

## ACCIDENT AND EMERGENCY Clinical Quality Indicators

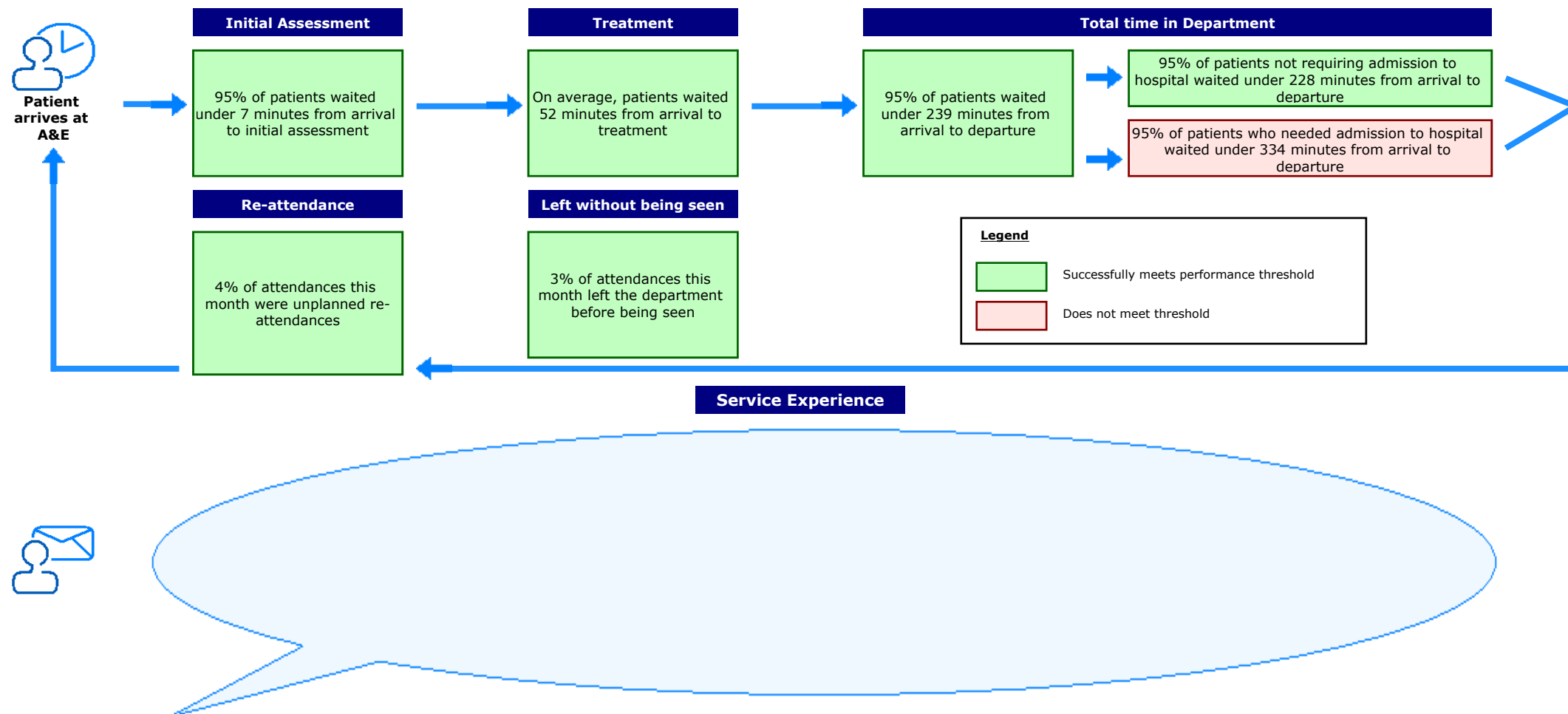
### Overview

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

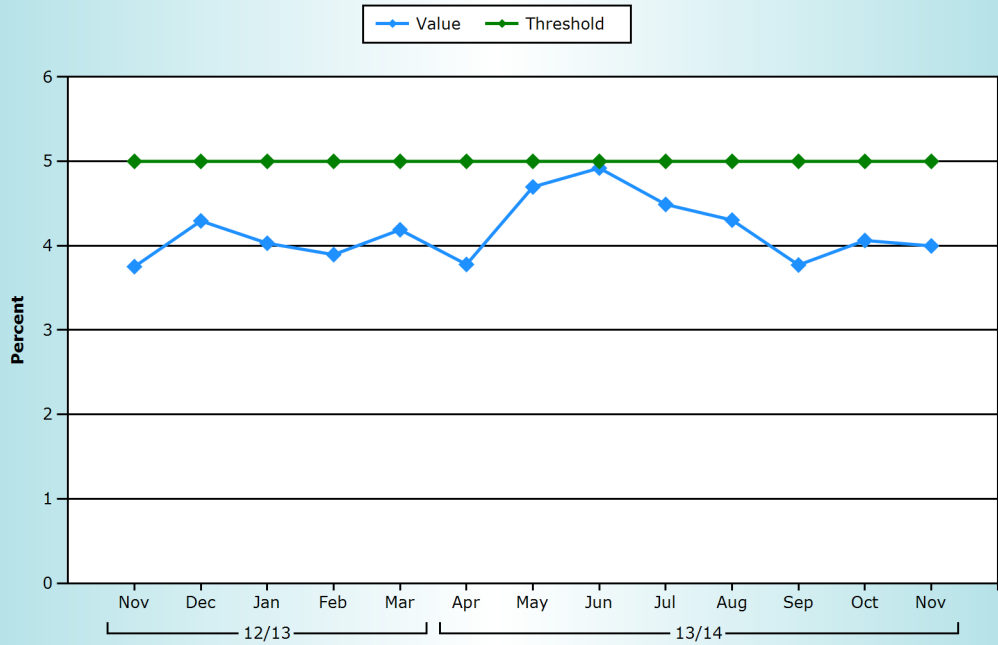
|   |   |
|---|---|
| Northern General Hospital, Sheffield Teaching Hospitals | - Site name and organisation code                     |
| Type 1 (Major)  | - Site type   |
| Service Manager/Nurse Director                          | - Contact details for further information             |
| 10/12/2013  | - The date the report has been published              |
| November 2013   | - The time period the data in the dashboard relate to |

### Summary of Performance - November 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**

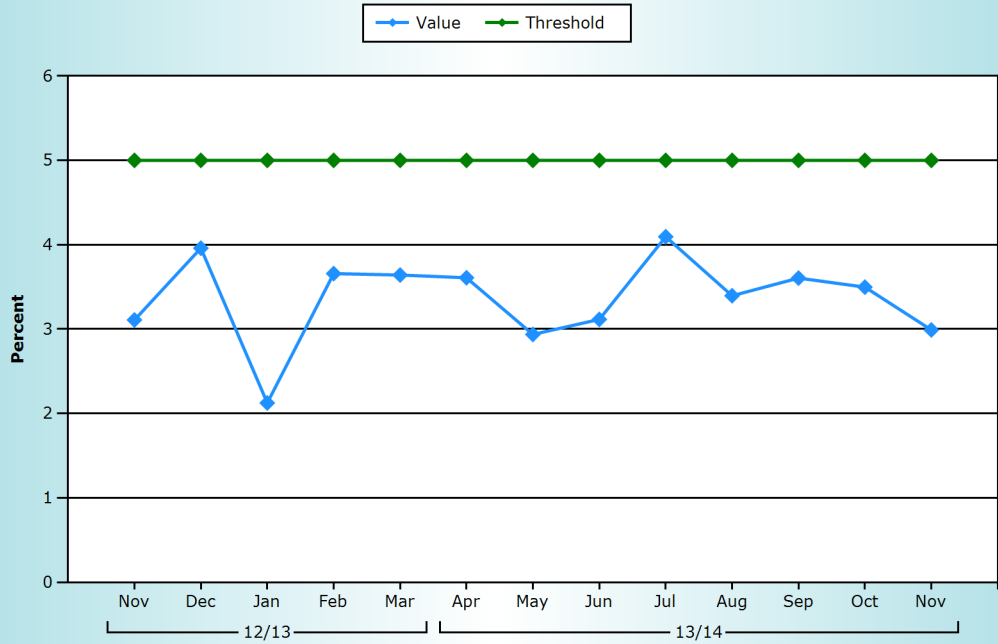
**Description of Data**

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%              |

| Compared to Last Month |
|------------------------|
| Improved               |

Left Without Being Seen



**Narrative**

The number of patients who left the Emergency Department without being seen fell to just under 3% in November.

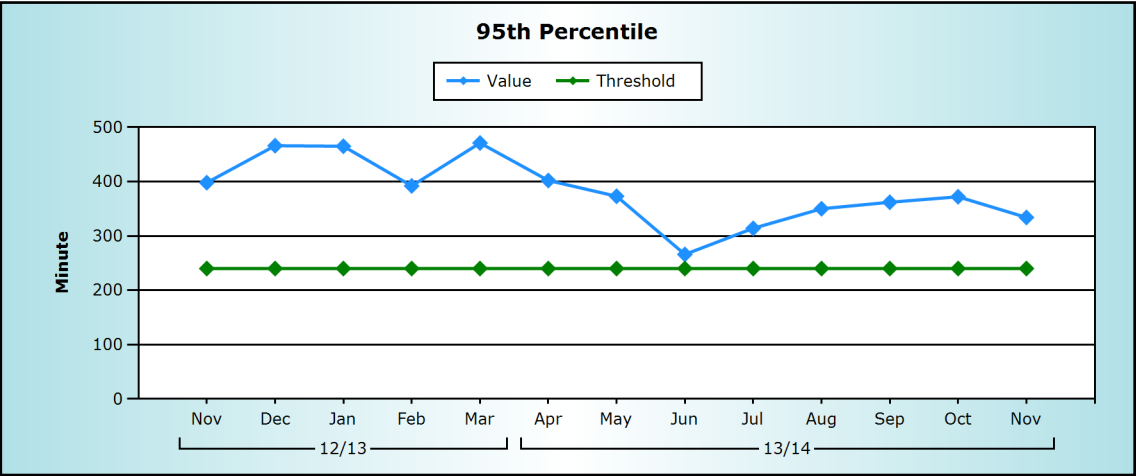
**Description of Data**

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

| Rate This Month |
|-----------------|
| 2.99%           |

| Compared to Last Month |
|------------------------|
| Improved               |

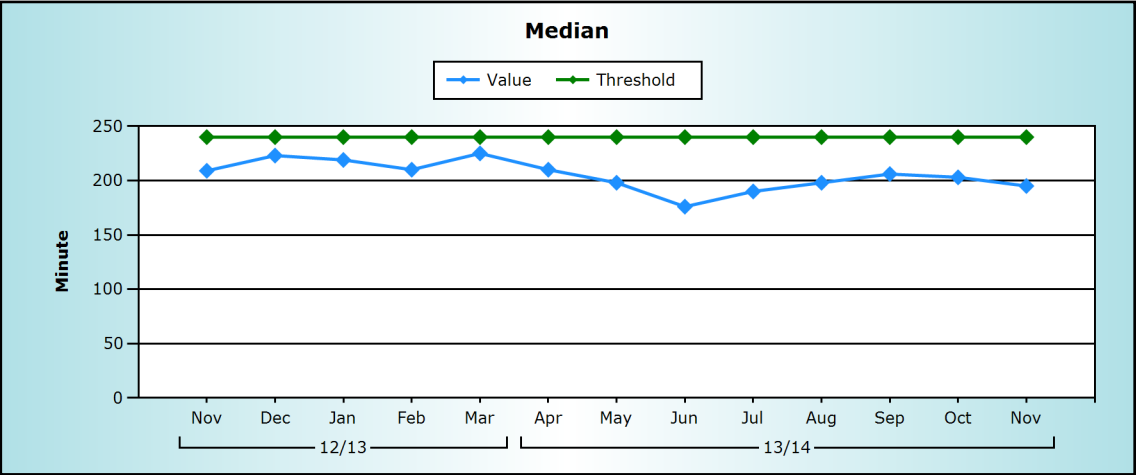
Total Time Spent in ACCIDENT AND EMERGENCY (Admitted)



**Narrative**

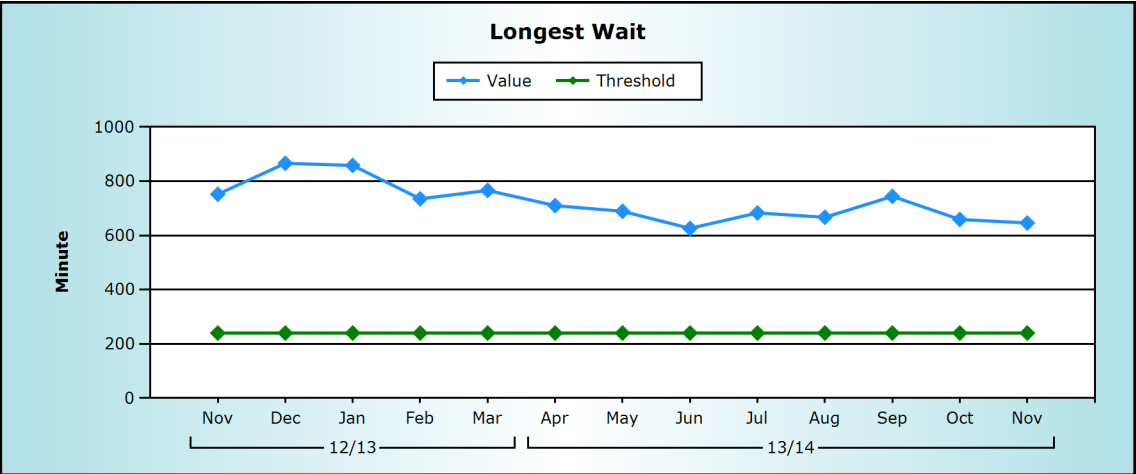
The time it took to see, treat and admit 95% of our patients improved in November.

| 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 |
| 334  | 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 |
| 195   | Improved               |

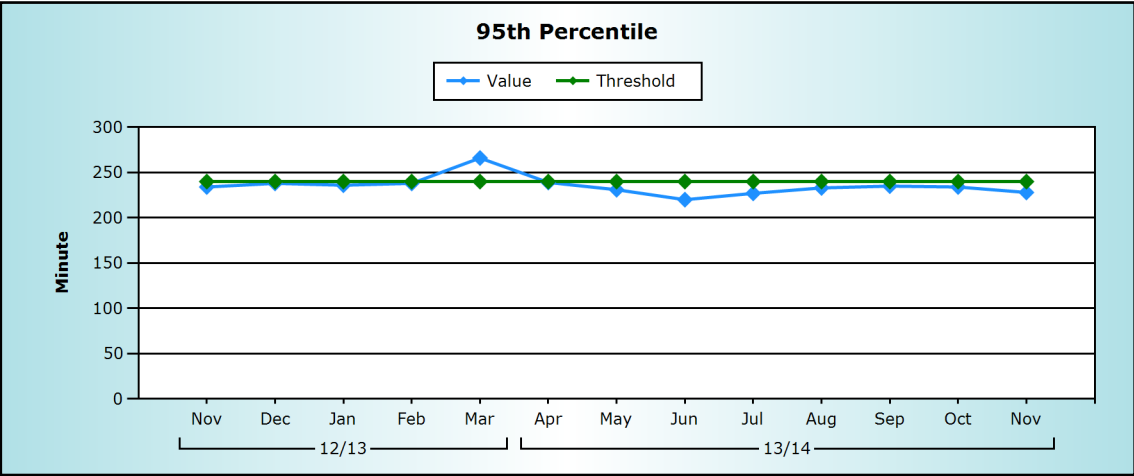


**Narrative**

The longest wait in the Emergency Department in November was experienced by a patient who required extensive diagnostic tests and 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 |
| 646  | Improved               |

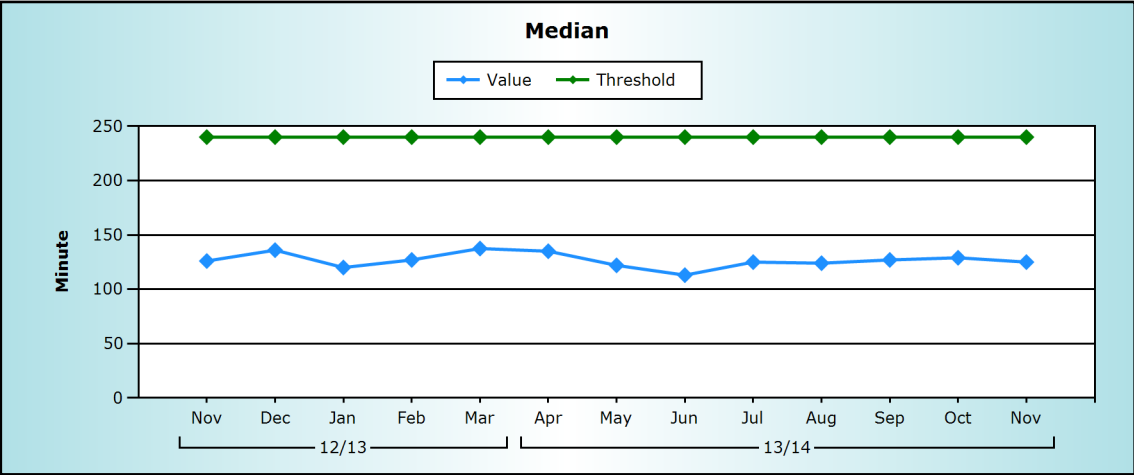
Total Time Spent in ACCIDENT AND EMERGENCY (Non-Admitted)



**Narrative**

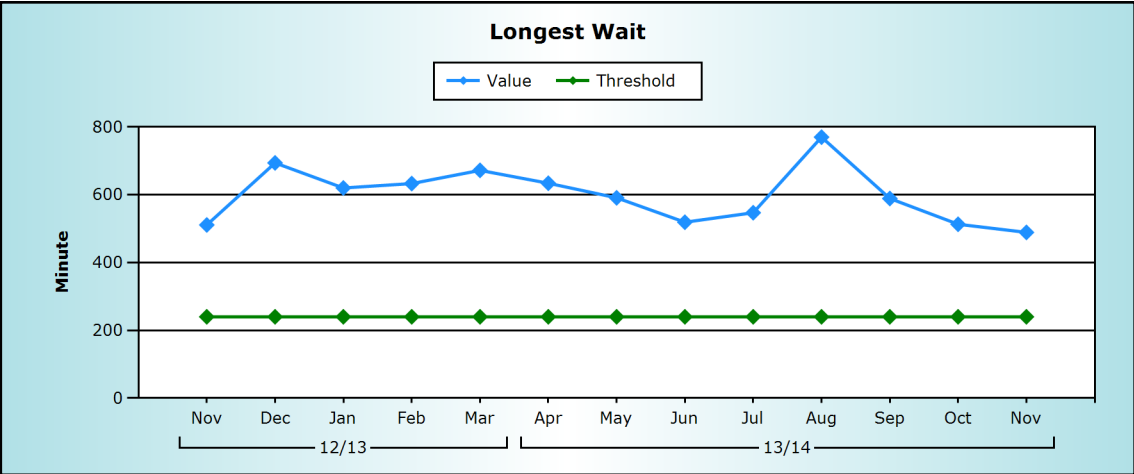
95% of the patients who did not require admission were seen, treated and discharged in under 4 hours.

| 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 |
| 228  | 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 |
| 125   | Improved               |

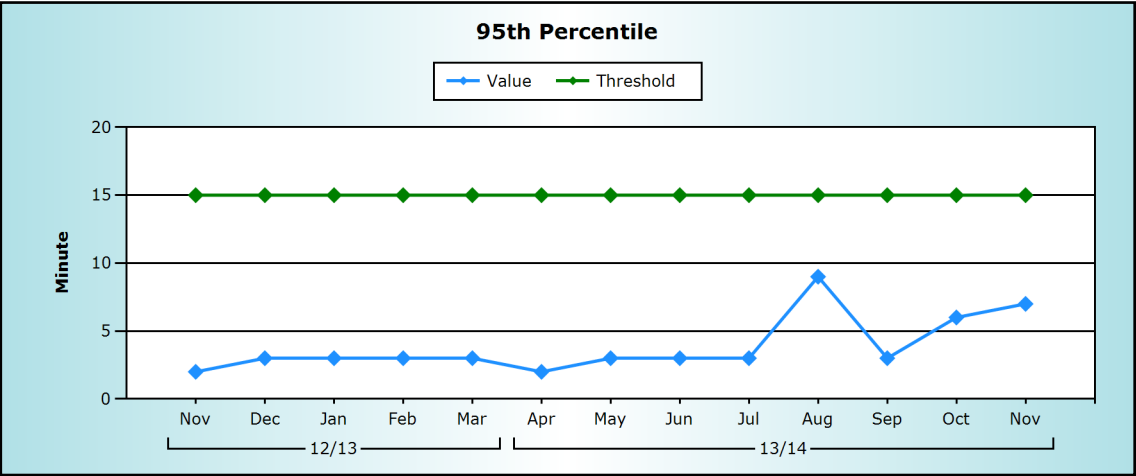


**Narrative**

The longest wait in the Emergency Department in November was experienced by a patient who required a medical referral and various tests before being considered fit to be discharged.

| 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 |
| 489   | Improved               |

ACCIDENT AND EMERGENCY Ambulance Arrivals to Assessment



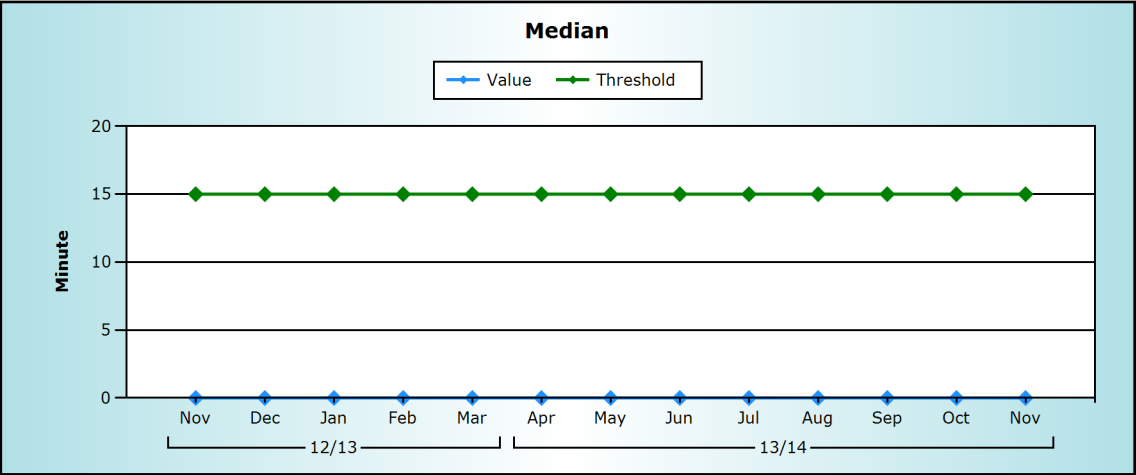
**Narrative**

In November, 95% of our ambulance arrivals were assessed within 7 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> |
| 7                      | Worse                         |

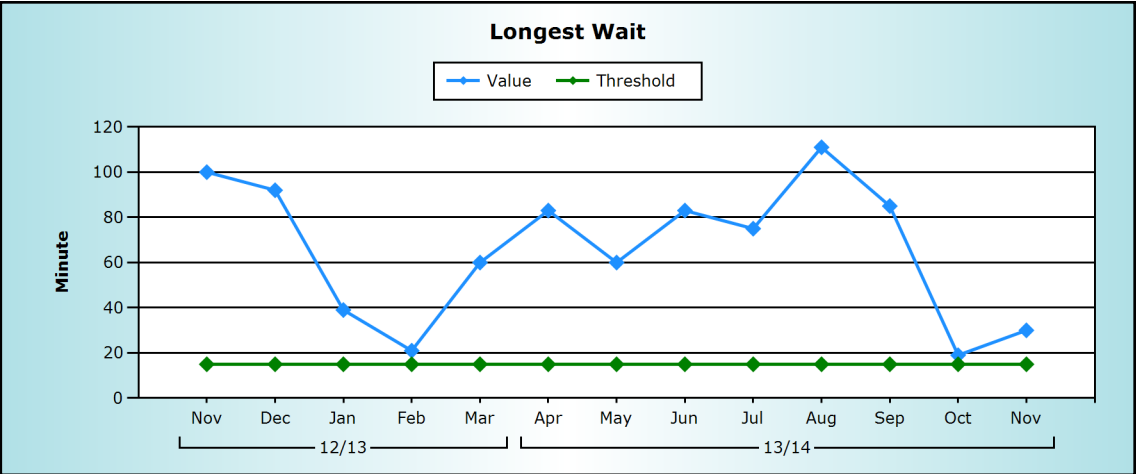


**Narrative**

**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                          |



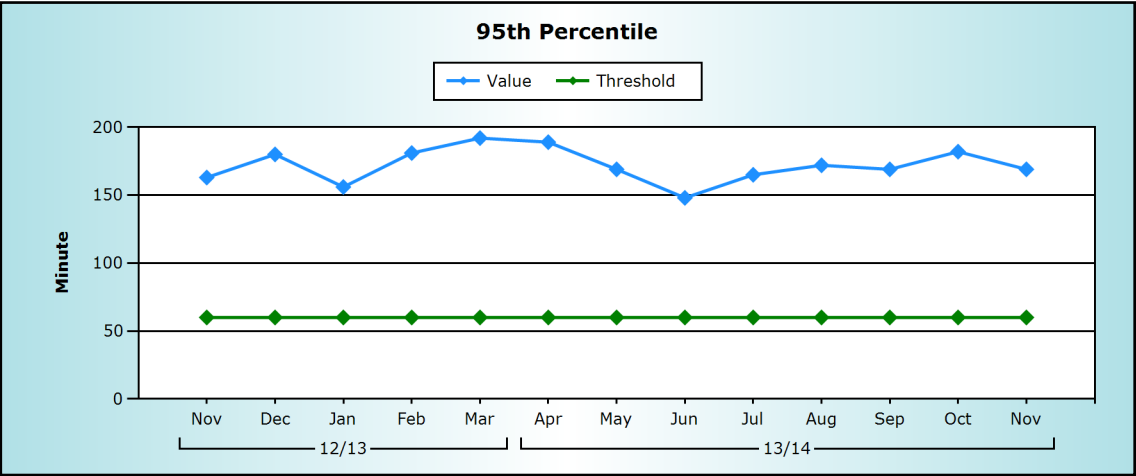
**Narrative**

**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> |
| 30                     | Worse                         |

ACCIDENT AND EMERGENCY Time from Arrival to Treatment

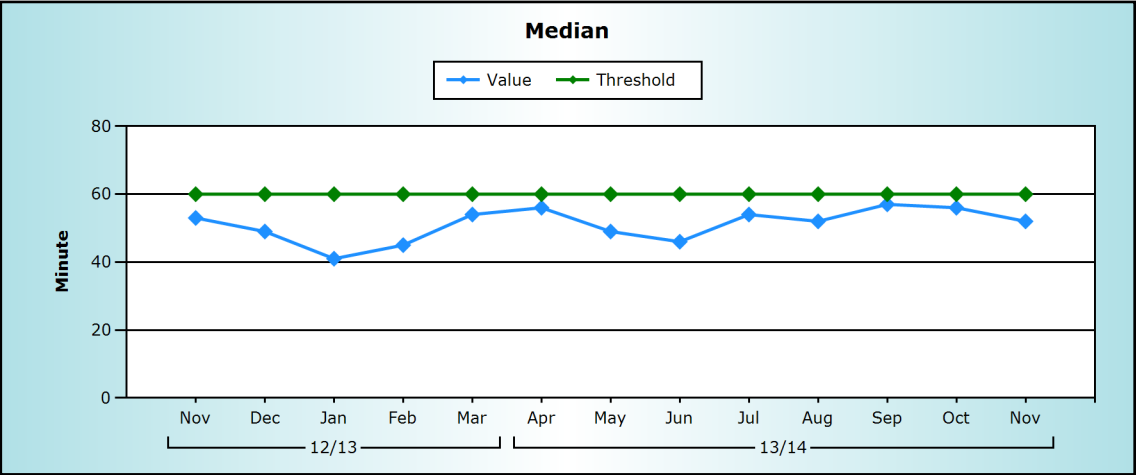


**Narrative**

**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)

|                        |                               |
|------------------------|-------------------------------|
| <b>Rate This Month</b> | <b>Compared to Last Month</b> |
| 169                    | Improved                      |



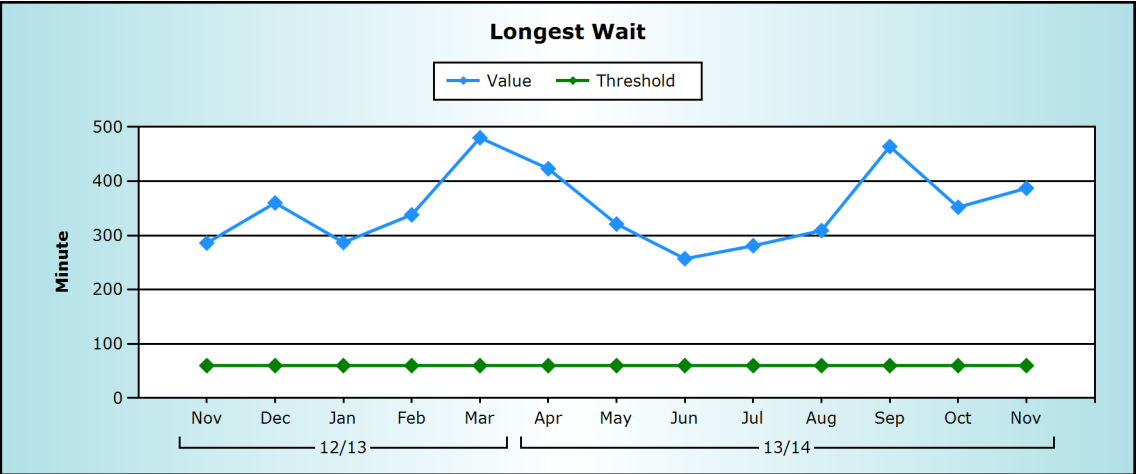
**Narrative**

The median time from arrival to treatment in the Emergency Department improved in November.

**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)

|                        |                               |
|------------------------|-------------------------------|
| <b>Rate This Month</b> | <b>Compared to Last Month</b> |
| 52                     | 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)

|                        |                               |
|------------------------|-------------------------------|
| <b>Rate This Month</b> | <b>Compared to Last Month</b> |
| 387                    | Worse                         |