TRUST LEVEL Clinical Quality Indicators
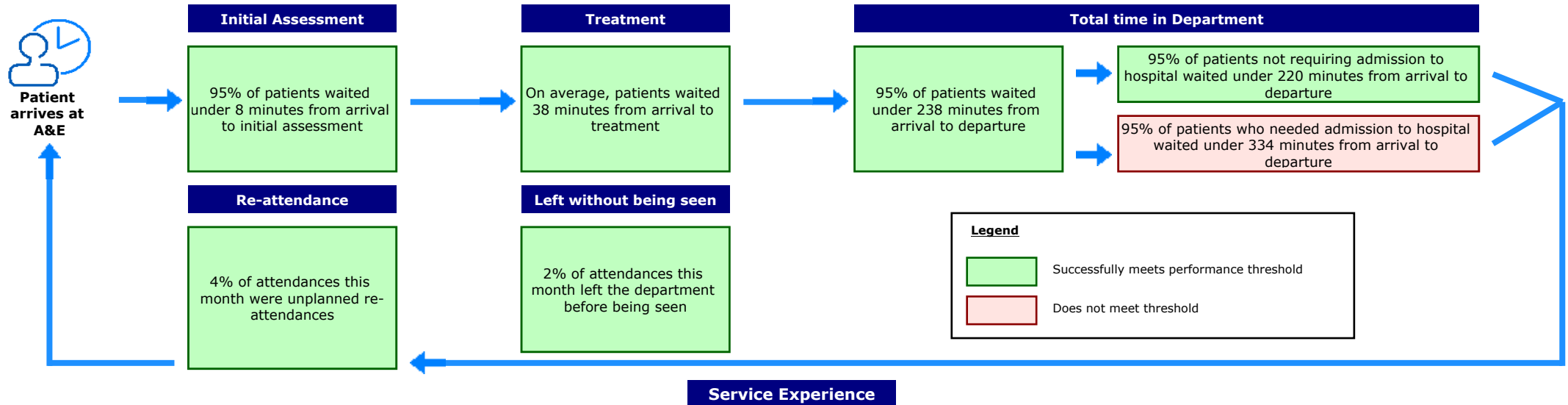
Overview

This dashboard presents a comprehensive and balanced view of the care delivered by our TRUST LEVEL department, and reflects the experience and safety or 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.
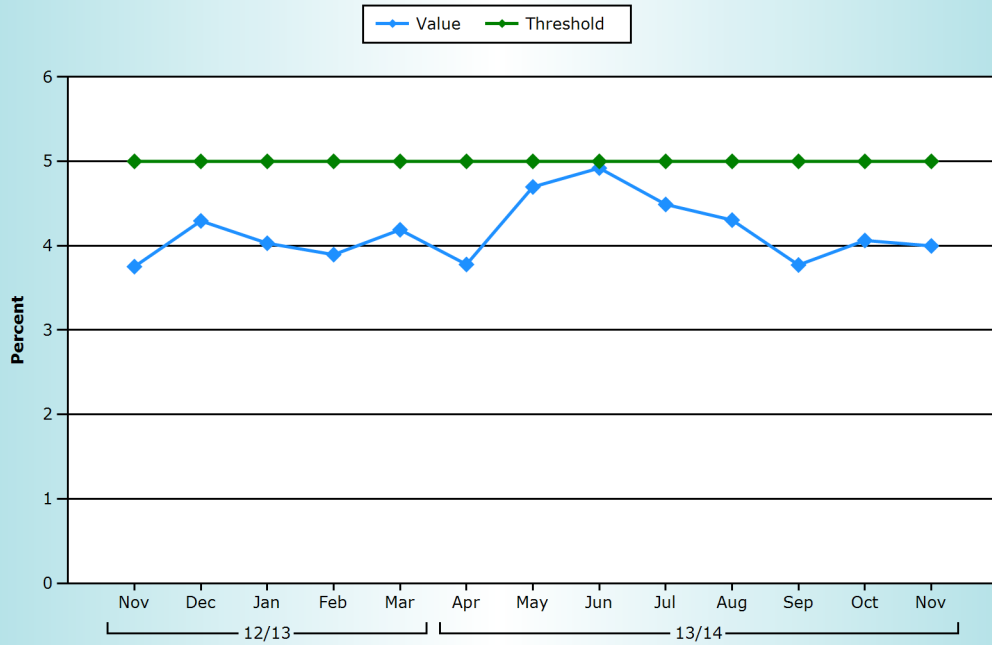
General Information

Northern General Hospital, Sheffield Teaching Hospitals	- Site name and organisation code
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

Patient arrives at A&E

Initial Assessment

95% of patients waited under 8 minutes from arrival to initial assessment

Treatment

On average, patients waited 38 minutes from arrival to treatment

Total time in Department

95% of patients waited under 238 minutes from arrival to departure

95% of patients not requiring admission to hospital waited under 220 minutes from arrival to departure

95% of patients who needed admission to hospital waited under 334 minutes from arrival to departure

Re-attendance

4% of attendances this month were unplanned re-attendances

Left without being seen

2% 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

Percent (y-axis: 0 to 6)

x-axis months: Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov
12/13 — 13/14

Legend: Value, Threshold

Narrative

The Trust's unplanned re-attendance rate in November was 4%.

Description of Data

Unplanned re-attendance at TRUST LEVEL within 7 days of the original attendance (including patients referred back by another health professional)
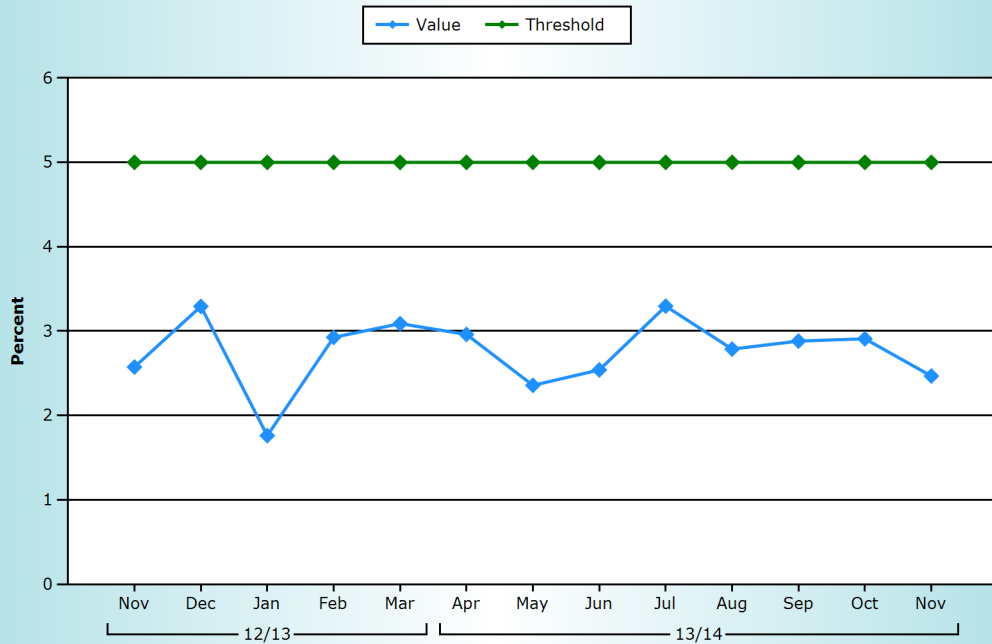
Rate This Month	Compared to Last Month
4%	Improved

Left Without Being Seen

Percent (y-axis: 0 to 6)

x-axis months: Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov
12/13 — 13/14

Legend: Value, Threshold

Narrative

The number of patients who left without being seen by a clinical decision maker fell to 2.47% in November.

Description of Data

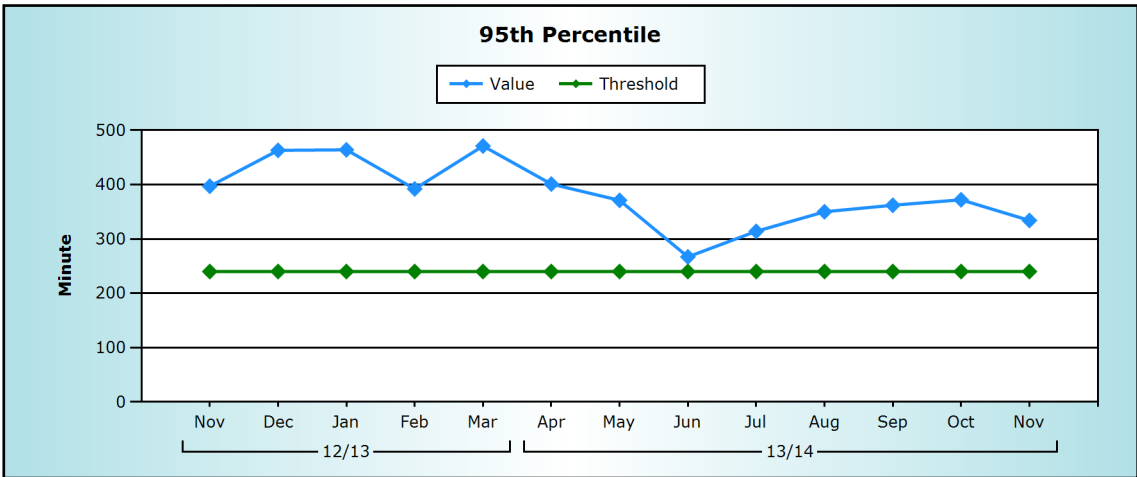The percentage of people who leave the TRUST LEVEL department without being seen by a clinical decision maker

Rate This Month	Compared to Last Month
2.47%	Improved

Total Time Spent in TRUST LEVEL (Admitted)
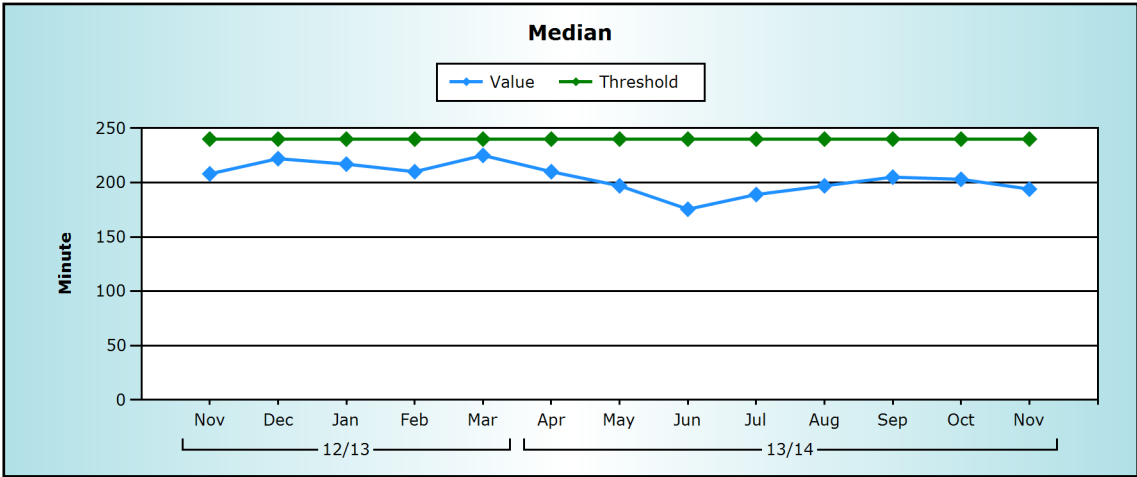
95th Percentile

Narrative

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

Description of Data

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

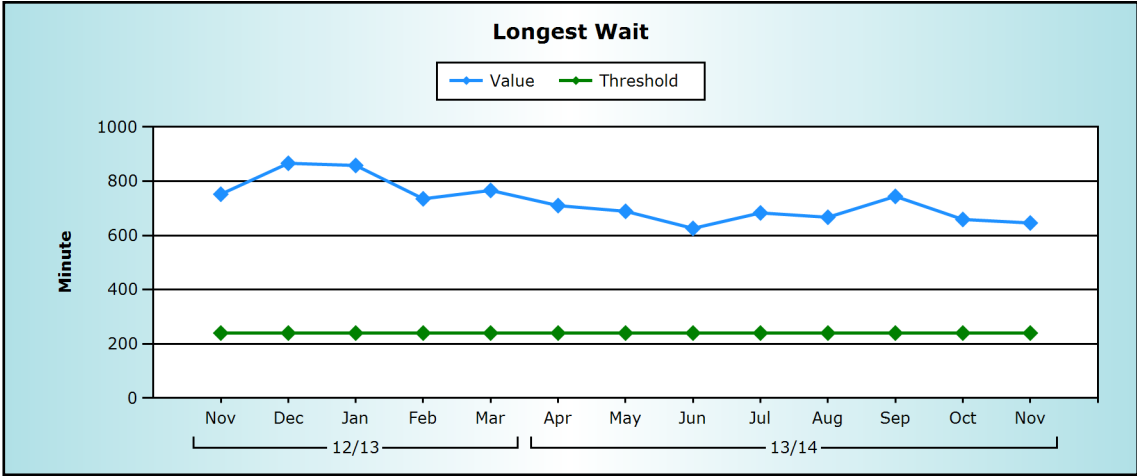| Rate This Month	Compared to Last Month
334	Improved

Median

Narrative

Description of Data

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

Rate This Month	Compared to Last Month
194	Improved

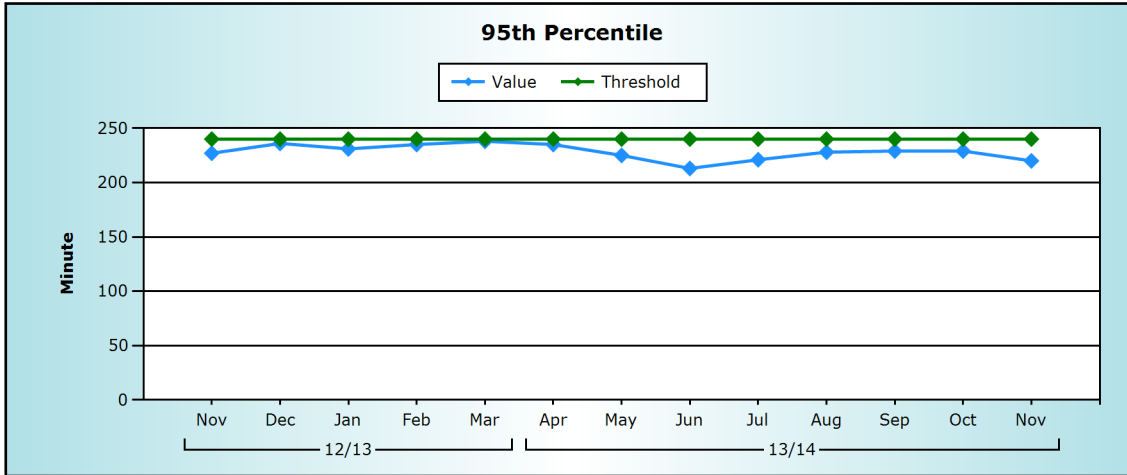## Longest Wait

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	Compared to Last Month
646	Improved

Total Time Spent in TRUST LEVEL (Non-Admitted)

95th Percentile

Legend: Value, Threshold

Y-axis: Minute (0 to 250)

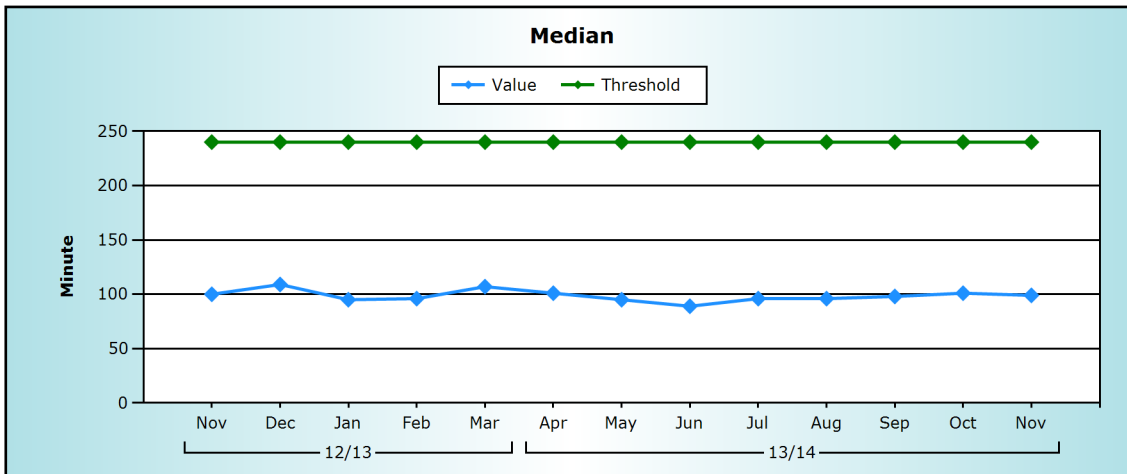X-axis: Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov

12/13 | 13/14

Narrative

In November, 95% of our 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 TRUST LEVEL department (95th Percentile)

Rate This Month	Compared to Last Month
220	Improved

Median

Legend: Value, Threshold

Y-axis: Minute (0 to 250)

X-axis: Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov
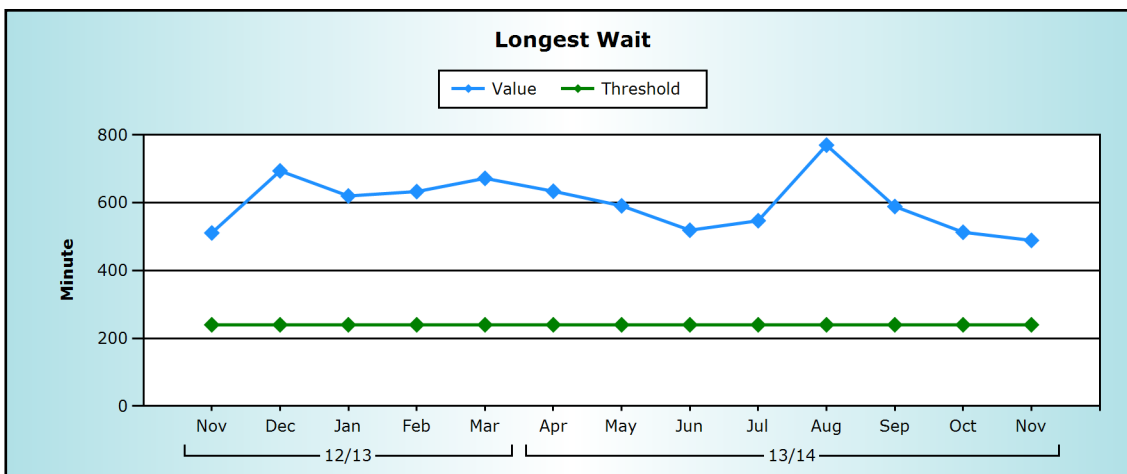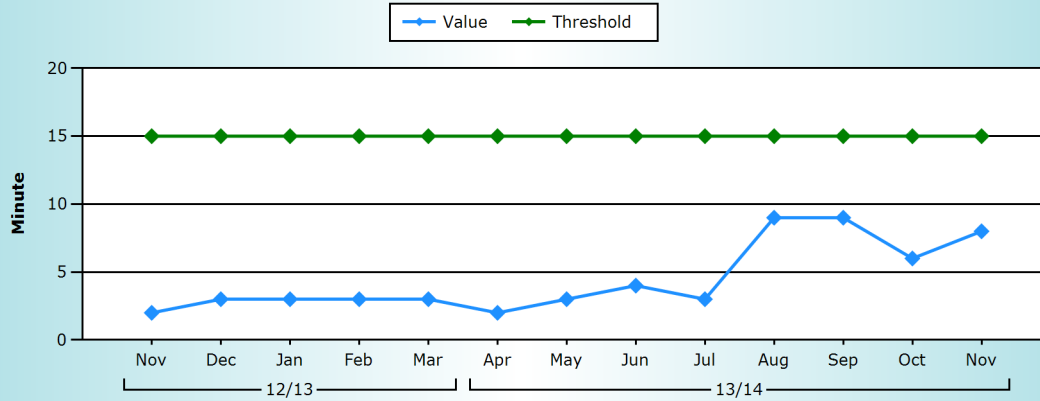
12/13 | 13/14

Narrative

Description of Data

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

Rate This Month	Compared to Last Month
99	Improved

Longest Wait

Legend: Value, Threshold

Y-axis: Minute (0 to 800)

X-axis: Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov

12/13 | 13/14

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	Compared to Last Month
489	Improved

TRUST LEVEL Ambulance Arrivals to Assessment

95th Percentile

Legend: Value, Threshold

Y-axis: Minute (0 to 20)
X-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov
12/13 — 13/14

Narrative

In November, 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)
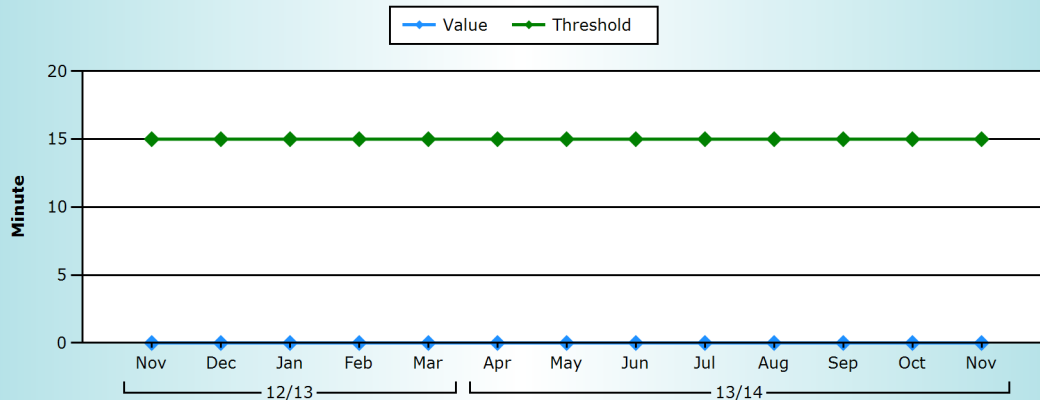
Rate This Month	Compared to Last Month
8	Worse

Median

Legend: Value, Threshold

Y-axis: Minute (0 to 20)
X-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov
12/13 — 13/14

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)
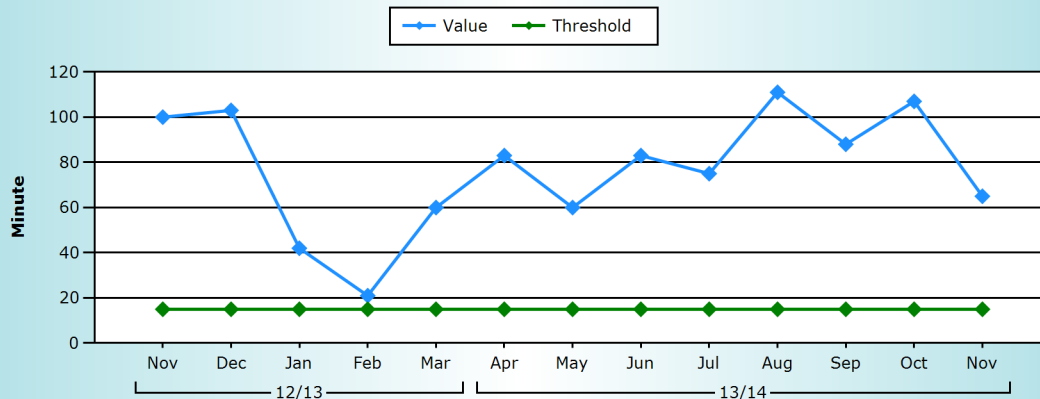
Rate This Month	Compared to Last Month
0	Same

Longest Wait

Legend: Value, Threshold

Y-axis: Minute (0 to 120)
X-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov
12/13 — 13/14

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)
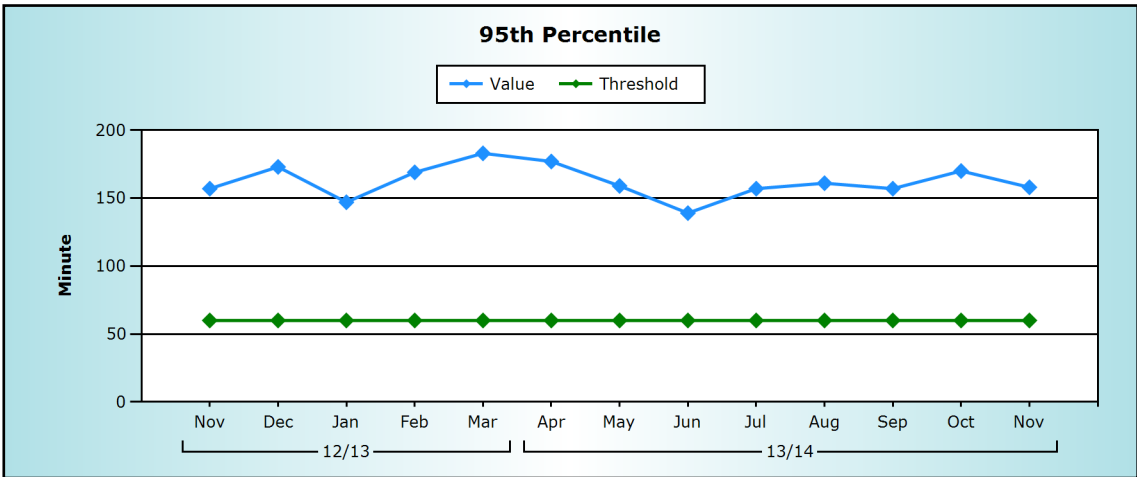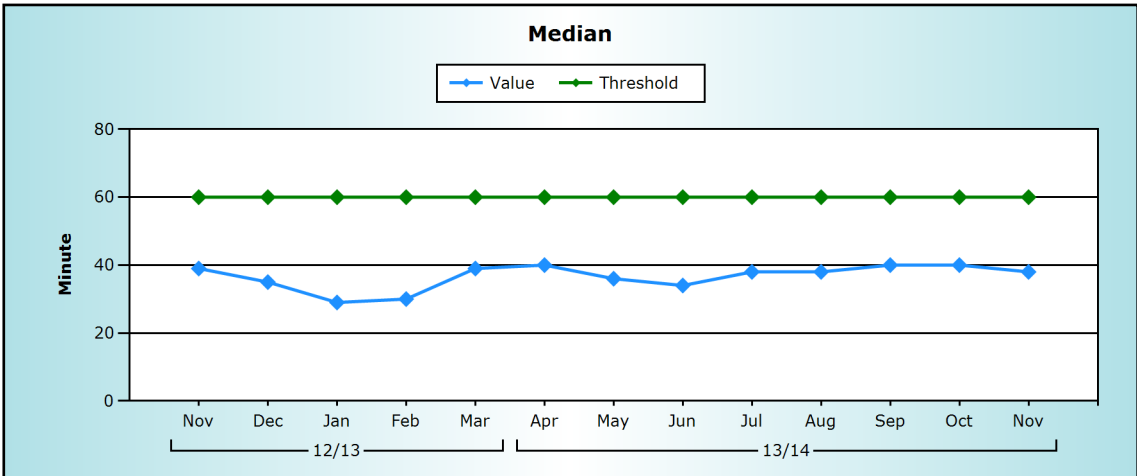
Rate This Month	Compared to Last Month
65	Improved

TRUST LEVEL Time from Arrival to Treatment

95th Percentile

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
158	Improved

Median

Narrative

The median time to treatment across the Trust fell slightly in November and 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
38	Improved
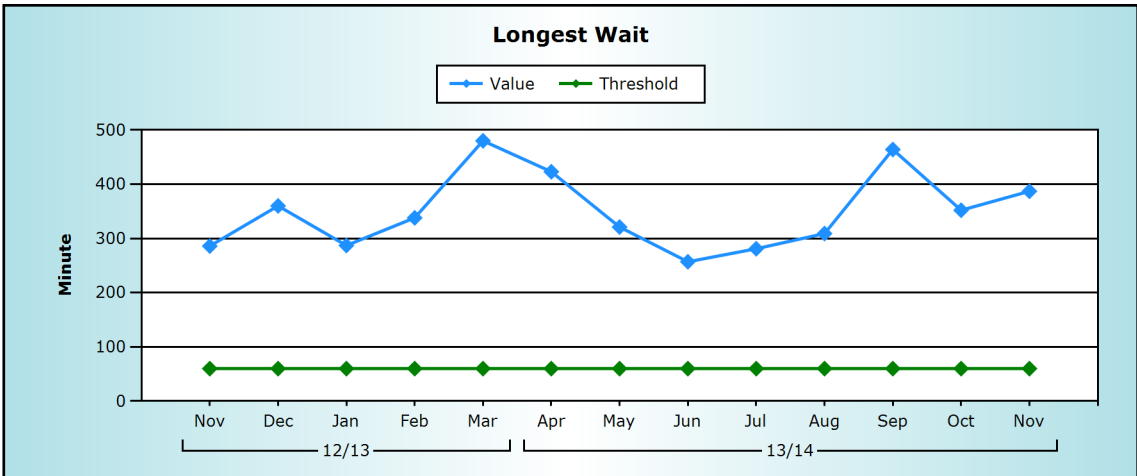
Longest Wait

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
387	Worse