

TRUST LEVEL Clinical Quality Indicators

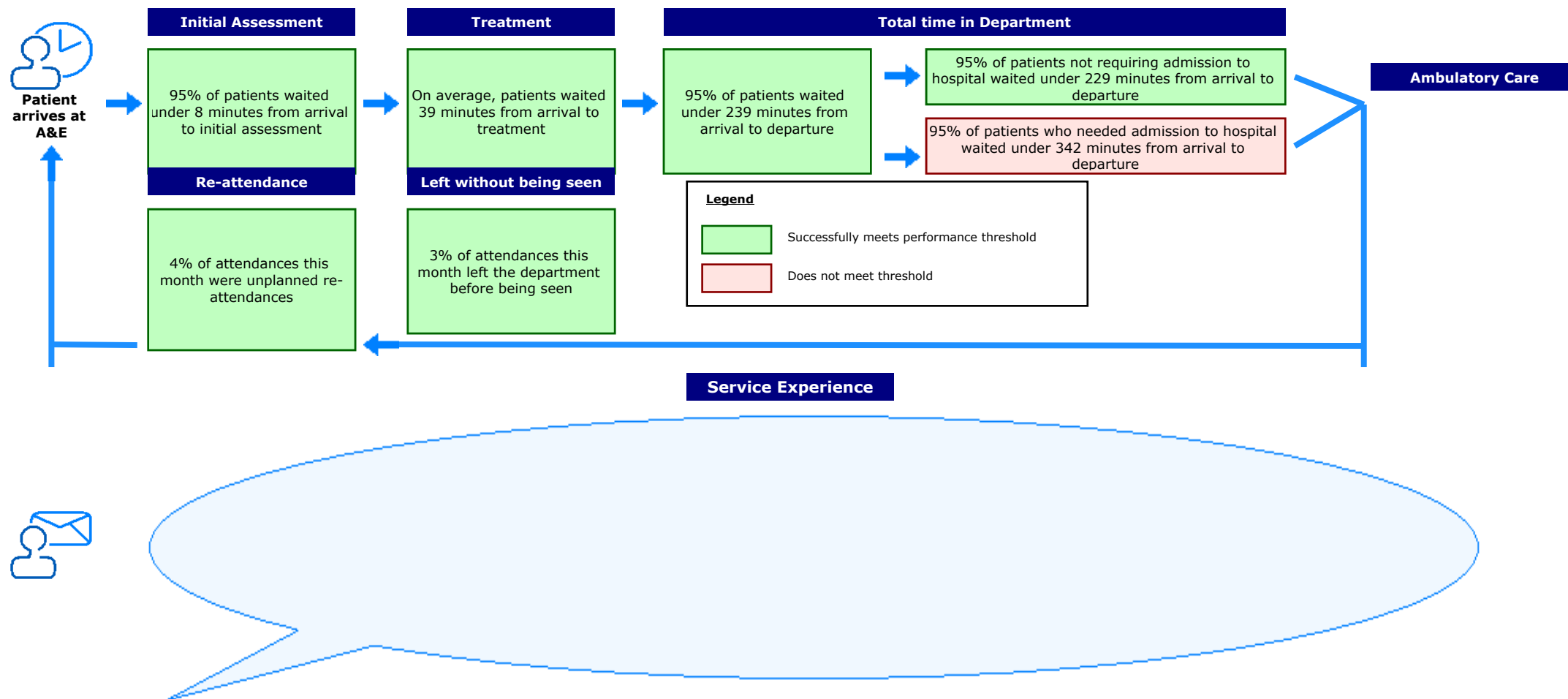
Overview

This dashboard presents a comprehensive and balanced view of the care delivered by our TRUST LEVEL 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 TRUST LEVEL services and allow our department to demonstrate our ambition to deliver excellent services which are continuously improving.

General Information

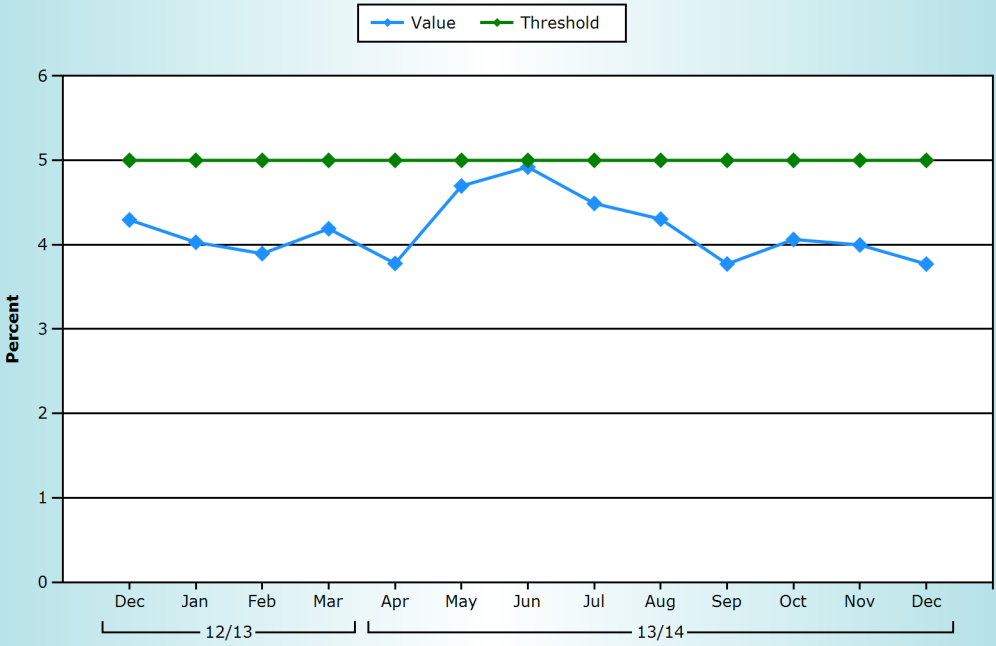
Northern General Hospital, Sheffield Teaching Hospitals	- Site name and organisation code
Service Manager/Nurse Director	- Contact details for further information
15/01/2014	- The date the report has been published
December 2013	- The time period the data in the dashboard relate to

Summary of Performance - December 2013



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 December was 3.77%.

Description of Data

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

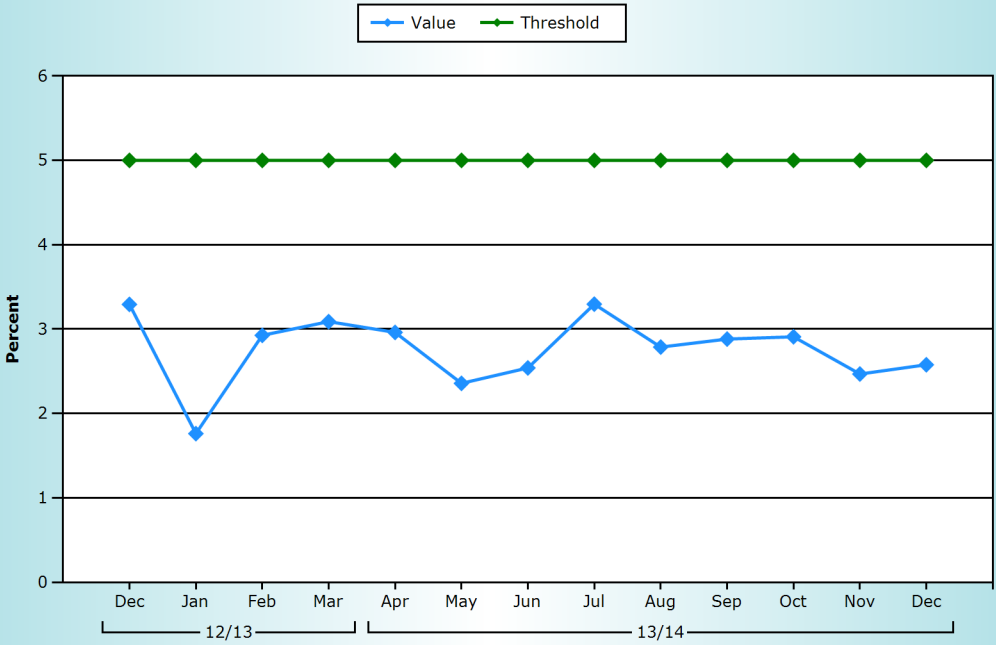
Rate This Month

3.77%

Compared to Last Month

Improved

Left Without Being Seen



Narrative

The number of patients who left without being seen by a clinical decision maker rose marginally in December but remained beneath the threshold.

Description of Data

The percentage of people who leave the TRUST LEVEL department without being seen by a clinical decision maker

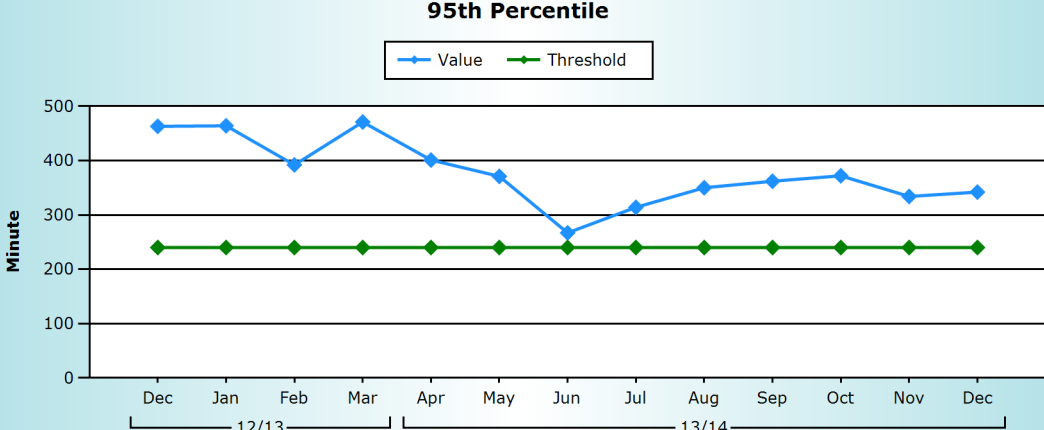
Rate This Month

2.58%

Compared to Last Month

Worse

Total Time Spent in TRUST LEVEL (Admitted)



Narrative

The time it took to see, treat and admit 95% of patients across the Trust rose slightly in December.

Description of Data

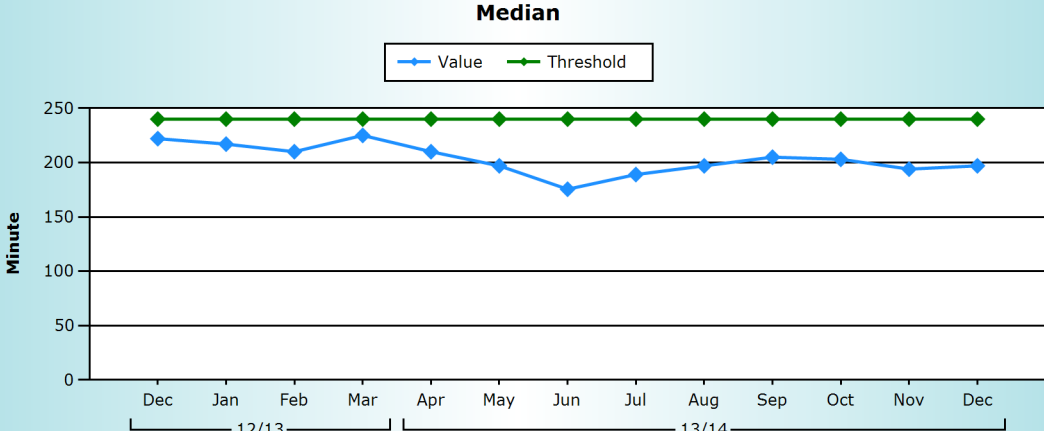
The total time patients who were admitted to hospital spent in the TRUST LEVEL department (95th percentile)

Rate This Month

342

Compared to Last Month

Worse



Narrative

Description of Data

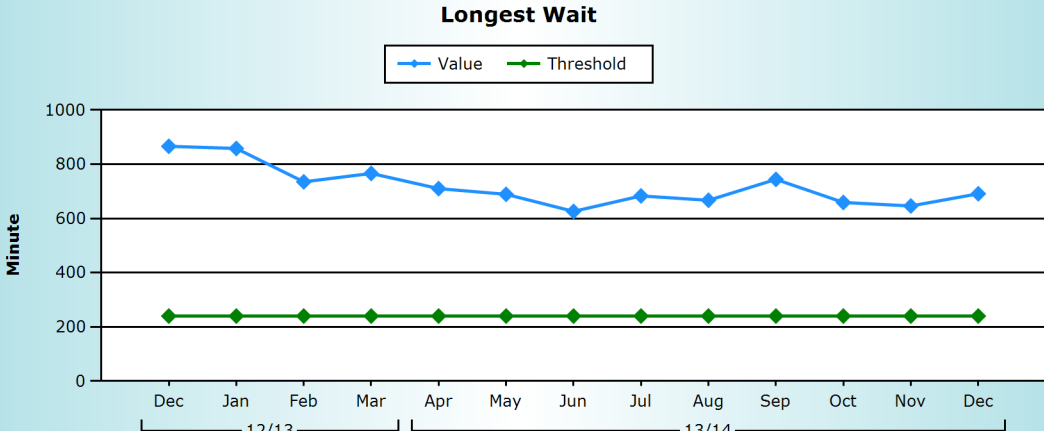
The total time patients who were admitted to hospital spent in the TRUST LEVEL department (Median)

Rate This Month

197

Compared to Last Month

Worse



Narrative

See the Emergency Department summary for detail.

Description of Data

The total time patients who were admitted to hospital spent in the TRUST LEVEL department(Longest Wait)

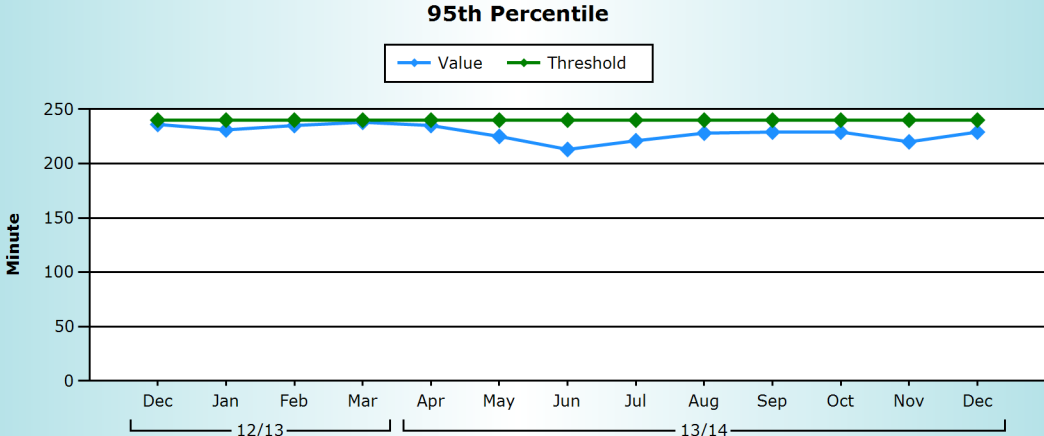
Rate This Month

691

Compared to Last Month

Worse

Total Time Spent in TRUST LEVEL (Non-Admitted)



Narrative

In December, 95% of our patients who did not require admission were seen, treated and admitted in under 4 hours.

Description of Data

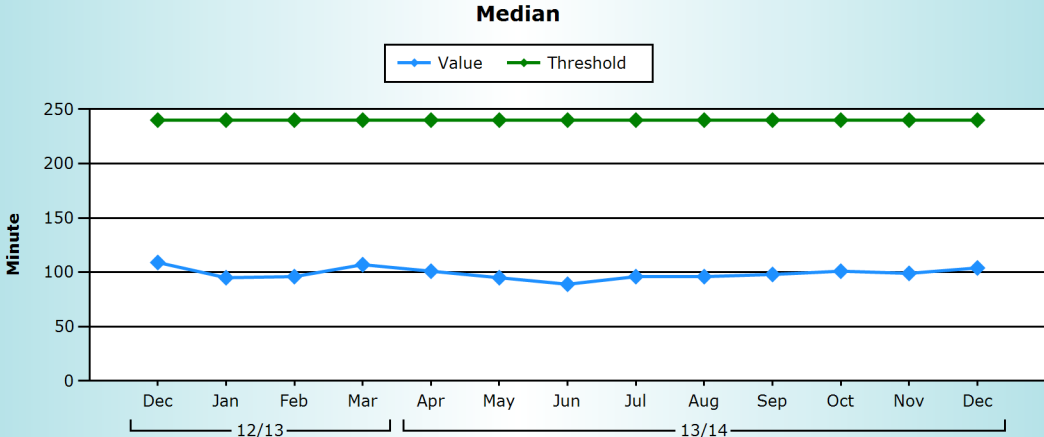
The total time patients who were not admitted to hospital spent in the TRUST LEVEL department (95th Percentile)

Rate This Month

22

Compared to Last Month

Worse



Narrative

Description of Data

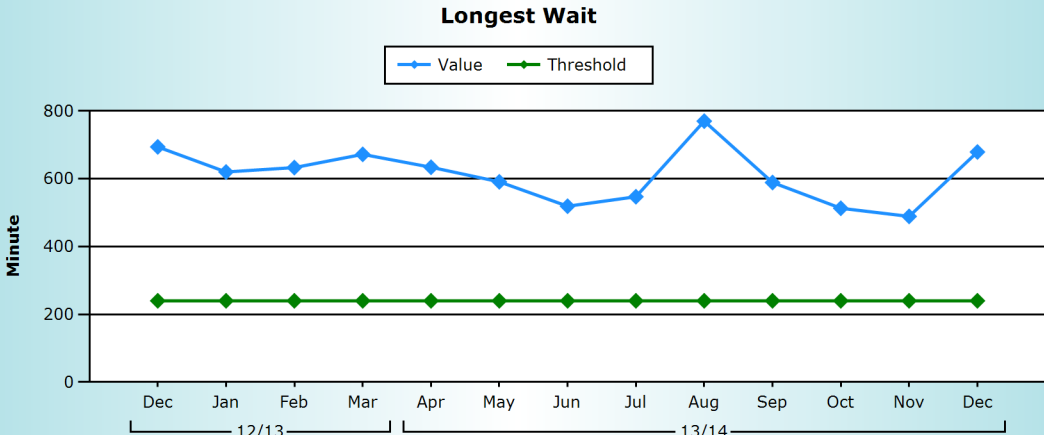
The total time patients who were not admitted to hospital spent in the TRUST LEVEL department (Median)

Rate This Month

10

Compared to Last Month

Worse



Narrative

See the Emergency Department summary for detail.

Description of Data

The total time patients who were not admitted to hospital spent in the TRUST LEVEL department (Longest Wait)

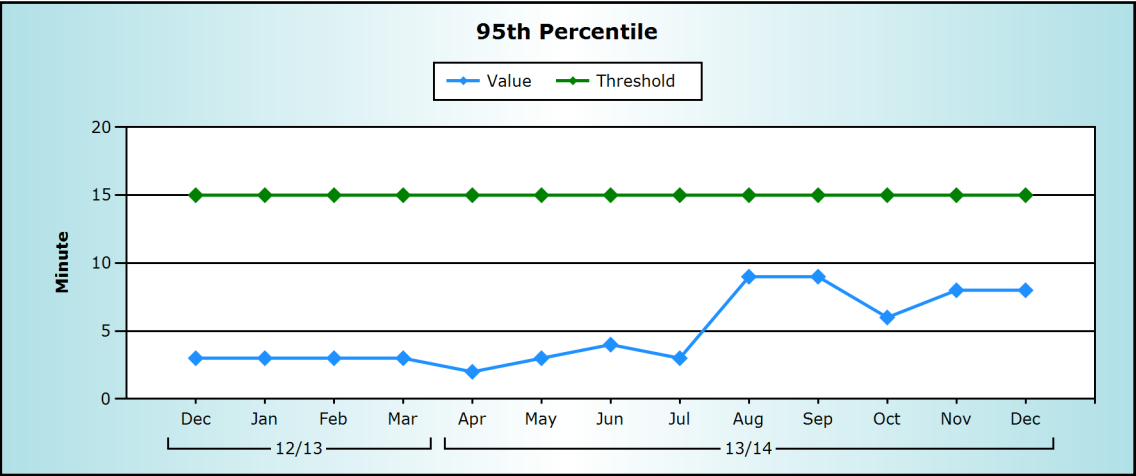
Rate This Month

67

Compared to Last Month

Worse

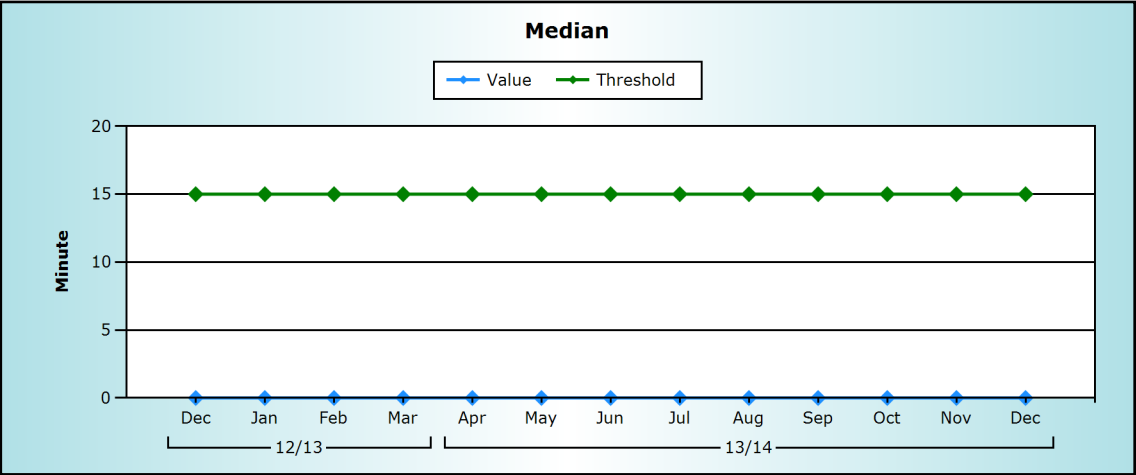
TRUST LEVEL Ambulance Arrivals to Assessment



Narrative

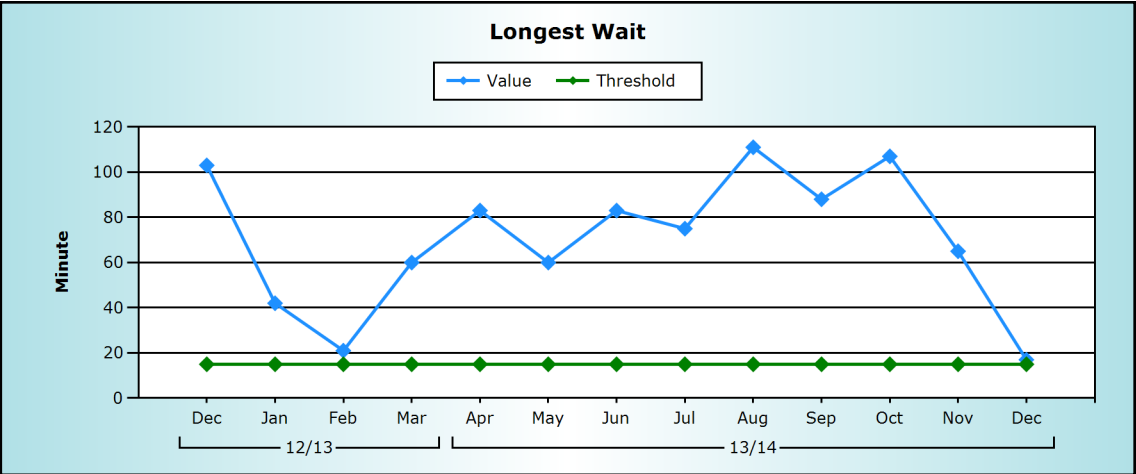
In December, 95% of our ambulance arrivals were assessed within 8 minutes of arrival.

Description of Data	
The time from arrival by 999 ambulance in TRUST LEVEL to a full initial assessment, which includes a pain score and an early warning score (95th Percentile)	
Rate This Month	Compared to Last Month
8	Same



Narrative

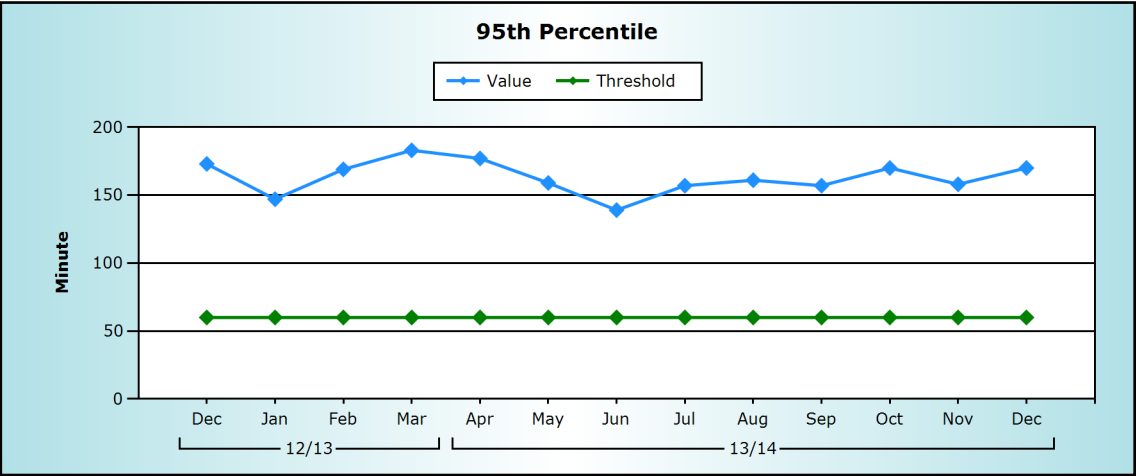
Description of Data	
The time from arrival by 999 ambulance in TRUST LEVEL to a full initial assessment, which includes a pain score and an early warning score (Median)	
Rate This Month	Compared to Last Month
0	Same



Narrative

Description of Data	
The time from arrival by 999 ambulance in TRUST LEVEL to a full initial assessment, which includes a pain score and an early warning score (Longest Wait)	
Rate This Month	Compared to Last Month
17	Improved

TRUST LEVEL Time from Arrival to Treatment

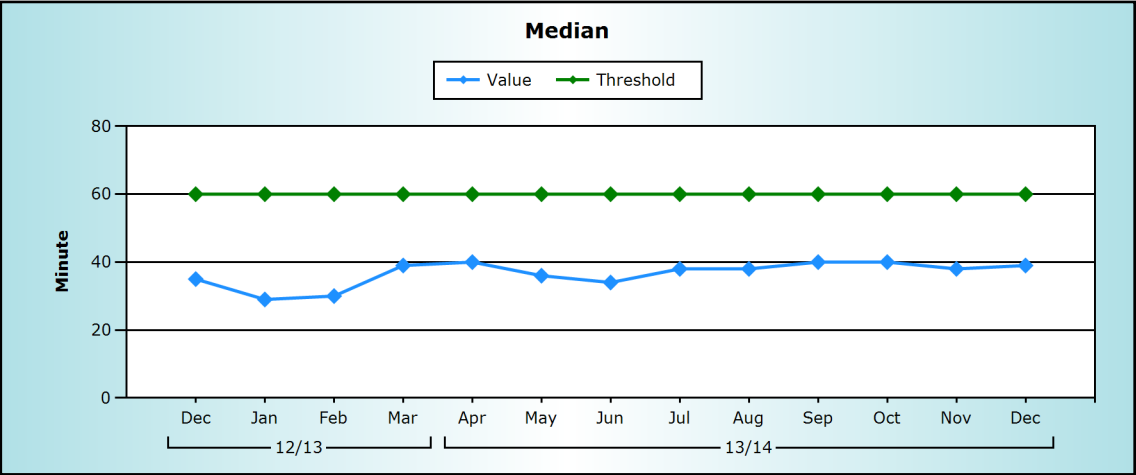


Narrative

Description of Data

The time from arrival in TRUST LEVEL 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
170	Worse



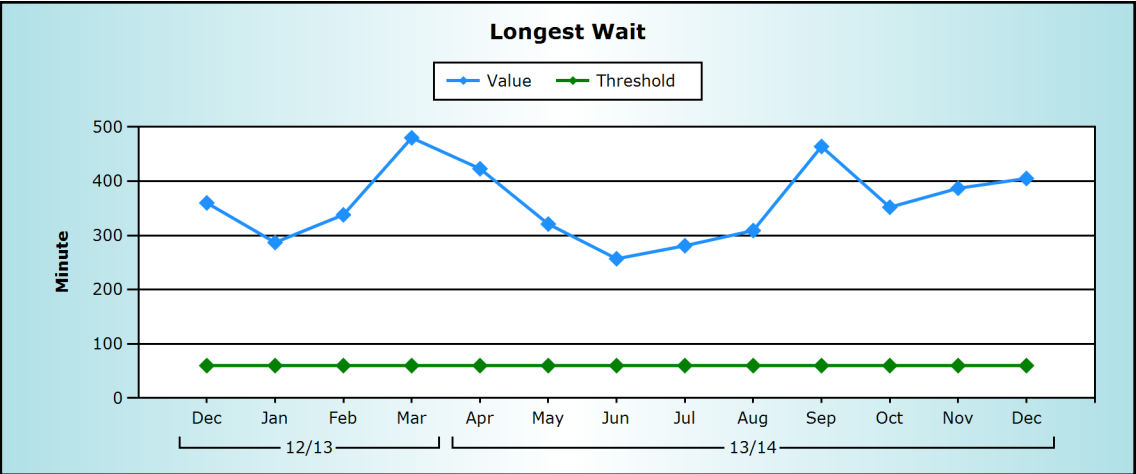
Narrative

The median time to treatment across the Trust rose marginally in December but remained beneath the threshold.

Description of Data

The time from arrival in TRUST LEVEL 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
39	Worse



Narrative

See the Emergency Department summary for detail.

Description of Data

The time from arrival in TRUST LEVEL 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
405	Worse

Ambulatory Care - Cellulitis

Narrative

Description of Data

Rate This Month

Compared to Last Month

Ambulatory Care - Deep Vein Thrombosis

Narrative

Description of Data

Rate This Month

Compared to Last Month