Summary

From April 2011, the Department of Health introduced a range of new indicators to cover all ED departments in England. These indicators have been designed to present a comprehensive and balanced view of the care delivered by ED 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 indicators. The clinical indicators data covers all attendances at York Teaching Hospital’s two ED 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 August 2017 17,134 patients attended our ED 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 ED.

Although most patients leave ED and do not return, 1.96% of patients in August 2017 came back for an unplanned visit within seven days of their first visit.

In August 2017 3.74% of patients chose to leave the department before we began treatment with them.

In August 2017 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 88.13%.

<table>
<thead>
<tr>
<th>Trust Performance*</th>
<th>88.13 %</th>
</tr>
</thead>
</table>

<p>| York Emergency Department Performance | Scarborough Emergency Department Performance |</p>
<table>
<thead>
<tr>
<th>Metric Name</th>
<th>Metric</th>
<th>Status</th>
<th>Jul-17</th>
<th>Aug-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Unplanned Revisits within 7 days</td>
<td>5%</td>
<td>Green</td>
<td>2.14%</td>
<td>1.96%</td>
</tr>
<tr>
<td>% Patients leaving without being seen</td>
<td>5%</td>
<td>Green</td>
<td>4.79%</td>
<td>3.74%</td>
</tr>
<tr>
<td>95th Percentile of time between arrival and initial assessment/ triage</td>
<td>00:15</td>
<td>Red</td>
<td>01:18</td>
<td>01:26</td>
</tr>
<tr>
<td>Median Time between arrival in ED and treatment/ seen by doc</td>
<td>01:00</td>
<td>Red</td>
<td>01:20</td>
<td>01:08</td>
</tr>
</tbody>
</table>

*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.*