

North Central London

A&E Performance at NHS Trusts and Foundation
Trusts – October 2013

1. Barnet and Chase Farm Hospitals NHS Trust
2. North Middlesex University Hospital NHS Trust
3. Royal Free London NHS Foundation Trust
4. University College London Hospitals NHS Foundation Trust
5. Whittington Health

Barnet and Chase Farm Hospitals NHS Trust



Indicator	Performance 2012/13	Performance Q1 2013/14	Performance Q2 (July & August) 2013/14	National standard
Time to initial assessment	6 minutes	9 minutes	11 minutes	Median wait at or below 15 minutes
Time to treatment decision	72 minutes	78 minutes	65 minutes	Median wait below 60 minutes
Total time in A&E	95.2%	90.5%	89.9%	95% of patients to wait no longer than four hours from arrival to admission, transfer or discharge
Total time in A&E	345 minutes	259 minutes	258 minutes	95 th percentile below 4 hours
Unplanned reattendance rate	6.90%	7.45%	7.41%	Rate below 5%
Left without being seen	3.49%	3.95%	3.44%	Rate at or below 5%
Attendance per 100k population (this is not a calculable figure as attendances cross borough boundaries, so actual attendance volumes have been provided instead)	158,489 attenders	40,598 attenders	26,550 attenders	

Barnet and Chase Farm Hospitals NHS Trust



BARNET SITE

- GP delivered UCC at Barnet AE (40% of attendances)
- Establishing PACE and TREAT at Barnet
- Introduction of Rapid access team for patients with MH problems
 - A&E
 - Dementia Patients on wards
- Introduction of emergency ambulatory care model
- PAU
- Flow Improvements
 - Home for lunch
 - DTOC

CHASE FARM SITE

- GP delivered UCC at Chase farm site (40% of attendances)
- Older peoples assessment centre at CFH
- Paediatric assessment centre at CFH
- Community Beds

Barnet and Chase Farm Hospitals NHS Trust



- Rapid Improvement Plan (RIP) led by Enfield CCG Urgent Care Board and Trust Development Agency Support
- Focus on delayed transfers of care and admission avoidance schemes – led by John Morton.
- Review of emergency pathway to include senior decision makers at the beginning of the patient journey

North Middlesex University Hospital NHS Trust



Indicator	Performance 2012/13	Performance Q1 2013/14	Performance Q2 (July & August) 2013/14	National standard
Time to initial assessment	9 minutes	11 minutes	11 minutes	95 th percentile below 15 minutes
Time to treatment decision	68 minutes	78 minutes	65 minutes	Median wait below 60 minutes
Total time in A&E	96.16%	93.82%	96.64%	95% of patients to wait no longer than four hours from arrival to admission, transfer or discharge
Total time in A&E	240 minutes	343 minutes	240 minutes	95 th percentile below 4 hours
Unplanned reattendance rate	3.53%	2.43%	2.66%	Rate below 5%
Left without being seen	2.37%	2.57%	2.40%	Rate at or below 5%
Attendance per 100k population (this is not a calculable figure as attendances cross borough boundaries, so actual attendance volumes have been provided instead)	150,131 attenders	39,037 attenders	25,822 attenders	

North Middlesex University Hospital NHS Trust



- Good performance in 12/13
- Achieving 13/14 YTD with improving performance in Q2
- Significant investment in new capacity and pathways from Dec 13 linked to BEH clinical strategy and London Quality Standards
- Member of Haringey UCB, receiving 3.8 M of central winter monies

Royal Free London NHS Foundation Trust



Indicator	Performance 2012/13	Performance Q1 2013/14	Performance Q2 (July & August) 2013/14	National standard
Time to initial assessment	19 minutes	22 minutes	18 minutes	95 th percentile below 15 minutes
Time to treatment decision	54 minutes	48 minutes	45 minutes	Median wait below 60 minutes
Total time in A&E	95.71%	95.75%	97.09%	95% of patients to wait no longer than four hours from arrival to admission, transfer or discharge
Total time in A&E	239 minutes	239 minutes	239 minutes	95 th percentile below 4 hours
Unplanned reattendance rate	7.54%	8.0%	8.1%	Rate below 5%
Left without being seen	3.35%	2.7%	2.7%	Rate at or below 5%
Attendance per 100k population (this is not a calculable figure as attendances cross borough boundaries, so actual attendance volumes have been provided instead)	92,472 attenders	23,624 attenders	15,688 attenders	

Royal Free London NHS Foundation Trust



- The location and integration of the urgent care centre within A&E
- The TREAT service
- The PACE service
- Not just A&E, whole hospital
- Ownership
- Senior leadership and presence

University College London Hospitals NHS Foundation Trust

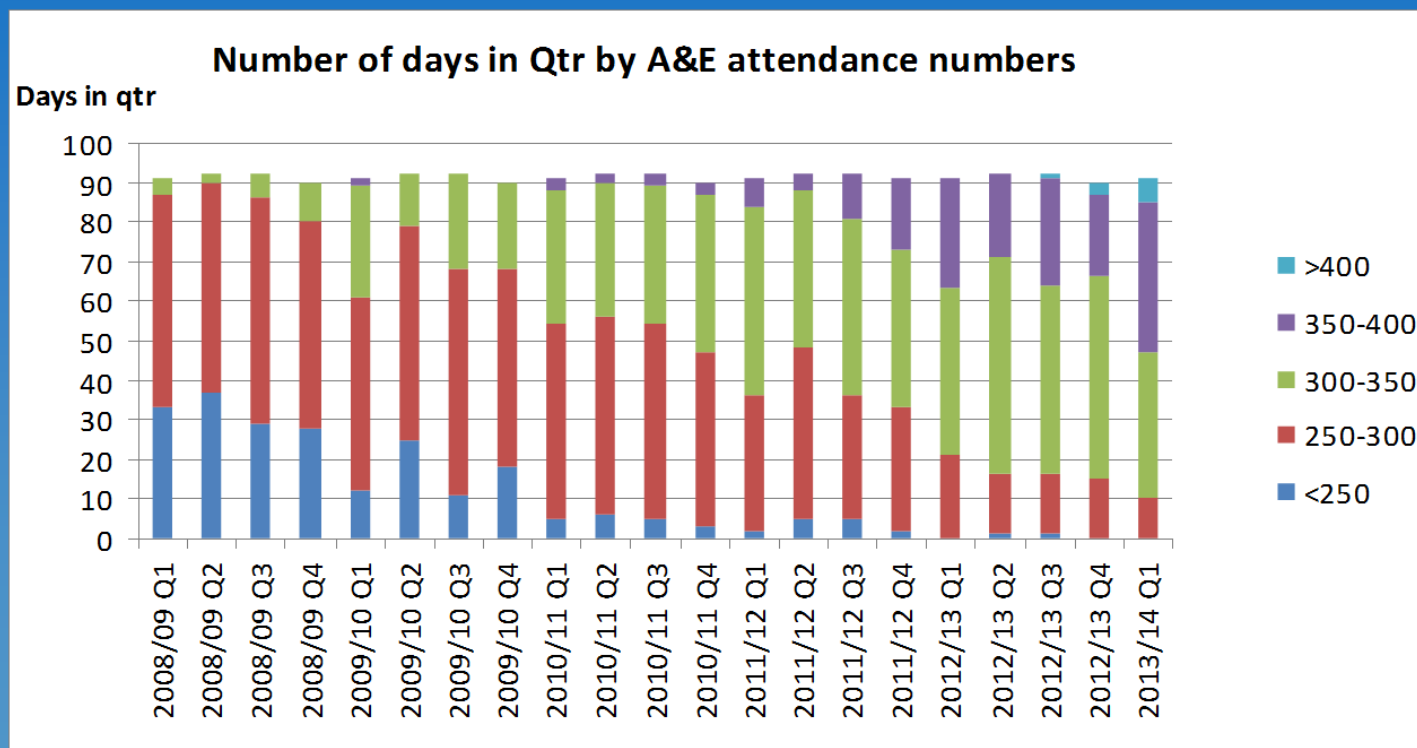


Indicator	Performance 2012-13	Performance 2013-14 Q1	Performance 2013-14 Q2	National Standard
Time to initial assessment	82	73	72	95 th percentile below 15 minutes
Time to treatment	75	78	92	Median wait below 60 minutes
Total time in department	240	260	239	95 th percentile below 4 hours
Unplanned re-attendance rate	7.5%	7.4%	7.9%	Rate below 5%
Left without being seen	2.4%	2.4%	2.8%	Rate at or below 5%
4 hr performance	95.4%	95.1%	96.1%	Rate over 95%
LAS performance	15 minutes – 82.5% 30 minutes – 97.8%	15 minutes – 87.8% 30 minutes – 99.3%	15 minutes – 85.2% 30 minutes – 99.4%	15 Minutes 95% (now 100%) 30 minutes 100%
Attendances	120,069	31,252	21,522 (mnths 4-5 only)	Comment: YTD 5.125% above same period last year
Senior clinician cover	ED Consultant M-F 08 – 23:00 Sat-Sun 09– 21:00			

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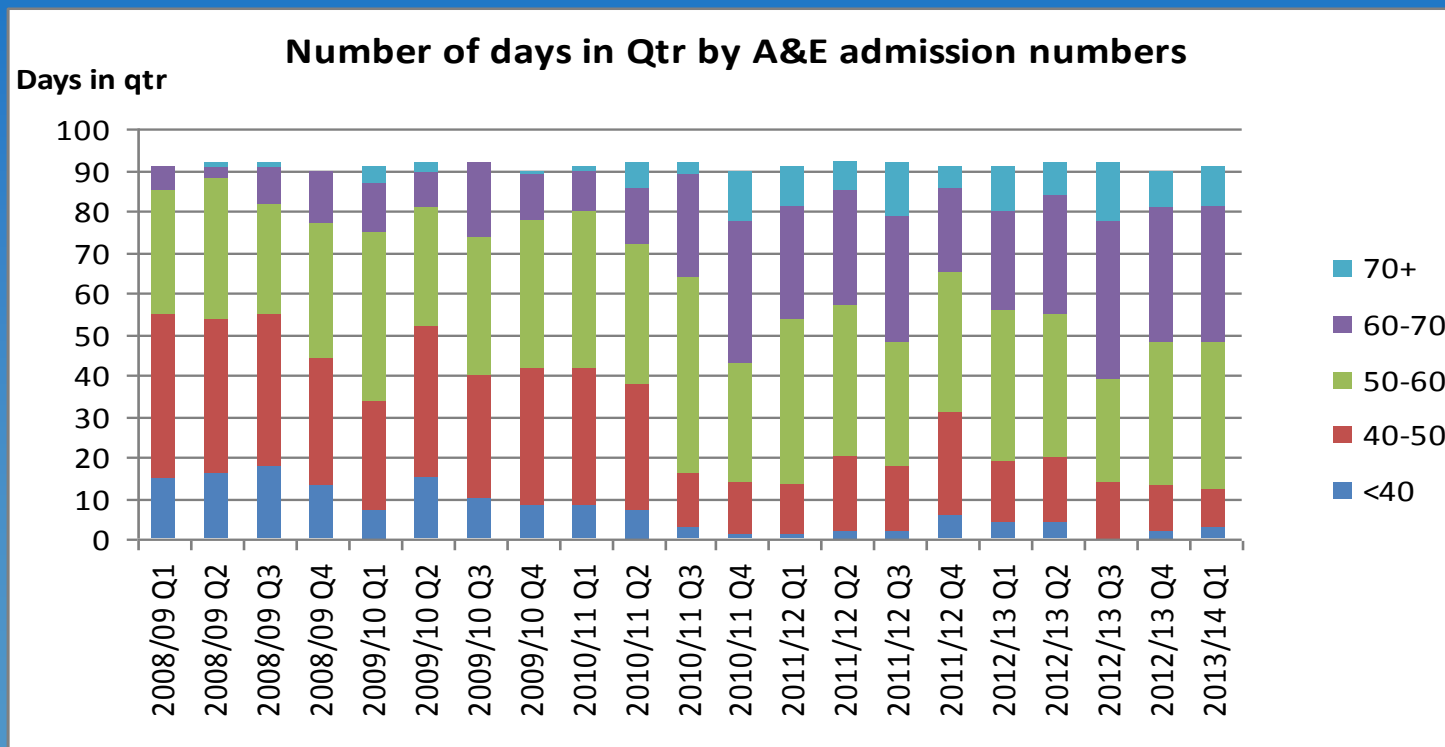
Progressive increase in proportion of days with high or very high ED attendances



University College London Hospitals NHS Foundation Trust



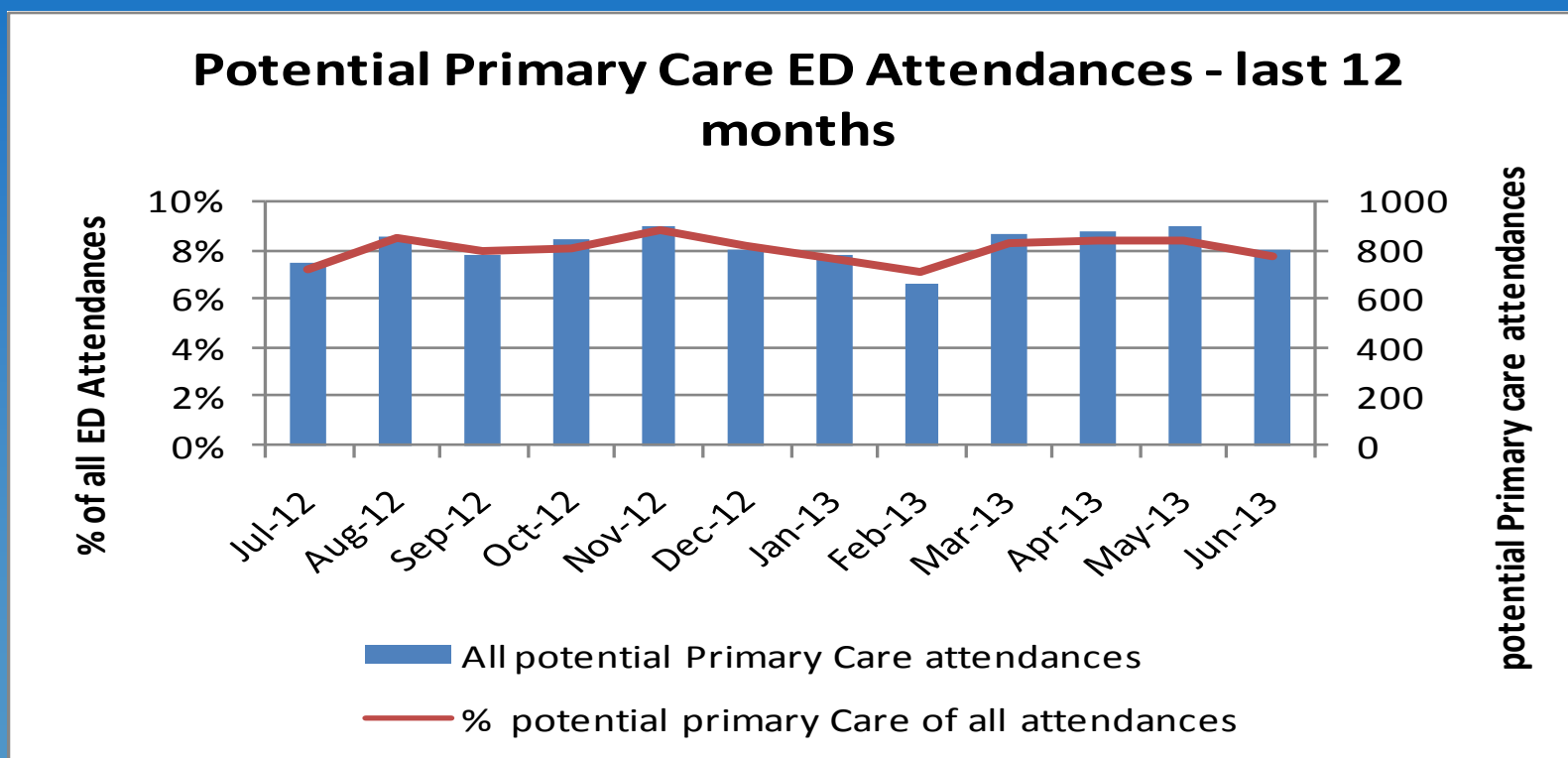
Step change increase in proportion of days with high admissions in 2010/11 Q3 Increase in proportion of days with high / very high admissions in 2012/13 Q3



University College London Hospitals NHS Foundation Trust



Patients who might have been seen in primary care 07/12 – 06/13: total 9,760 (8%)



Current issues:

- ED as barometer of the whole system
 - escalation triggers and actions
- Demand & capacity
 - ambulatory emergency care, step down facility
- Staff
 - ED staffing review
- Space
 - redevelopment project underway
- Transformation of model of care
 - Productive ED project

Indicator	Performance 2012/13	Performance Q1 2013/14	Performance Q2 up to 9 Sept 2013/14	National standard
Time to initial assessment	9 minutes	11 minutes	12	95 th percentile below 15 minutes
Time to treatment decision	86minutes	90 Minutes	69	Median wait below 60 minutes
Total time in A&E	95.03%	93.82%		95% of patients to wait no longer than four hours from arrival to admission, transfer or discharge
Total time in A&E	265 minutes	244 minutes	240	95 th percentile below 4 hours
Unplanned reattendance rate	1.78%	2.2%	2.2%	Rate below 5%
Left without being seen	2.67%	4.4%	4.0%	Rate at or below 5%
Attendances	92,252	22,357		

- Focus on time to treatment
- Workforce review / staffing strategy
- Ambulatory Emergency Care
- Access centre / flow and better use of beds
- Whole system approach to performance – hospital and community services
- New IT System