

# A&E Clinical Quality Indicators

## November 2015



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, Selby and Whitby plus the Urgent Care Centres in Scarborough and Malton. The Scarborough Emergency Department performance excludes those attending the Urgent Care Centre.

In November 2015, **15,654** 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, **2.76%** of patients in November came back for an unplanned visit within seven days of their first visit.

In November **8.29%** of patients chose to leave the department before we began treatment with them.

In November 2015 the Trust did not achieve the 4 hour standard and achieved **one** of the five clinical quality indicators. Performance against the four hour wait standard was **84.60%**.

|                           |
|---------------------------|
| <b>Trust Performance*</b> |
| <b>84.60%</b>             |

| <b>York Emergency Department Performance</b> | <b>Scarborough Emergency Department Performance</b> |
|--|---|
| <b>72.76%</b>                                | <b>80.02%</b>                                       |

| Metric Name  | Metric Target | Status | Oct-15 | Nov-15 |
|--|---------------|--------|--------|--------|
| % Unplanned Revisits within 7 days   | 5%            | Green  | 2.79%  | 2.76%  |
| % Patients leaving without being seen  | 5%            | Red    | 6.5%   | 8.29%  |
| 95th Percentile of time between arrival and initial assessment/triage        | 0:15          | Red    | 1:18   | 1:22   |
| Median Time between arrival in ED and treatment/seen by doc                  | 1:00          | Red    | 1:17   | 1:28   |
| Number of patients whose time between arrival and triage was over 30 minutes | 0             | Red    | 590    | 708    |
| % of ED episodes without a triage time recorded                              | 5%            | Green  | 1.25%  | 1.34%  |
| % of ED episodes without a treatment/seen by doc time recorded               | 5%            | Red    | 5.44%  | 7.11%  |

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