

EMERGENCY EYE CENTRE Clinical Quality Indicators

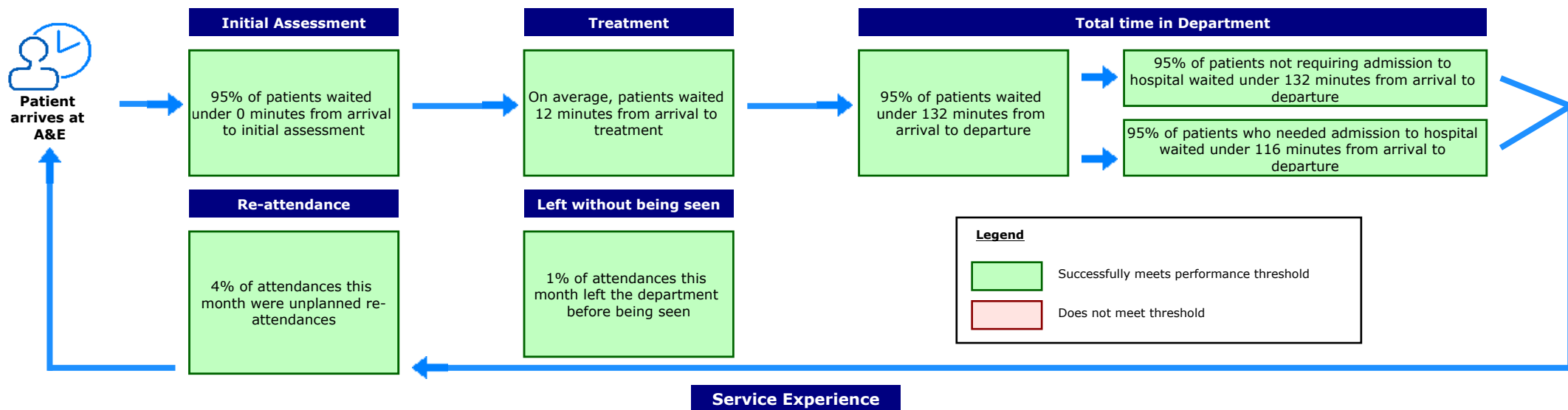
Overview

This dashboard presents a comprehensive and balanced view of the care delivered by our EMERGENCY EYE CENTRE department, and reflects the experience and safety of 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

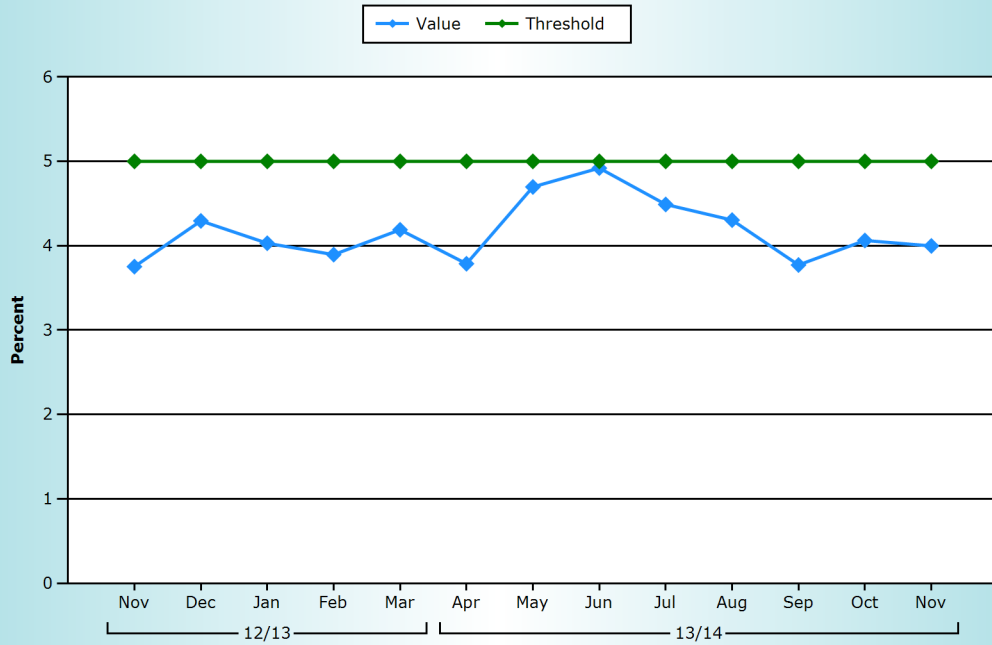
Northern General Hospital, Sheffield Teaching Hospitals	- Site name and organisation code
Type 1 (Major)	- Site type
Service Manager/Nurse Director	- Contact details for further information
09/12/2013	- The date the report has been published
November 2013	- The time period the data in the dashboard relate 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)

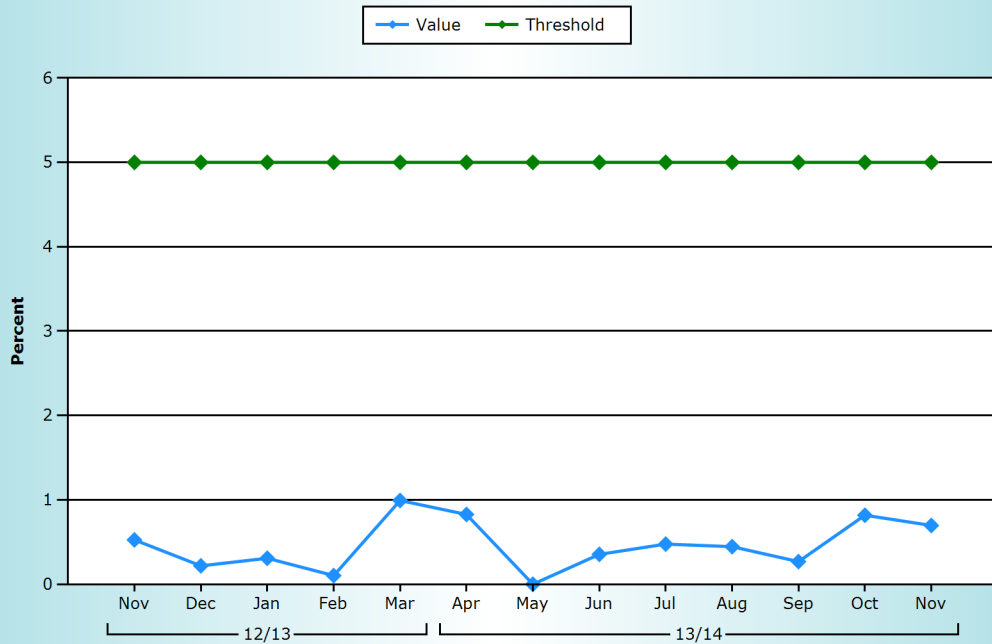
Rate This Month

4%

Compared to Last Month

Improved

Left Without Being Seen



Narrative

The number of patients who left the Emergency Eye Centre without being seen fell in November and 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

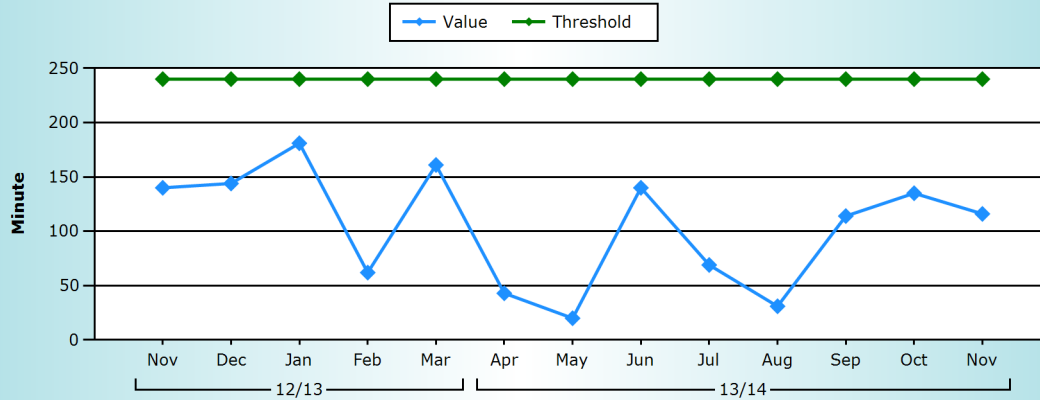
0.70%

Compared to Last Month

Improved

Total Time Spent in EMERGENCY EYE CENTRE (Admitted)

95th Percentile



Narrative

95% of patients who required admission from the Emergency Eye Centre were seen, treated and admitted in under 2 hours.

Description of Data

The total time patients who were admitted to hospital spent in the EMERGENCY EYE CENTRE department (95th percentile)

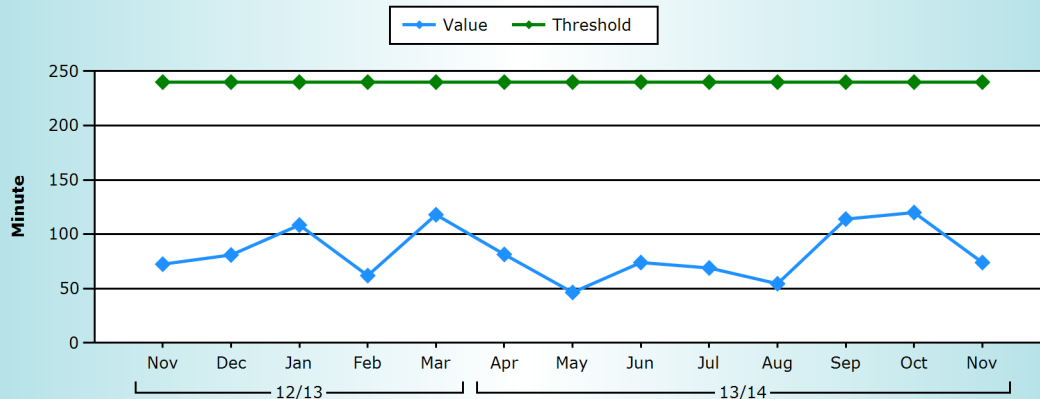
Rate This Month

116

Compared to Last Month

Improved

Median



Narrative

Description of Data

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

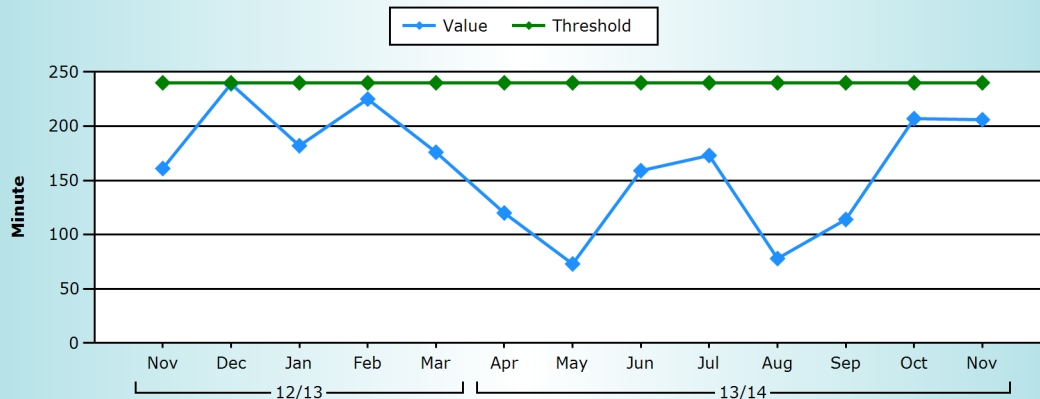
Rate This Month

74

Compared to Last Month

Improved

Longest Wait



Narrative

Description of Data

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

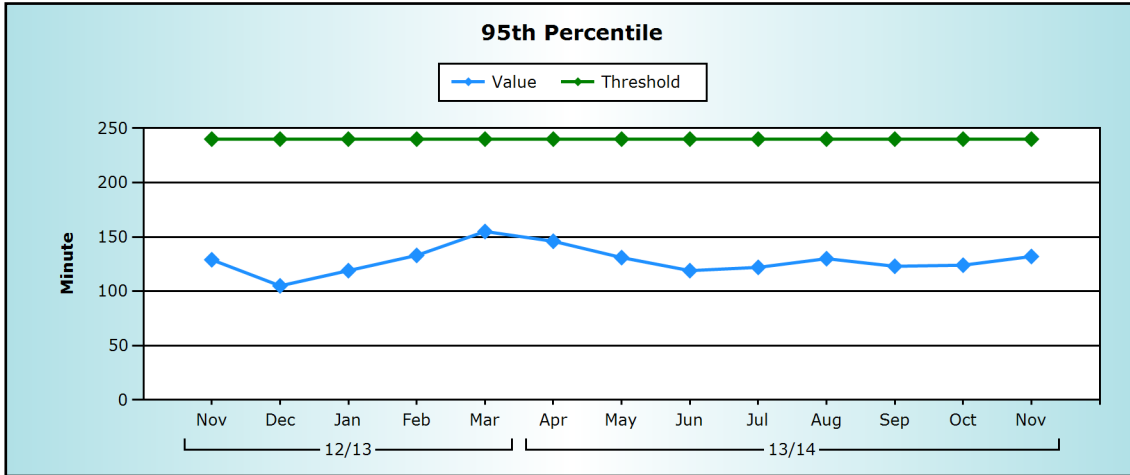
Rate This Month

206

Compared to Last Month

Improved

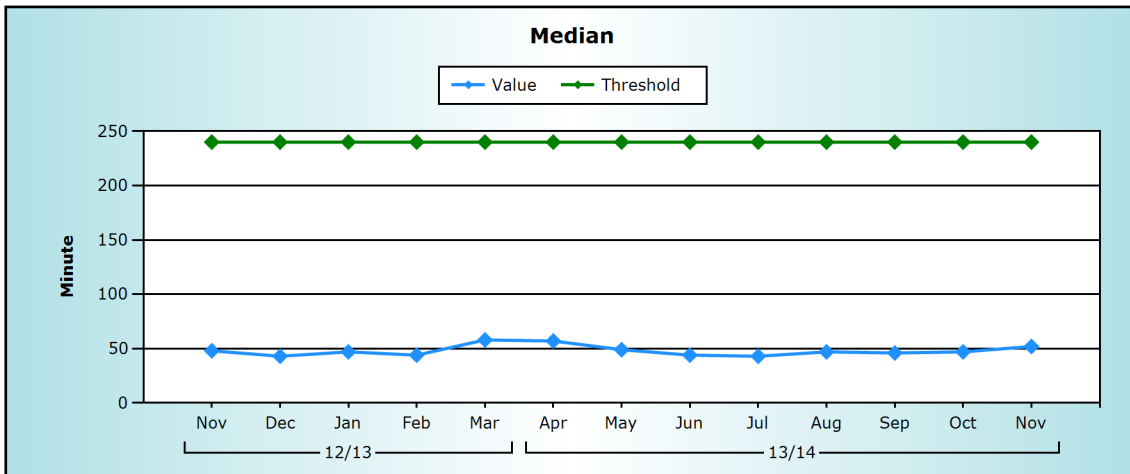
Total Time Spent in EMERGENCY EYE CENTRE (Non-Admitted)



Narrative

Description of Data
The total time patients who were not admitted to hospital spent in the EMERGENCY EYE CENTRE department (95th Percentile)

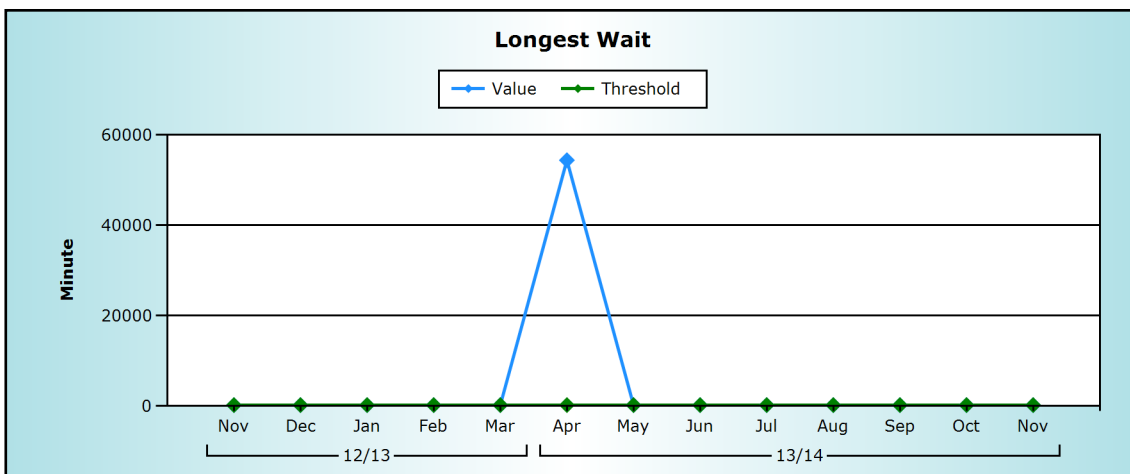
Rate This Month	Compared to Last Month
132	Worse



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
52	Worse

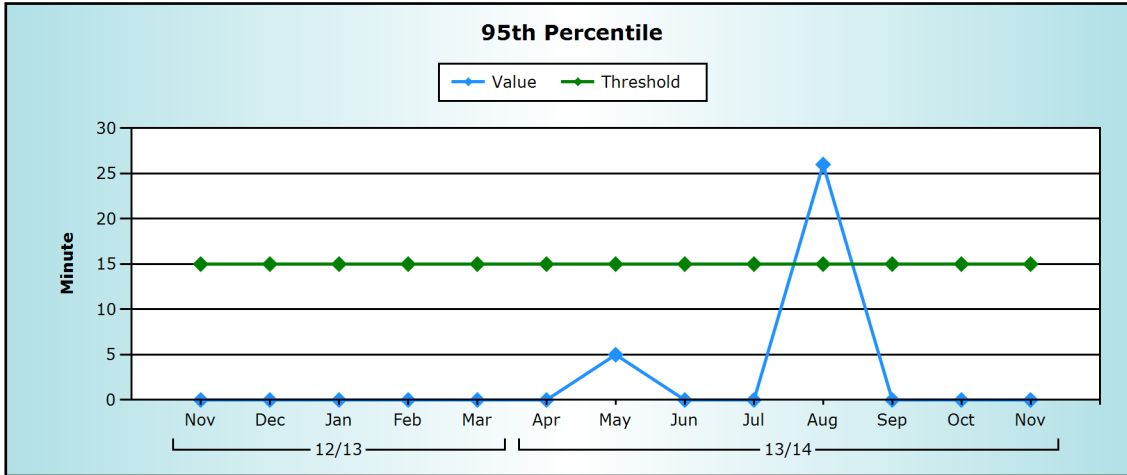


Narrative
The longest wait experienced by a patient in the Emergency Eye Centre in November was just under 4 hours.

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
239	Improved

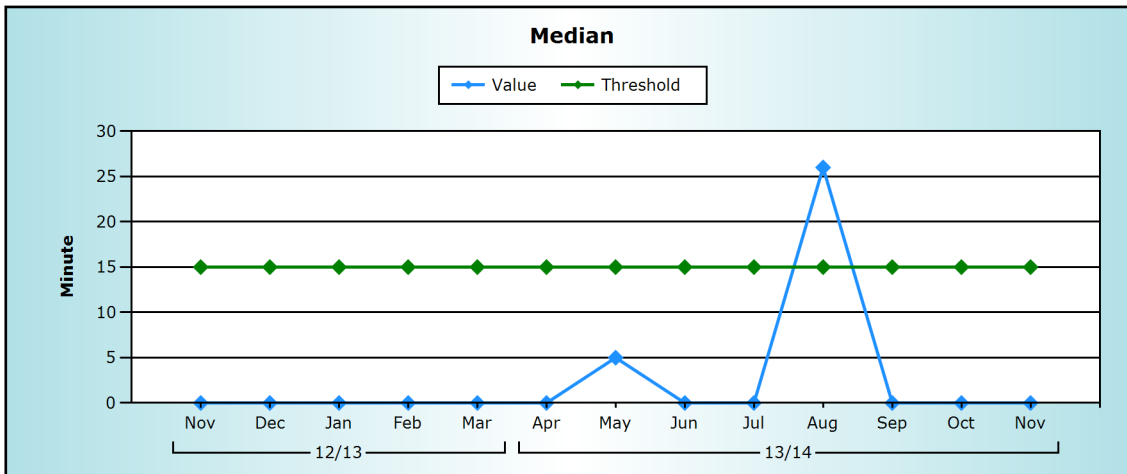
EMERGENCY EYE CENTRE Ambulance Arrivals to Assessment



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)

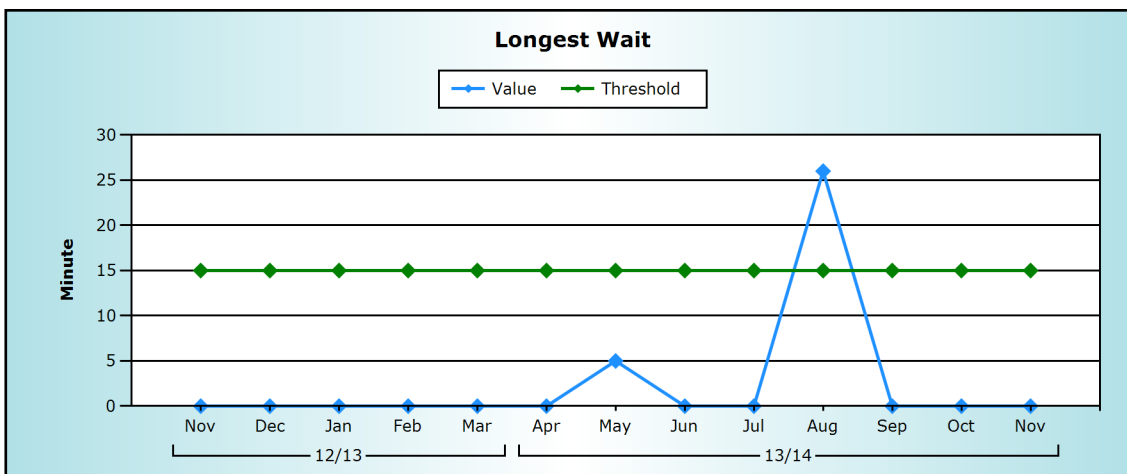
Rate This Month	Compared to Last Month
0	Same



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

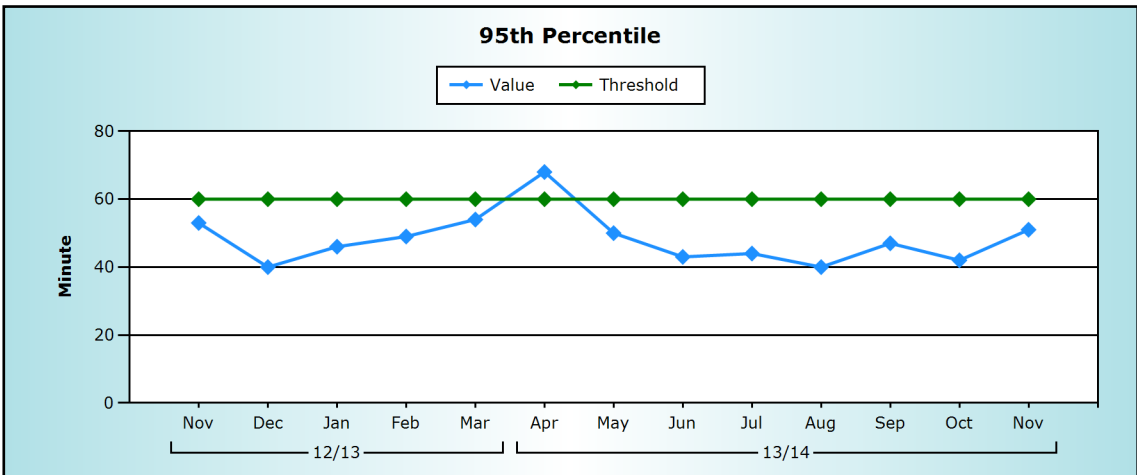


Narrative

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

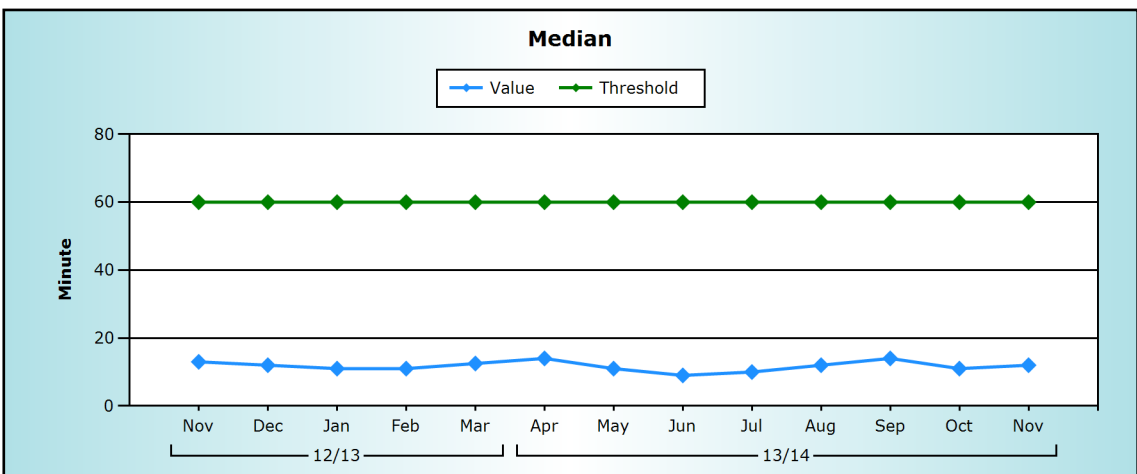
EMERGENCY EYE CENTRE Time from Arrival to Treatment



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)

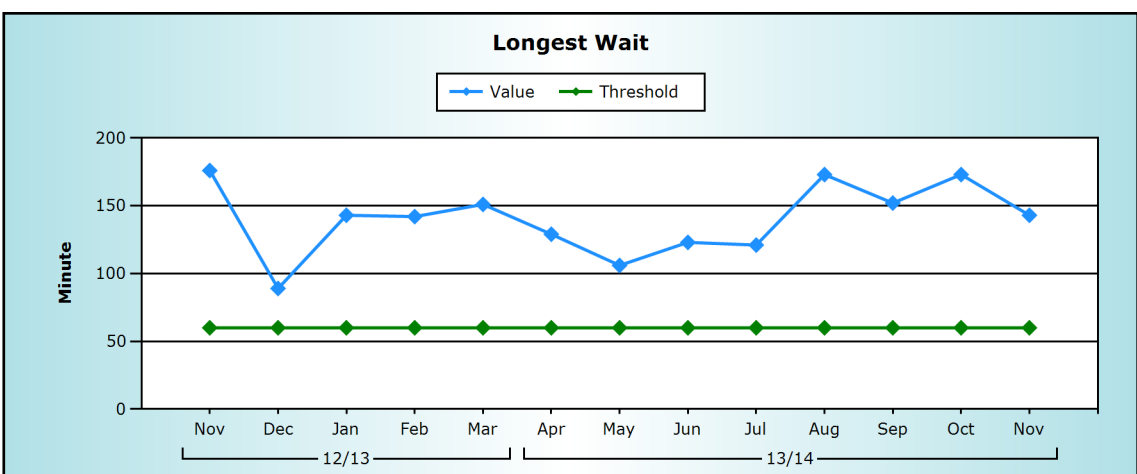
Rate This Month	Compared to Last Month
51	Worse



Narrative
The median time from arrival to treatment in the Emergency Eye Centre rose marginally in November.

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
12	Worse



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
143	Improved