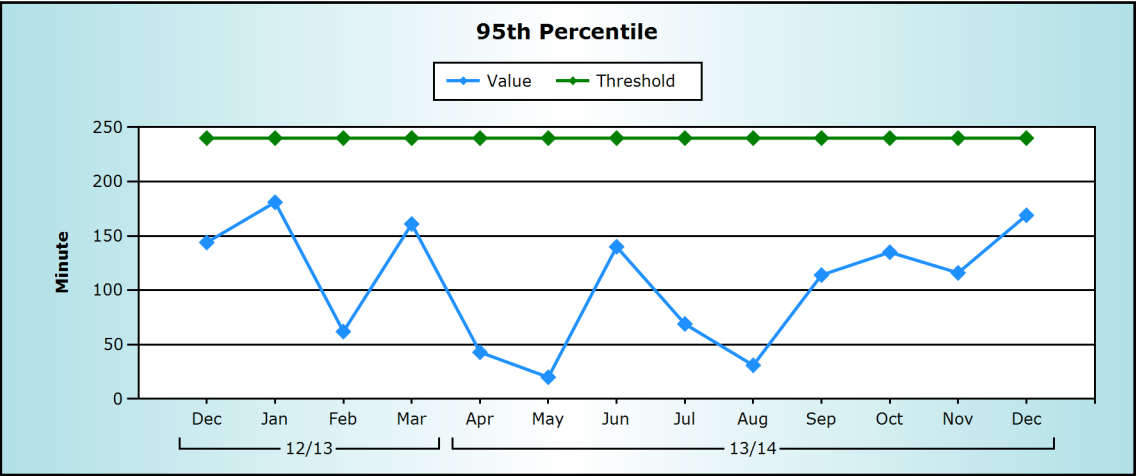
Description of Data

The percentage of people who leave the EMERGENCY EYE CENTRE department without being seen by a clinical decision maker
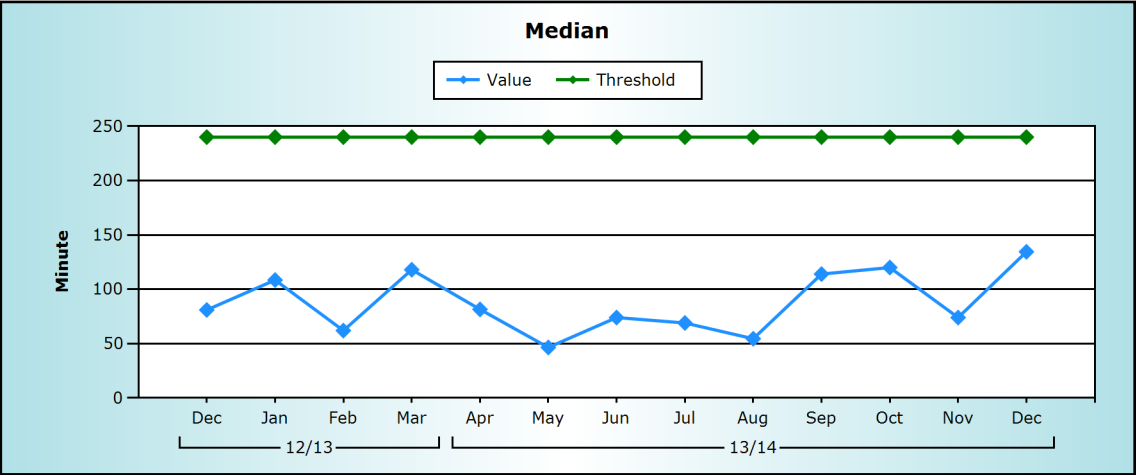
Rate This Month	Compared to Last Month
0.19%	Improved

Total Time Spent in EMERGENCY EYE CENTRE (Admitted)

95th Percentile

Legend: Value, Threshold

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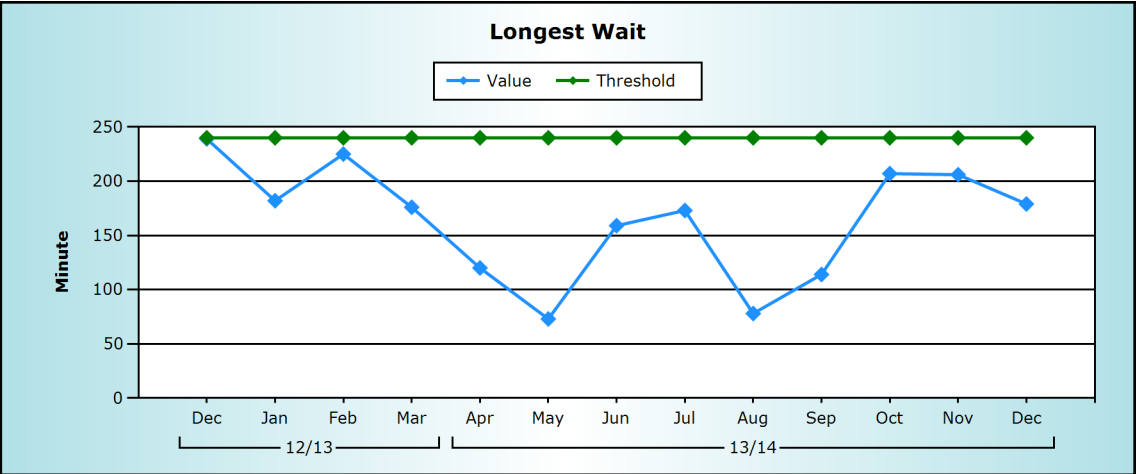12/13 — 13/14

Narrative

95% of patients who required admission from the Emergency Eye Centre in December 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
169	Worse

Median

Legend: Value, Threshold

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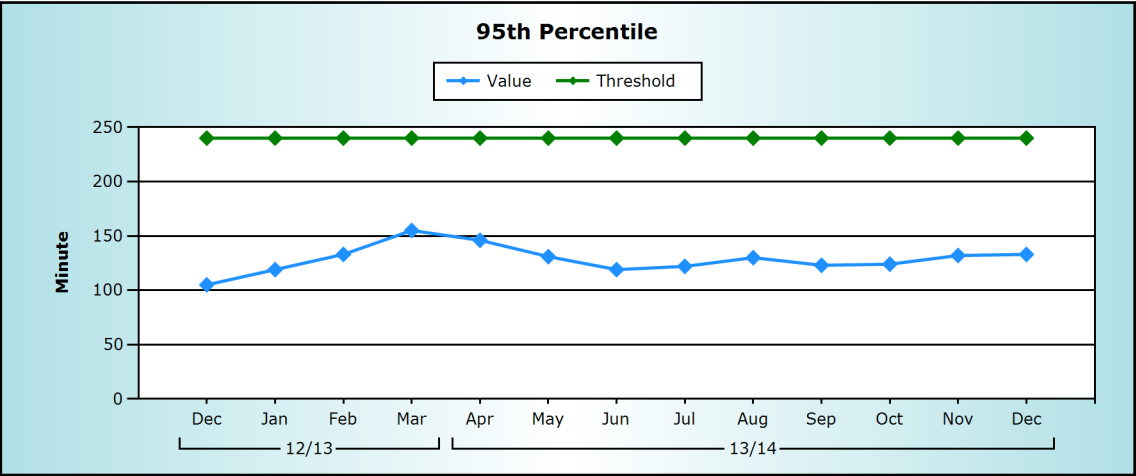12/13 — 13/14

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
135	Worse

Longest Wait

Legend: Value, Threshold

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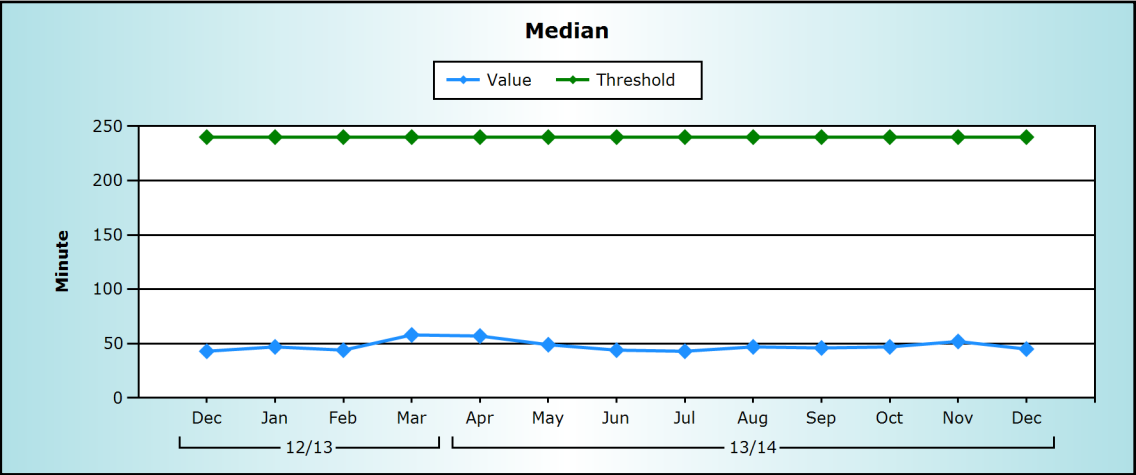12/13 — 13/14

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
179	Improved

Total Time Spent in EMERGENCY EYE CENTRE (Non-Admitted)
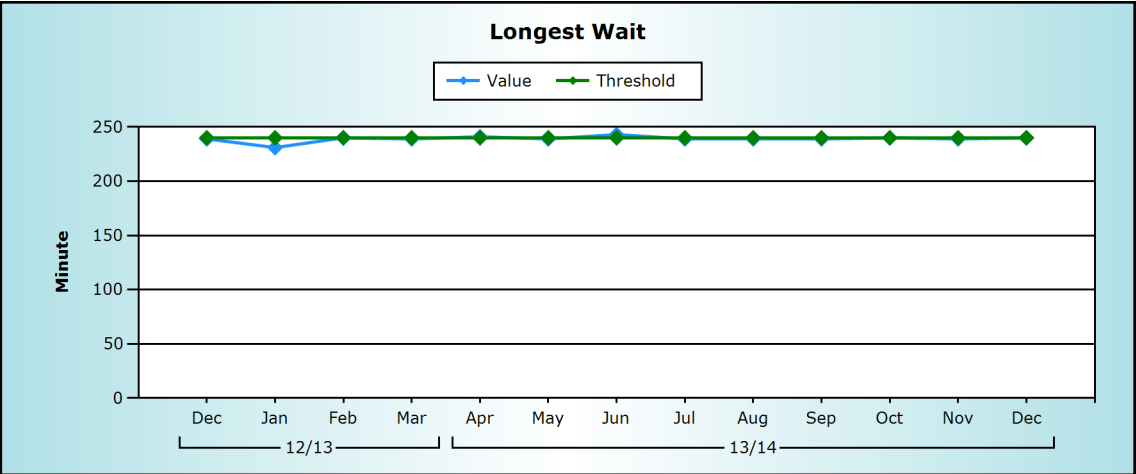
95th Percentile

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
133	Worse

Median

Narrative

Description of Data

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

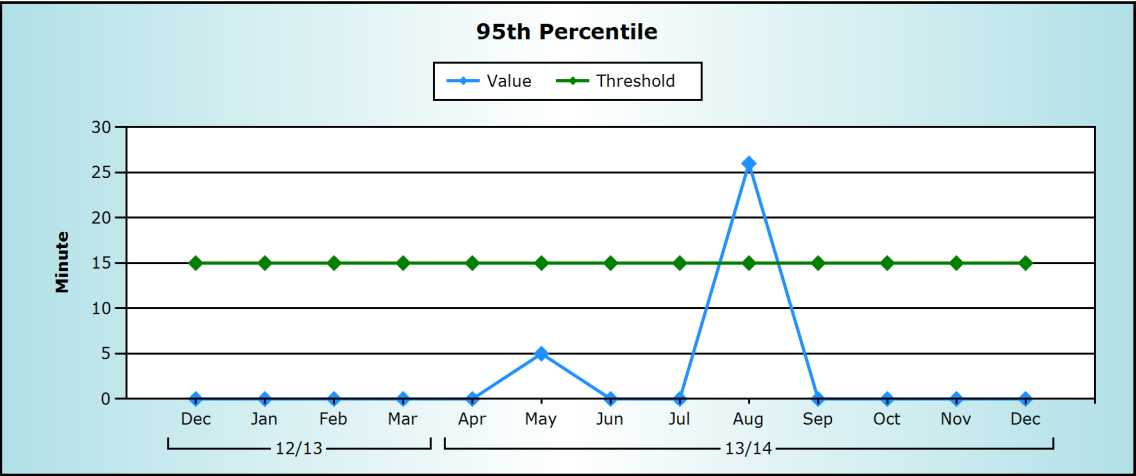| Rate This Month	Compared to Last Month
45	Improved

Longest Wait

Narrative

The longest wait experienced by a patient in the Emergency Eye Centre in December 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	Worse

EMERGENCY EYE CENTRE Ambulance Arrivals to Assessment

95th Percentile

Legend: Value, Threshold

Y-axis: Minute (0–30)
X-axis: Dec, Jan, Feb, Mar (12/13), Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec (13/14)
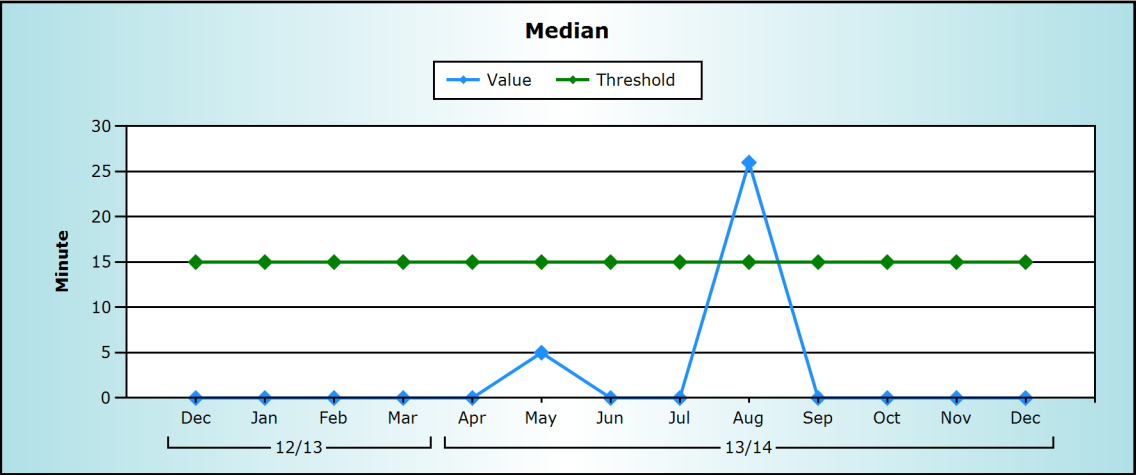
Narrative

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)
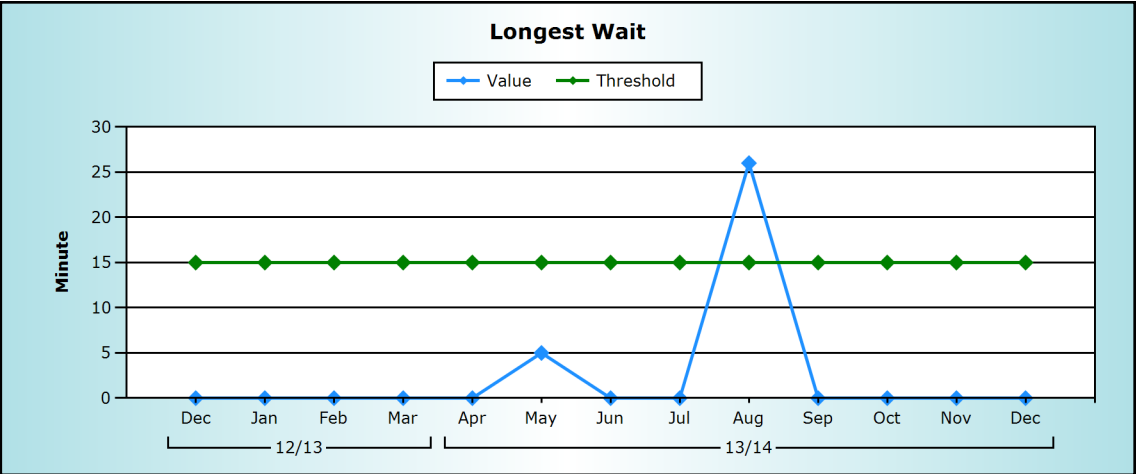
Rate This Month	Compared to Last Month
0	Same

Median

Legend: Value, Threshold

Y-axis: Minute (0–30)
X-axis: Dec, Jan, Feb, Mar (12/13), Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec (13/14)

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)
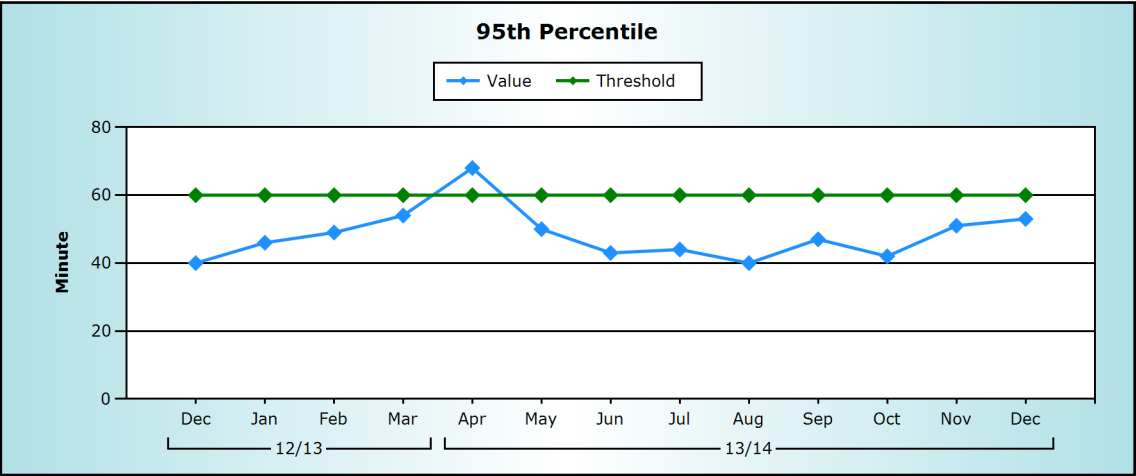
Rate This Month	Compared to Last Month
0	Same

Longest Wait

Legend: Value, Threshold

Y-axis: Minute (0–30)
X-axis: Dec, Jan, Feb, Mar (12/13), Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec (13/14)

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

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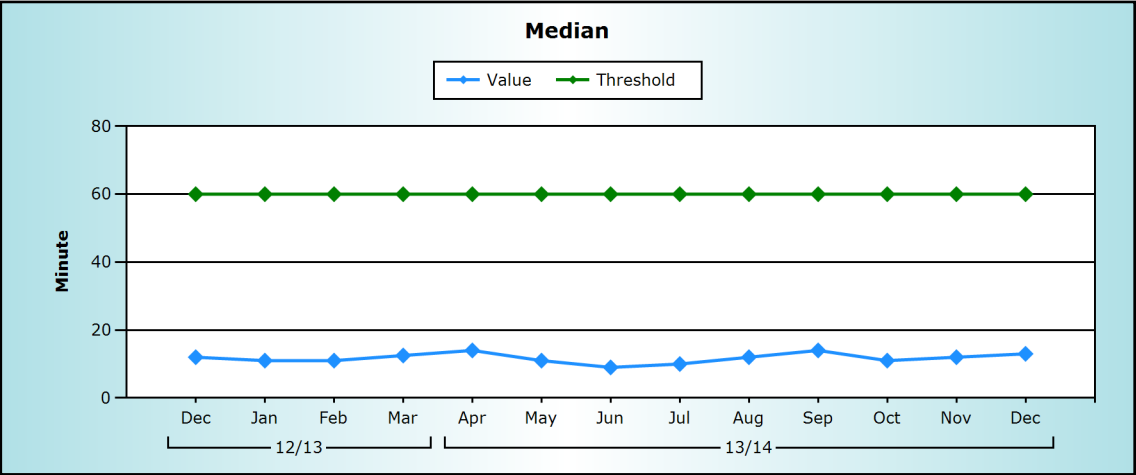12/13 — 13/14
Y-axis: Minute (0–80)

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
53	Worse

Median

Legend: Value, Threshold

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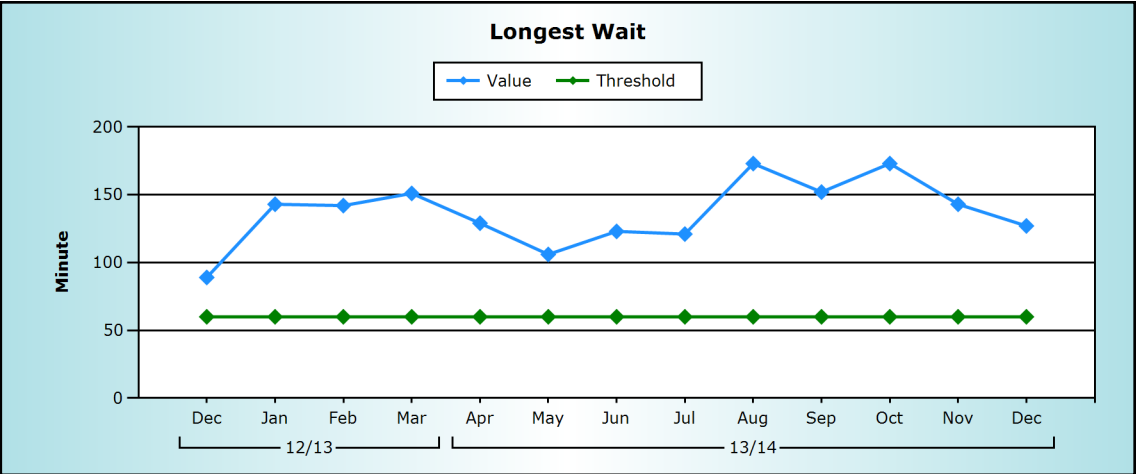12/13 — 13/14
Y-axis: Minute (0–80)

Narrative

The median time from arrival to treatment in the Emergency Eye Centre rose marginally in December but remained well beneath the threshold.

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	Worse

Longest Wait

Legend: Value, Threshold

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

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
127	Improved

Ambulatory Care - Cellulitus

Ambulatory Care - Deep Vein Thrombosis