

A&E Clinical Quality Indicators

November 2016



Summary

From April 2011, the Department of Health introduced a range of new indicators to cover all A&E departments in England. These indicators have been designed to present a comprehensive and balanced view of the care delivered by A&E departments and accurately reflect the experience and safety of patients and the effectiveness of the care they receive.

This document is designed to be shared with our patients, members and the public to illustrate how we are doing against these new indicators. The clinical indicators data covers all attendances at York Teaching Hospital's two A&E departments – The York Hospital and Scarborough District Hospital. The overall Trust performance also covers Type 3 attendances at Minor Injury Units at Bridlington and Selby plus the Urgent Care Centres in York, Scarborough and Malton. The Scarborough Emergency Department performance excludes those attending the Urgent Care Centre.

In November 2016, **14904** patients attended our A&E departments. The majority of patients were treated and were either able to go home or were admitted to hospital within four hours of arriving at A&E.

Although most patients leave A&E and do not return, **2.3%** of patients in November 2016 came back for an unplanned visit within seven days of their first visit.

In November 2016 **4.36%** of patients chose to leave the department before we began treatment with them.

In November 2016 the Trust did not achieve the 4 hour standard and achieved **two** of the five clinical quality indicators. Performance against the four hour wait standard was **81.81%**.

Trust Performance*
81.81%

York Emergency Department Performance	Scarborough Emergency Department Performance
74.32%	55.91%

Metric Name	Metric Target	Status	Oct-16	Nov-16
% Unplanned Revisits within 7 days	5%	Green	2.03%	2.30%
% Patients leaving without being seen	5%	Green	3.97%	4.36%
95th Percentile of time between arrival and initial assessment/triage	00:15	Red	01:57	02:27
Median Time between arrival in ED and treatment/seen by doc	01:00	Red	01:20	01:21

*Please note: The overall Trust Performance figure is made up of Type 1 Departments (York and Scarborough) and Type 3 Minor Injury Units (Bridlington and Selby) together with Urgent Care Centres at York, Malton and Scarborough.