

	Trust Board	
From:	Suzanne Hinchliffe	
Date:	6 th October 2011	
CQC regulation	All	
Title:	Emergency Care Transformation	
Co-Author/Responsible Director: S.Hinchliffe, Chief Operating Officer/Chief Nurse		
Purpose of the Report: To provide members with a summary of August emergency care performance.		
The Report is provided to the Board for:		
	Decision	
	Discussion	√
	Assurance	√
	Endorsement	
Summary / Key Points:		
<ul style="list-style-type: none"> ❖ All type performance against the 4 hour target for the month of August 2011 is 93.8% and year to date is 94.8% ❖ Admissions during 16.00hrs and 20.00hrs continue to remain at an increased level with night attendances during the January to August period increasing by 818 patients compared to this time last year ❖ EDD for August is reported at 71% ❖ There were 30 're-beds' for August 2011 ❖ Overall patient experience for August is 90% 		
Recommendations: Members to note and receive the report		
Strategic Risk Register Yes	Performance KPIs year to date CQC/MONITOR	
Resource Implications (eg Financial, HR) Under review as part of workforce plans and transformation funds		
Assurance Implications N/A		
Patient and Public Involvement (PPI) Implications N/A		
Equality Impact N/A		
Information exempt from Disclosure N/A		
Requirement for further review? Monthly review		

UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST

REPORT TO: TRUST BOARD

DATE: 6th OCTOBER 2011

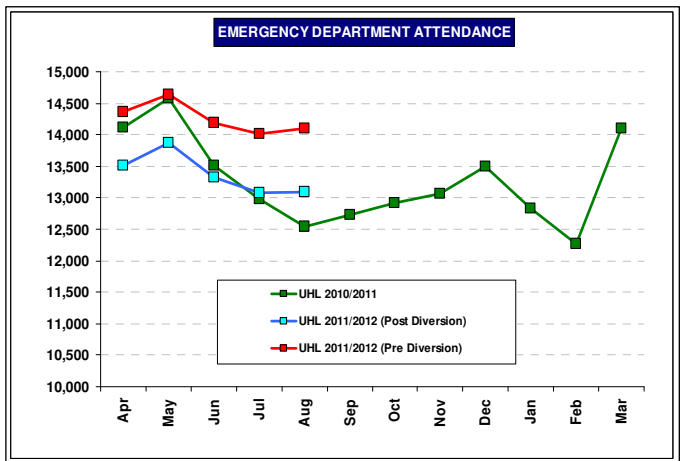
REPORT BY: SUZANNE HINCHLIFFE, CHIEF OPERATING OFFICER/CHIEF NURSE

SUBJECT: EMERGENCY CARE TRANSFORMATION

1.0 Introduction

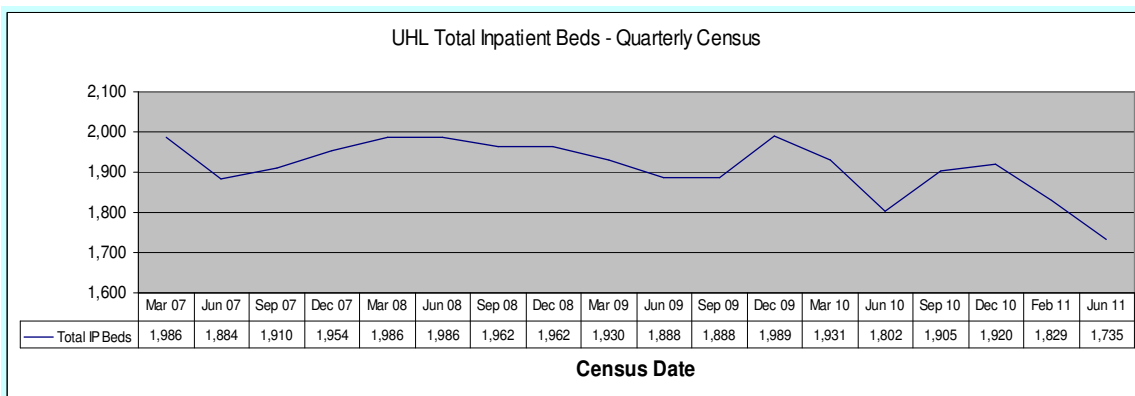
The following report offers an overview of activity for August 2011. The following charts provide an overview of the total attendances to ED and Eye Casualty and activity both pre and post deflection. For the month of August, post diversion, over 500 more patients attended the Emergency Department.

EMERGENCY DEPARTMENT ATTENDANCE					
	UHL 2010/2011 (Post Diversion)	UHL 2010/2011	UHL 2011/2012 (Post Diversion)	UHL 2011/2012 (Pre Diversion)	Overall % Change 11/12 vs 10/11
Apr	14,117	14,117	13,507	14,358	1.7%
May	14,574	14,574	13,871	14,636	0.4%
Jun	13,509	14,298	13,318	14,197	-0.7%
Jul	12,983	14,100	13,075	14,014	-0.6%
Aug	12,544	13,757	13,086	14,109	2.6%
Sep	12,726	13,720			
Oct	12,918	14,022			
Nov	13,057	13,963			
Dec	13,500	14,488			
Jan	12,830	13,893			
Feb	12,263	13,202			
Mar	14,100	15,119			
Sum:	159,121	169,253	66,857	71,314	



UHL Type 1 & 2 performance against the 4 hour target for the month of August 2011 is 92% and including UCC is 93.8% . The year to date performance is 94.8%.

The following graph shows the bed capacity changes within UHL over the past 4 years where a clear reduction in overall capacity is noted due to both service and site changes with expected peaks in bed numbers during the winter periods.



There has continued to be an increase in Type 1 attendances which follows the same patterns as those listed below.

	CHILDREN	MAJORS	MINORS	RESUS	TOTAL
Q4 10/11	8,639	11,895	11,706	2,720	34,960
Q1 11/12	9,071	11,728	12,647	2,845	36,291
% Change	5%	-1%	8%	5%	4%

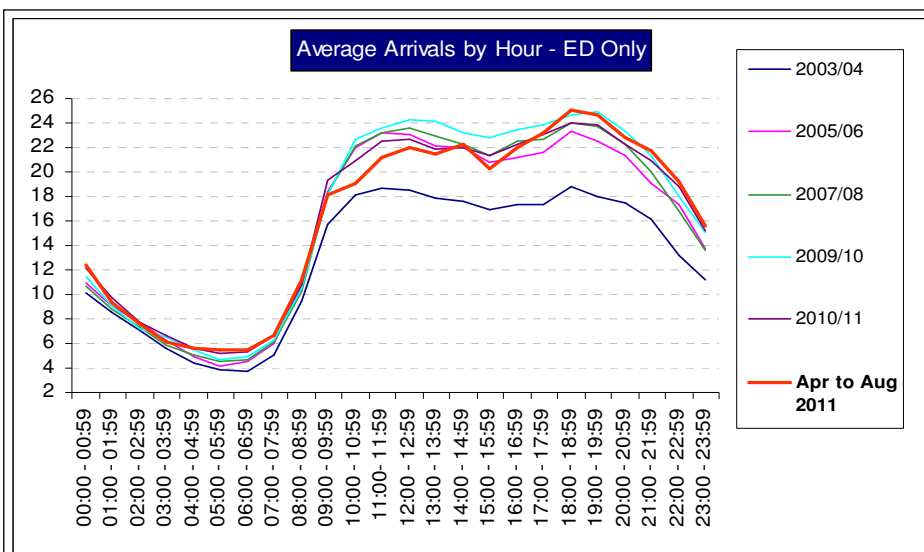
Performance for the new ED indicators for August is as follows (targets must delivered in one indicator in each category to be deemed compliant):

CLINICAL QUALITY INDICATORS			
PATIENT IMPACT			
	Aug-11	YTD	TARGET
Unplanned Re-attendance %	6.8%	6.0%	<=5%
Left without being seen %	2.8%	2.3%	< 5%
TIMELINESS			
	Aug-11	YTD	TARGET
Time in Dept (95th centile)	304	284	< 240 Minutes
Time to initial assessment (95th)	48	50	<= 15 Minutes
Time to treatment (Median)	34	46	<= 60 Minutes

Further to discussions with EMAS, performance in 'time to initial assessment' is expected to improve further in September.

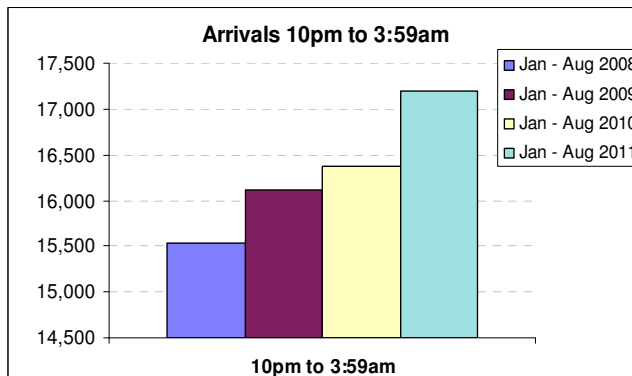
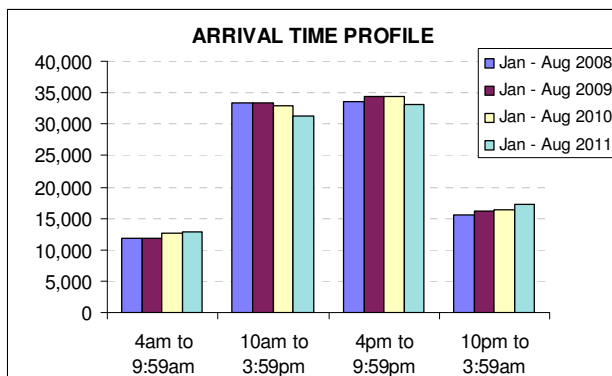
2.0 Arrival Times

The following graph below shows the arrivals to the emergency department by hour. Attendances during both Q1 and Q2 have continued to show the highest hourly rate rises during the second peak of the day and an increasing tail of attendances in the early hours of the morning.



As part of the monthly patient survey, reasons for attendance and patient knowledge of other health care services continue to be identified. This can be seen in Appendix 1.

During the past three months, there continues to be an incremental reduction of attendees during the day corresponding with an increase in attendees during evening and night hours. This is particularly noticeable below, where one can see the year on year increase in evening and night attendees.



Timescale	Attendances between 22.00 and 03.59
January to August 2010	16,374
January to August 2011	17,192

Further analysis of the August data shows the top 20 most common primary diagnosis during the hours of midnight to 07.59hrs which remain unchanged from previous reports.

Arrival Time	"Top 20" Most Common Primary Diagnoses	Attendance
Midnight to 7:59am	DID NOT WAIT	431
	RE-DIRECTED TO ANOTHER SERVICE	430
	NON CODED DIAGNOSIS - ABDOMINAL PAIN ? CAUSE	291
	HEAD INJURY - MINOR	258
	NAD	224
	NON CODED DIAGNOSIS - OVERDOSE / INGESTION OF DRUGS - NON ACCIDENTAL	189
	NON CODED DIAGNOSIS - FALL	163
	CARDIO-VASCULAR - CHEST PAIN	146
	NON CODED DIAGNOSIS - CHEST PAIN ? CAUSE	133
	NON CODED DIAGNOSIS - COLLAPSE ? CAUSE	89
	NON CODED DIAGNOSIS - SEIZURE	80
	MENTAL & BEHAV DIS DUE TO USE OF ALCOHOL: ACUTE INTOXICA	77
	RESPIRATORY - ACUTE LOWER RESPIRATORY INFECTION	77
	HEAD - MINOR INJURY	74
	NON CODED DIAGNOSIS - ACUTE CORONARY SYNDROME	72
	PSYCHIATRIC - SUICIDAL THOUGHT/INTENT	70
	GENITO-URINARY - URINARY TRACT INFECTION	66
	ACCIDENTAL POISONING - BY AND EXPOSURE TO ALCOHOL	65
	MUSCULO-SKELETAL (NON TRAUMA) - MUSCULO-SKELETAL PAIN OF CHEST	62
	ENT - EPISTAXIS	58
	3055	

The mode of arrival during this period has also remained unchanged with the majority of patients' self-referring to ED, attending with parent or guardian, or via ambulance. The top five primary diagnoses of attendees continue to be the following:

- Abdominal pain
- Head Injury
- Chest Pain
- Fall
- Overdose/ingestion of drugs

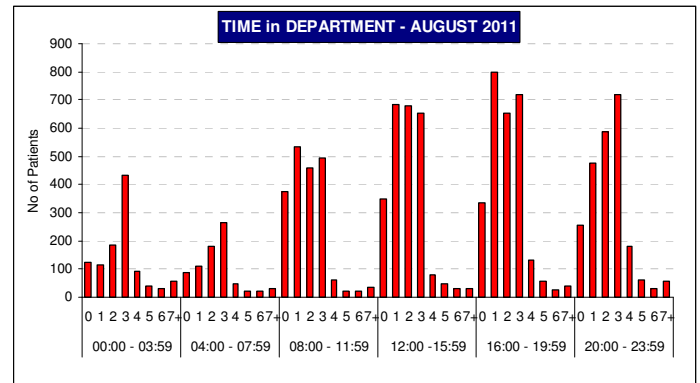
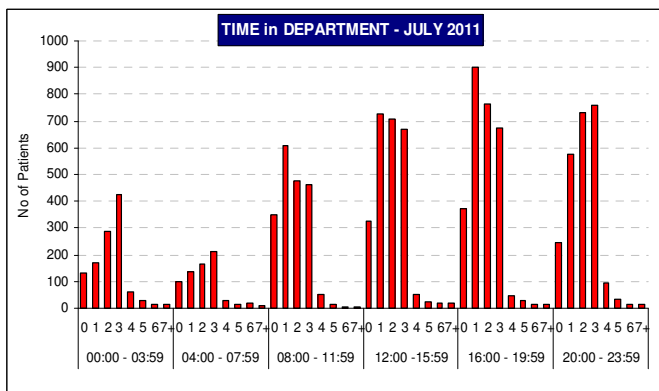
3.0 Time In ED

There have been slight changes in the times of arrival to being seen which is shown below

primarily due to the volume of hourly attendance at certain times of the day.

Senior decision makers continue to extend evening working hours to 01.00hrs with noticeable increases in further extensions to respond to demand.

Further to last months report, newly appointed physicians have now commenced, and with effect from Monday 3rd October, new rotas are due to come into effect which respond to improving the flow of patients in the assessment units and base wards and duly improve the emergency pathway for patients.



4.0 Breach Time Analysis

The following graphs show an analysis of breach time for a five month period from April to August 2011.

Taking into account the number of breaches that occurred between during the period, the average number of breaches per hour can be calculated and then RAG profiled as follows. More than 2 breaches per hour RED, 1 to 2 breaches per hour AMBER, Less than 1 breach per hour GREEN

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00:00 - 00:59	1.83	1.58	1.33	2.00	1.67	1.67	1.50
01:00 - 01:59	1.58	2.00	2.00	1.92	3.25	1.67	1.17
02:00 - 02:59	1.17	3.17	2.25	2.83	3.75	2.58	1.33
03:00 - 03:59	2.08	3.50	2.25	2.83	2.92	2.25	1.75
04:00 - 04:59	2.00	2.08	2.25	2.42	2.33	1.83	1.92
05:00 - 05:59	1.08	1.50	1.25	1.58	1.83	1.67	1.58
06:00 - 06:59	1.08	1.17	1.67	1.00	1.67	1.58	1.92
07:00 - 07:59	0.75	0.83	1.25	1.00	2.08	1.00	1.00
08:00 - 08:59	1.08	0.58	0.92	0.42	0.42	1.25	1.25
09:00 - 09:59	0.83	0.42	1.08	0.58	0.58	1.25	1.42
10:00 - 10:59	0.67	0.67	1.17	0.75	0.67	0.83	0.83
11:00 - 11:59	0.25	0.50	0.50	0.42	0.50	1.08	0.25
12:00 - 12:59	1.25	0.25	0.42	0.58	0.42	0.67	0.58
13:00 - 13:59	1.42	0.83	0.58	0.75	0.67	0.42	0.42
14:00 - 14:59	1.33	0.92	1.17	1.17	0.58	0.92	0.92
15:00 - 15:59	1.83	1.08	1.50	1.25	1.83	0.58	1.58
16:00 - 16:59	1.17	1.17	1.17	1.25	1.17	0.42	1.25
17:00 - 17:59	0.67	1.33	1.25	0.92	1.25	0.92	2.00
18:00 - 18:59	1.17	1.33	1.58	0.67	1.00	1.25	1.67
19:00 - 19:59	1.42	0.92	1.58	1.08	1.08	1.67	1.50
20:00 - 20:59	1.17	1.17	1.50	0.58	1.33	0.83	1.33
21:00 - 21:59	2.00	2.00	1.33	1.92	1.25	1.00	1.42
22:00 - 22:59	2.25	1.50	2.17	1.58	1.42	0.75	1.83
23:00 - 23:59	1.42	2.33	2.33	2.08	2.08	1.33	1.08

TYPE 1 BREACHES per HOUR – 12 WEEKS 4th APRIL to 26th JUNE 2011

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00:00 - 00:59	0.50	0.75	1.75	0.25	0.25	0.25	1.00
01:00 - 01:59	0.75	0.50	1.00	0.50	0.50	1.00	1.50
02:00 - 02:59	0.50	0.75	1.25	1.25	0.75	1.50	1.75
03:00 - 03:59	0.00	0.50	0.75	0.50	0.25	1.00	2.25
04:00 - 04:59	0.50	0.75	0.50	1.00	0.50	1.25	1.75
05:00 - 05:59	0.75	0.75	0.25	0.25	0.00	1.75	1.00
06:00 - 06:59	0.25	0.50	0.00	0.50	0.00	0.75	2.00
07:00 - 07:59	0.50	0.00	1.00	0.00	0.00	1.00	1.50
08:00 - 08:59	1.75	0.25	0.50	0.00	0.00	0.50	1.00
09:00 - 09:59	0.25	0.00	0.50	0.00	0.00	0.25	2.50
10:00 - 10:59	0.25	0.00	0.25	0.25	0.00	1.00	1.25
11:00 - 11:59	0.25	0.00	0.25	0.25	0.25	0.00	1.75
12:00 - 12:59	0.00	0.00	0.25	0.00	0.25	0.25	1.50
13:00 - 13:59	0.25	0.00	0.25	0.25	0.25	0.00	1.50
14:00 - 14:59	0.25	0.25	0.50	0.50	0.25	0.25	1.25
15:00 - 15:59	0.25	0.00	1.25	0.75	0.00	0.25	1.50
16:00 - 16:59	0.75	0.00	1.25	0.50	0.50	0.50	2.25
17:00 - 17:59	1.75	0.00	1.50	0.25	0.25	0.75	1.00
18:00 - 18:59	0.25	0.25	0.50	0.25	0.75	1.50	1.00
19:00 - 19:59	0.75	0.25	0.50	0.25	1.25	0.50	1.25
20:00 - 20:59	0.25	0.25	0.25	0.00	1.00	0.00	2.25
21:00 - 21:59	0.50	0.75	0.50	0.25	0.00	1.00	1.75
22:00 - 22:59	0.50	0.50	0.50	0.00	0.75	0.25	2.50
23:00 - 23:59	0.50	1.25	1.00	0.25	1.50	1.50	1.00

TYPE 1 BREACHES per HOUR – 4 WEEKS 4th JULY to 31ST JULY 2011

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00:00 - 00:59	1.17	3.00	4.33	2.00	1.00	2.83	2.00
01:00 - 01:59	2.00	3.17	2.17	1.50	0.50	2.00	3.17
02:00 - 02:59	1.50	2.33	2.50	2.33	1.33	3.33	4.83
03:00 - 03:59	1.33	2.00	4.00	1.67	1.33	2.33	3.33
04:00 - 04:59	0.67	1.50	2.33	1.33	0.50	2.00	5.00
05:00 - 05:59	0.83	2.50	1.50	0.67	2.00	2.83	5.50
06:00 - 06:59	0.83	2.00	1.00	0.50	1.83	2.33	3.67
07:00 - 07:59	0.00	0.00	0.33	0.17	2.00	2.33	2.17
08:00 - 08:59	0.83	0.83	0.17	0.83	1.00	1.50	1.83
09:00 - 09:59	0.50	1.17	0.67	0.50	1.00	1.67	1.33
10:00 - 10:59	0.17	1.00	0.17	0.83	1.33	2.17	1.83
11:00 - 11:59	0.17	0.83	0.67	0.33	0.67	0.83	1.17
12:00 - 12:59	0.50	0.00	1.17	0.50	0.17	0.67	0.83
13:00 - 13:59	1.00	0.67	2.00	0.83	1.67	1.50	1.67
14:00 - 14:59	0.67	0.83	1.00	0.50	0.50	1.83	1.00
15:00 - 15:59	2.00	1.50	0.50	0.83	0.67	2.17	1.50
16:00 - 16:59	1.83	1.00	1.50	1.83	1.33	2.00	1.67
17:00 - 17:59	1.17	1.17	1.33	1.50	1.50	3.17	0.83
18:00 - 18:59	1.17	1.00	0.33	0.83	1.17	1.83	1.50
19:00 - 19:59	0.67	0.50	1.50	1.00	0.33	2.00	0.67
20:00 - 20:59	1.33	0.83	0.50	0.67	0.50	3.17	1.17
21:00 - 21:59	2.50	2.17	0.83	0.67	1.33	2.33	0.83
22:00 - 22:59	2.83	2.00	1.83	0.83	2.00	2.67	1.50
23:00 - 23:59	1.83	2.17	1.67	1.67	1.17	1.83	2.33

TYPE 1 BREACHES per HOUR – 6 WEEKS 1st AUGUST to 11th SEPT 2011

Aligned to earlier reports of presentation times, it can be seen that as the emergency 4 hour performance deteriorated, breaches of this target were dominated by patients whose attendance times fell during the evening and night.

Breach data is reviewed on a daily basis with the top ten reported reasons below:

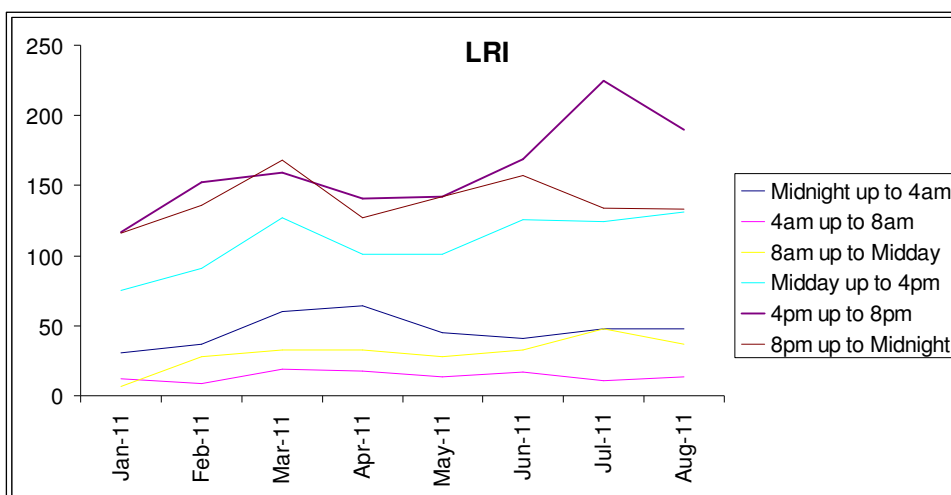
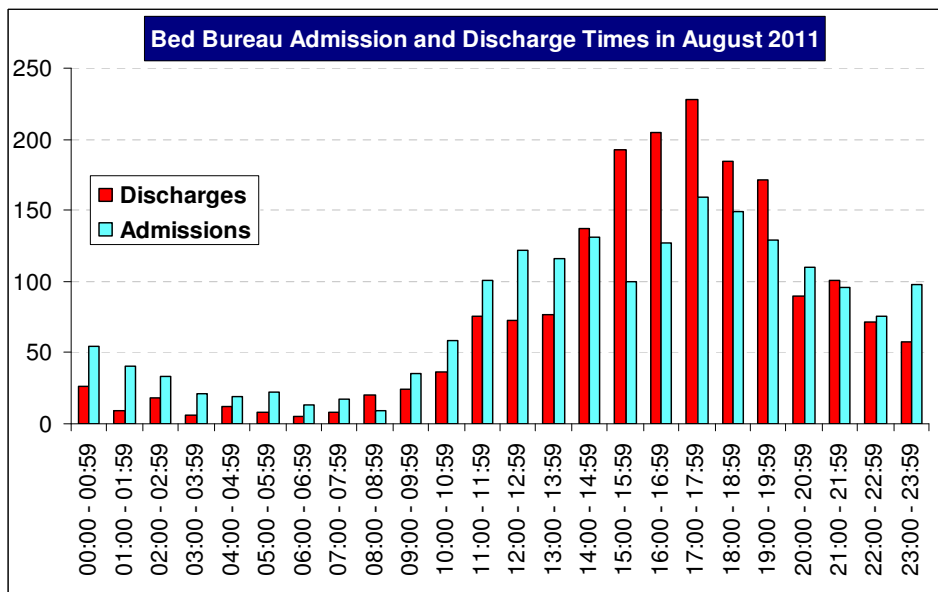
Delay Reason	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
Bed Breach	649	402	368	290	325	209	84
ED Process	178	154	253	213	183	119	93
Clinical Reasons	161	151	166	156	149	145	144
ED Capacity (Cubicle Space)	34	58	345	146	178	123	46
ED Capacity (Inflow)	257	224	59	146	74	7	26
Transport	65	45	41	53	67	30	32
Investigation (Imaging and Pathology)	43	28	50	70	51	32	26
Specialist Assessment	30	21	24	42	34	10	12
Specialist Decision	10	4	38	18	14	8	10
ED Capacity (Workforce)	27	1		3			
	1,454	1,088	1,344	1,137	1,075	683	473

5.0 Bed Bureau Admissions

The profile of admissions during August has remained with arrival times continuing into the evening. There has also been an increase in the number of arrivals during 16.00hrs and 20.00hrs moving from 30% to 36% as may be seen below. July also saw a spike in admissions between 23.00hrs and 01.00hrs which reduced slightly in the latter half of August.

Average Daily Admissions between 4pm and 8pm

	Apr-11	May-11	Jun-11	Jul-11	Aug-11
GH	3.5	3.2	3.6	3.3	4.0
LRI	4.7	4.6	5.6	7.3	6.1
Division	8.2	7.8	9.3	10.5	10.2



6.0 Outflow

A focus on out-flow remains key and during the reporting period, continued emphasis has been placed on maximising the use of community provision and liaison with EMAS with regards to transportation.

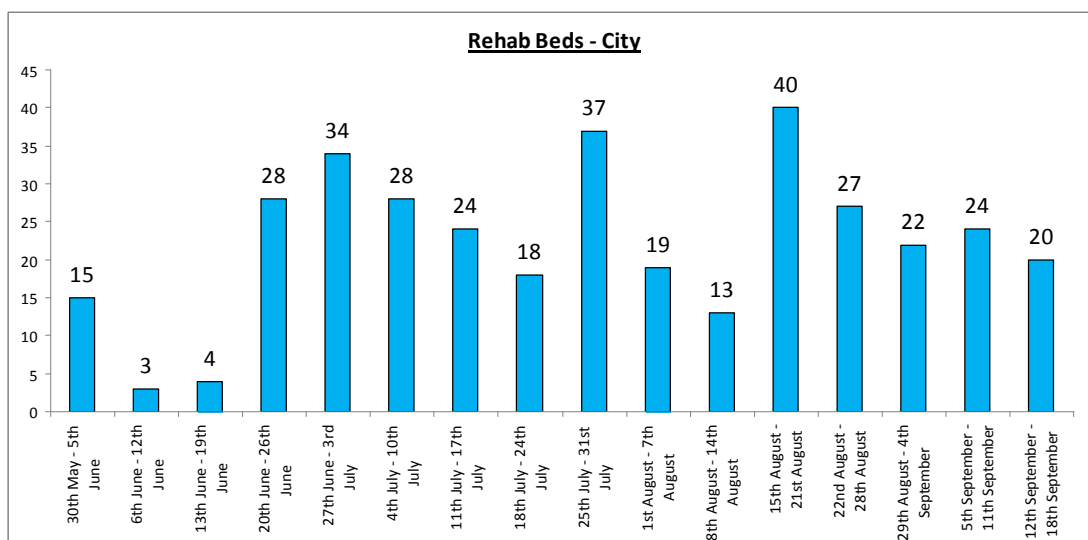
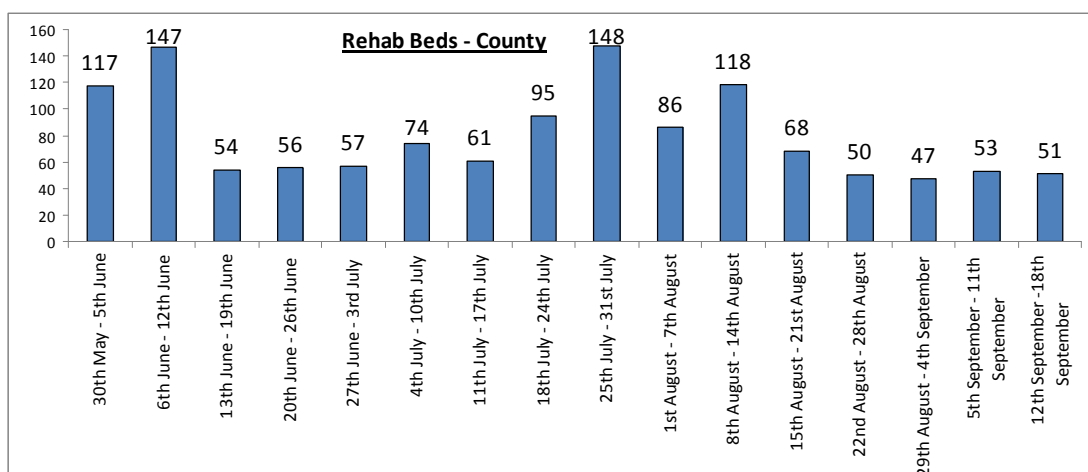
A number of actions have been identified as part of the Emergency Care Network and targets agreed for each agency. The weekly flash report may be seen in Appendix 2 which gives a particular focus on UHL.

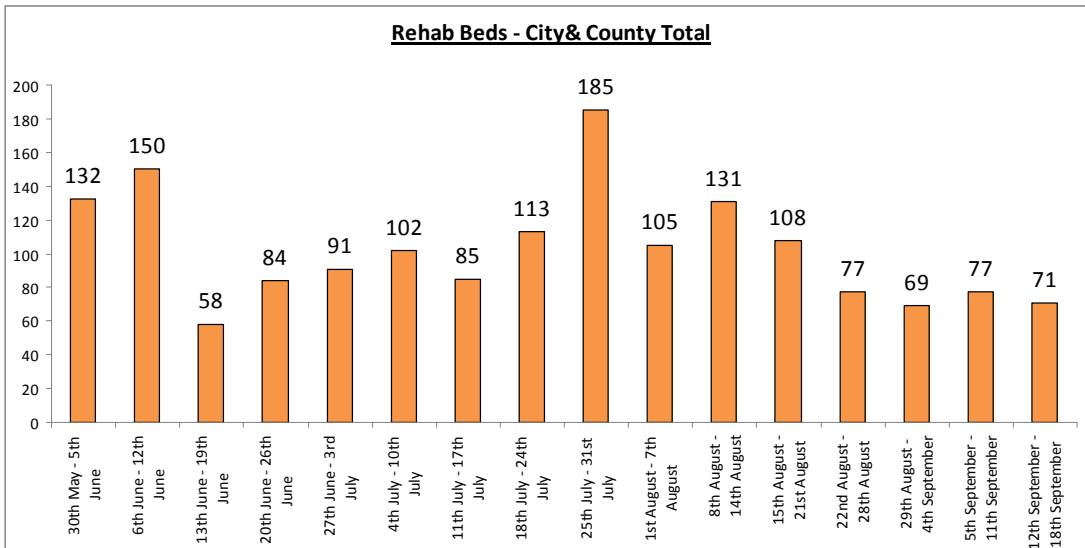
6.1 Discharge Delays

The following tables show a summary of UHL recordable delays. It is important to note that improvements need to be made in category A of patient delays for community provision where delays are attributed to UHL.

In addition to the above, bed delays relating to rehabilitation may be seen below.

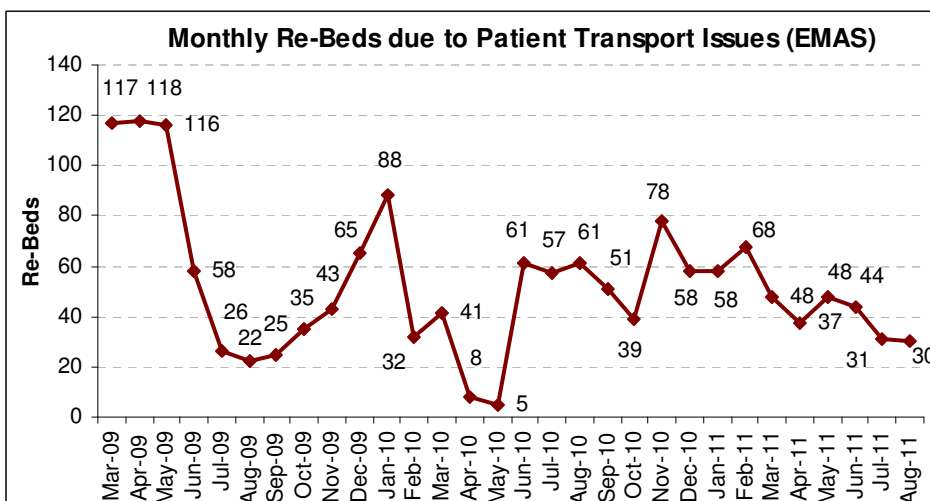
Category	1st August - 7th August	8th August - 14th August	15th August - 21st August	22nd August - 28th August	29th August - 4th September	5th September - 11th September	12th September - 18th September	TOTAL
A - Awaiting assessments	79	36	63	31	20	61	40	497
B - Awaiting public funding	22	29	28	33	22	13	31	263
C - Awaiting further non-acute NHS care	43	51	38	23	22	22	16	425
D(i) - Awaiting Residential Home placement	1	4	18	9	15	26	16	107
D(ii) - Awaiting Nursing Home placement	7	27	28	32	34	61	44	337
E - Awaiting Domiciliary Package	6	2	10	5	3	2	6	71
F - Awaiting Community Equipment	6				2	15	11	62
G - Awaiting patient / family choice	10	10	16	12	6	6	42	131
TOTAL	174	159	201	145	124	206	206	1893





6.2 EMAS

A total of 30 re-beds were reported for the month of August as may be seen below. Further information on actions taken may be seen in the commissioner report.



7.0 Patient Experience

Monthly patient experience surveys have continued providing helpful feedback relating to patient's choice for treatment and their experience within the ED. Summary feedback results for August are as follows:

- Overall experience 90%
- Care received – 94%
- Privacy – 92%
- Waiting Times – 78%
- Information Received – 96%
- Dignity and respect – 96%

Related key actions to note include:

- 63% of patients had not contacted their GP before attending ED
- 55% of those surveyed were not aware of the UCC

The ED Survey results are attached at Appendix 1.

S.Hinchliffe
Chief Operating Officer/Chief Nurse

Emergency Department
Patient Survey

Emergency Department Front Door Audit

Data Source: Front Door Audit Completed by Patient

Number of patients interviewed

1. Why Have you come into A&E today?

	Jan-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	YTD
Minor illness.	60%	11%	22%	36%	15%	11%	10%	10%	—			22%
Chronic pain.	5%	7%	6%	5%	19%	23%	10%	2%	—			10%
Minor injury.	24%	55%	49%	42%	46%	33%	38%	63%	—			44%
Breathing problems.	5%	0%	2%	1%	4%	1%	3%	3%	—			2%
Renewal of Medication.	0%	0%	0%	0%	0%	0%	0%	1%	—			0%
Other.	6%	25%	18%	12%	15%	26%	29%	18%	—			19%
No response.	0%	2%	3%	4%	1%	6%	10%	2%	—			4%

2. How long has this problem been going on for?

	Jan-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	YTD
Few hours.	21%	44%	43%	35%	46%	44%	40%	47%	—			40%
1 day.	35%	25%	24%	13%	12%	16%	19%	19%	—			20%
2 days.	10%	4%	6%	19%	12%	12%	9%	7%	—			10%
3 days.	4%	7%	3%	6%	7%	2%	7%	2%	—			5%
4 - 6 days.	10%	1%	5%	9%	6%	8%	4%	3%	—			6%
1 week.	6%	8%	4%	4%	3%	5%	3%	3%	—			5%
More than a week.	14%	6%	12%	10%	7%	11%	2%	4%	—			8%
No response.	1%	5%	3%	4%	7%	2%	16%	14%	—			7%

3. Patients registered with a GP

	Jan-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	YTD
Patients registered with a GP.	81%	83%	83%	86%	83%	85%	87%	79%	—			83%
Patients not registered with a GP.	10%	5%	17%	12%	4%	15%	2%	15%	—			10%
No response.	9%	12%	0%	3%	13%	0%	11%	6%	—			7%

4. Have you tried to see your GP before coming in?

	Jan-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	YTD
Yes.	32%	17%	20%	38%	6%	25%	23%	18%	—			22%
No.	52%	71%	71%	45%	64%	53%	63%	45%	—			58%
No response.	16%	12%	8%	17%	30%	22%	14%	37%	—			19%

Emergency Department Front Door Audit

Data Source: Front Door Audit Completed by Patient

Number of patients interviewed	Jan-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	YTD
5. If yes, how many times have you tried in last week?	100	84	119	78	100	100	100	98				779
Once.	81%	79%	38%	67%	50%	56%	43%	72%				61%
Twice.	11%	0%	13%	10%	17%	8%	9%	0%				8%
Three times.	3%	0%	8%	0%	0%	4%	0%	0%				2%
Four times.	5%	7%	0%	0%	0%	0%	0%	0%				2%
More than four occasions.	0%	7%	0%	7%	0%	8%	4%	0%				3%
No response.	0%	7%	42%	17%	33%	24%	43%	28%				24%
6. If no, why not?												
My GP is always too busy.	2%	0%	0%	0%	0%	0%	0%	1%				0%
I couldn't get an appointment until...%.	2%	0%	0%	3%	0%	0%	0%	1%				1%
I thought this problem needs a hospital doctor.	44%	73%	3%	9%	24%	32%	47%	53%				36%
It's easier for me to come to A&E.	24%	7%	38%	38%	47%	27%	19%	4%				26%
My GP advised me to come to A&E.	3%	16%	1%	23%	7%	8%	9%	18%				11%
The ambulance took me in.	0%	0%	1%	1%	1%	1%	0%	0%				1%
NHS direct advised me to come to A&E.	3%	3%	5%	0%	12%	5%	4%	1%				4%
My friend took me here.	3%	1%	16%	1%	2%	12%	4%	5%				6%
The police took me here.	0%	0%	2%	0%	0%	1%	0%	0%				0%
Other.	16%	0%	0%	0%	0%	3%	3%	4%				3%
No response.	3%	0%	34%	24%	6%	11%	14%	14%				13%
7. NEW: Were you aware of the urgent care centre?												
Aware	-	-	42%	51%	33%	42%	29%	33%				38%
Not aware	-	-	38%	47%	34%	52%	55%	56%				47%
No response	-	-	20%	1%	33%	6%	16%	11%				15%

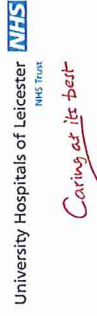
Emergency Department
Patient Survey

Emergency Department Patient Experience

Data Source: Front Door Audit Completed by Patient

	Jan-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	YTD
Number of patients participating	88	73	96	99	100	91	100	100				747
Which area of ED is the patient in?												
Majors	71%	71%	82%	74%	70%	66%	67%	65%				71%
Minors	3%	12%	16%	3%	12%	10%	11%	9%				9%
EDU	25%	4%	0%	12%	3%	1%	5%	14%				8%
Paeds	0%	3%	0%	2%	9%	3%	3%	6%				3%
Resus	0%	1%	0%	5%	3%	4%	8%	6%				3%
Not stated	1%	8%	2%	4%	3%	15%	6%	0%				5%
Gender												
Male	39%	47%	57%	62%	42%	51%	49%	39%				48%
Female	61%	53%	42%	36%	55%	45%	51%	45%				49%
Not stated		0%	1%	2%	3%	4%	0%	16%				4%
Age												
In May 2011 new age bands were introduced												
17 yrs or younger	1%	5%	1%	6%	12%	4%	4%	7%				5%
18-25				12%	5%	11%	12%	10%				10%
26-35				11%	18%	12%	16%	6%				13%
36-50				18%	15%	23%	14%	8%				16%
51-64				12%	11%	18%	17%	12%				14%
18-64	38%	53%	54%	54%	49%	64%	59%	36%				51%
65-74				8%	16%	8%	14%	14%				12%
75-84				14%	14%	12%	12%	19%				14%
85 yrs or older				16%	6%	8%	11%	10%				10%
65 yrs or older	59%	40%	44%	38%	36%	27%	37%	43%				41%
Not stated	2%	1%	1%	2%	3%	4%	0%	14%				3%
Ethnicity												
White	79%	78%	89%	79%	74%	73%	72%	66%				76%
Mixed	0%	0%	2%	1%	3%	0%	0%	4%				1%
Asian or Asian British	13%	12%	5%	11%	14%	15%	17%	10%				12%
Black or Black British	1%	3%	1%	2%	1%	3%	1%	0%				2%
Chinese	0%	0%	0%	1%	0%	0%	1%	0%				0%
Other	1%	1%	1%	5%	0%	3%	4%	1%				2%
Not stated	6%	5%	0%	1%	8%	5%	5%	19%				6%

Emergency Department
Patient Survey



Emergency Department Patient Experience

Data Source: Front Door Audit Completed by Patient

	Jan-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	YTD
Number of comments received	286	157	197	495	500	454	499	499				3087
Overall	NB Questionnaire Ammended in May 2011. May impact on any trends											
Positive	76%	70%	▼ 59%	▼ 93%	▲ 93%	▲ 95%	▲ 90%	▼ 94%	▲			84%
Neutral	11%	10%	▼ 18%	▲ 5%	▼ 4%	▼ 1%	▼ 9%	▲ 3%	▼			8%
Negative	13%	20%	▲ 23%	▲ 2%	▼ 3%	▲ 4%	▲ 1%	▼ 3%	▲			9%
Care Received	In May 2011 this question changed to "How has your care been today?"											
Positive	77%	84%	▲ 69%	▼ 88%	▲ 89%	▲ 100%	▲ 94%	▼ 92%	▼			87%
Neutral	16%	8%	▼ 28%	▲ 9%	▼ 7%	▼ 0%	▼ 6%	▲ 5%	▼			10%
Negative	7%	8%	▲ 3%	▼ 3%	▲ 4%	▲ 0%	▼ 0%	▲ 3%	▲			4%
Information Received	In May 2011 this question changed to "Did the staff communicate effectively with you?"											
Positive	66%	80%	▲ 43%	▼ 92%	▲ 99%	▲ 96%	▼ 96%	▲ 99%	▲			84%
Neutral	10%	0%	▼ 14%	▲ 6%	▼ 1%	▼ 0%	▼ 4%	▲ 1%	▼			5%
Negative	24%	20%	▼ 43%	▲ 2%	▼ 0%	▼ 4%	▼ 0%	▼ 0%	▲			12%
Waiting Times	In May 2011 this question changed to "Have you experienced long waits in the dept, have you been told why?"											
Positive	55%	21%	▼ 36%	▲ 88%	▲ 92%	▲ 90%	▼ 78%	▼ 86%	▲			68%
Neutral	13%	24%	▲ 7%	▼ 8%	▼ 4%	▼ 2%	▼ 20%	▲ 8%	▼			11%
Negative	32%	56%	▲ 57%	▲ 4%	▼ 4%	▲ 8%	▲ 2%	▼ 6%	▲			21%
NEW - Privacy	In May 2011 this question was introduced "Has your privacy been maintained whilst you were examined?"											
Positive				99%	97%	▼ 99%	▲ 92%	▼ 95%	▲			96%
Neutral				0%	2%	▲ 0%	▼ 8%	▲ 1%	▼			2%
Negative				1%	1%	▲ 1%	▲ 0%	▼ 3%	▲			1%
NEW - Dignity and Respect	In May 2011 this question was introduced "Were you treated with dignity and respect by staff?"											
Positive				99%	99%	▲ 96%	▼ 96%	▲ 99%	▲			98%
Neutral				1%	1%	▲ 0%	▼ 4%	▲ 1%	▼			1%
Negative				0%	0%	▲ 4%	▲ 0%	▼ 0%	▲			1%

NHS Leicester, Leicestershire & Rutland

**URGENT CARE WEEKLY FLASH REPORT
2011/12**

Week Ending 25 September 2011

Urgent Care Weekly Flash Report

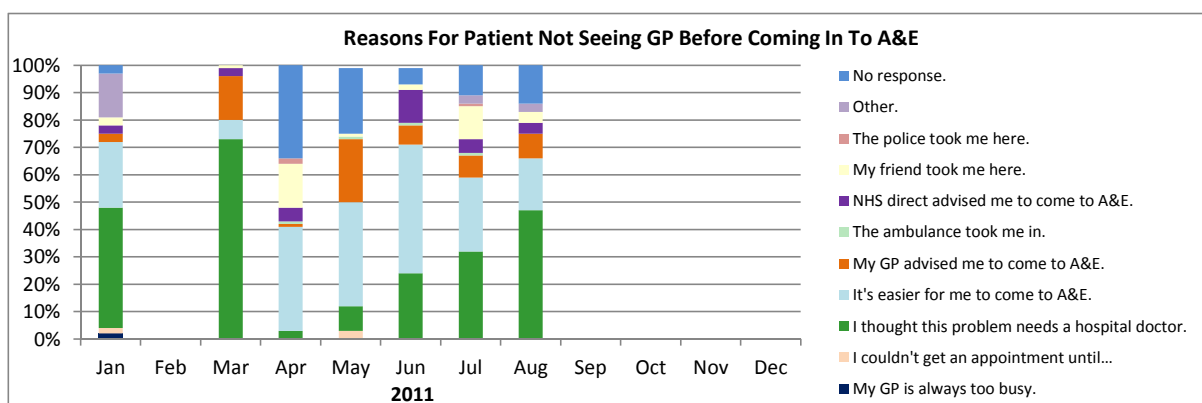
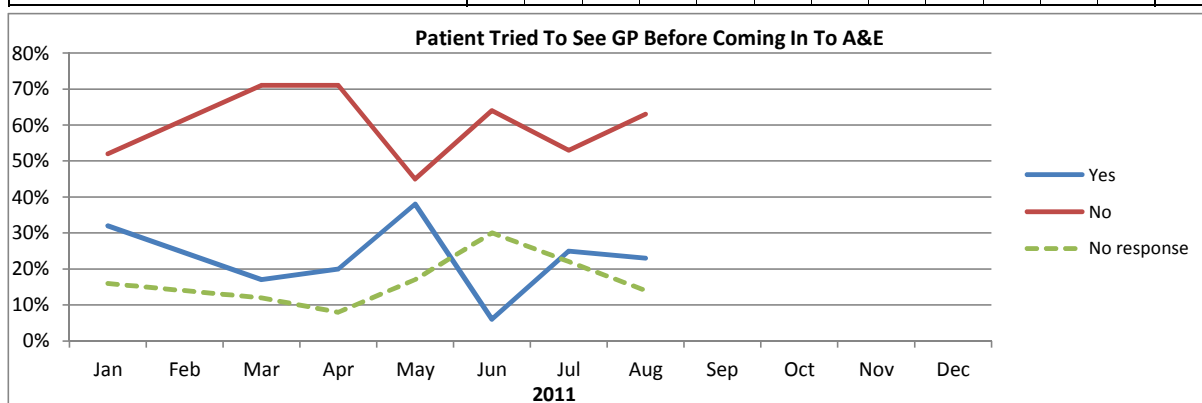
Week Ending 25 September 2011

GP ACCESS

University Hospitals of Leicester EMERGENCY DEPARTMENT - FRONT DOOR AUDIT

Data source: UHL - Front Door Audit Completed By Patient

Front Door Audit	2011													YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
No. of Patients Interviewed	100	-	84	119	78	100	100	100						481
Patient Tried To See GP Before Coming In To A&E														
Yes	32%		17%	20%	38%	6%	25%	23%						23%
No	52%		71%	71%	45%	64%	53%	63%						59%
No response	16%		12%	8%	17%	30%	22%	14%						17%
Reasons For Patient Not Seeing GP Before Coming In To A&E														
My GP is always too busy.	2%	-	0%	0%	0%	0%	0%	0%						1%
I couldn't get an appointment until...	2%	-	0%	0%	3%	0%	0%	0%						1%
I thought this problem needs a hospital doctor.	44%	-	73%	3%	9%	24%	32%	47%						31%
It's easier for me to come to A&E.	24%	-	7%	38%	38%	47%	27%	19%						31%
My GP advised me to come to A&E.	3%	-	16%	1%	23%	7%	8%	9%						10%
The ambulance took me in.	0%	-	0%	1%	1%	1%	1%	0%						1%
NHS direct advised me to come to A&E.	3%	-	3%	5%	0%	12%	5%	4%						5%
My friend took me here.	3%	-	1%	16%	1%	2%	12%	4%						5%
The police took me here.	0%	-	0%	2%	0%	0%	1%	0%						1%
Other.	16%	-	0%	0%	0%	0%	3%	3%						4%
No response.	3%	-	0%	34%	24%	6%	11%	14%						13%



Urgent Care Weekly Flash Report

Week Ending 25 September 2011

FLOW THROUGH A&E

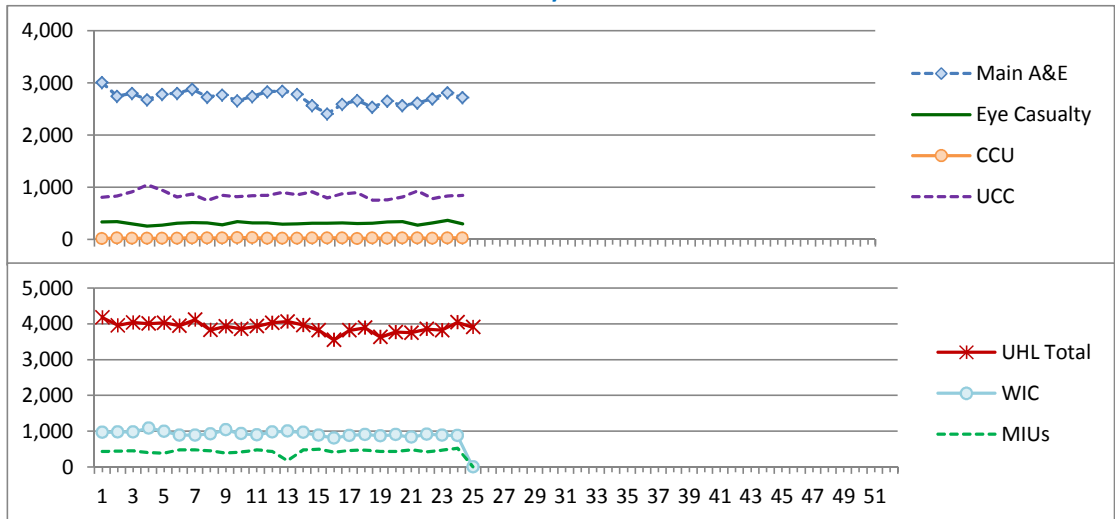
LLR PROVIDERS SUMMARY

Data source: Performance reports from Provider - UHL = Daily Update, UCC, WIC + MIU = Weekly Sit Rep report

NUMBER OF A&E ATTENDANCES							
Weekly Actuals	UHL					Other Providers	
Latest 8 Weeks Ending:	Main A&E	Eye Casualty	CCU	UCC	UHL Total	WIC	MIUs
07/08/2011	2,668	306	21	895	3,890	903	470
14/08/2011	2,536	310	31	755	3,632	867	428
21/08/2011	2,652	335	26	758	3,771	901	431
28/08/2011	2,566	343	30	813	3,752	829	479
04/09/2011	2,619	273	31	930	3,853	916	421
11/09/2011	2,694	316	27	786	3,823	885	465
18/09/2011	2,811	365	32	835	4,043	872	520
25/09/2011	2,721	302	35	848	3,906	n/a	n/a

Year To Date	UHL					Other Providers	
Latest 8 Weeks Ending:	Main A&E	Eye Casualty	CCU	UCC	UHL Total	WIC	MIUs
07/08/2011	49,284	5,564	523	15,573	70,944	16,952	7,700
14/08/2011	51,820	5,874	554	16,328	74,576	17,819	8,128
21/08/2011	54,472	6,209	580	17,086	78,347	18,720	8,559
28/08/2011	57,038	6,552	610	17,899	82,099	19,549	9,038
04/09/2011	59,657	6,825	641	18,829	85,952	20,465	9,459
11/09/2011	62,351	7,141	668	19,615	89,775	21,350	9,924
18/09/2011	65,162	7,506	700	20,450	93,818	22,222	10,444
25/09/2011	67,883	7,808	735	21,298	97,724	n/a	n/a

Weekly Actuals



Year to date is from 04.04.2011 to align with weeks included in 2011/12 year in the national weekly A&E SitRep submissions

Urgent Care Weekly Flash Report

Week Ending 25 September 2011

FLOW THROUGH A&E

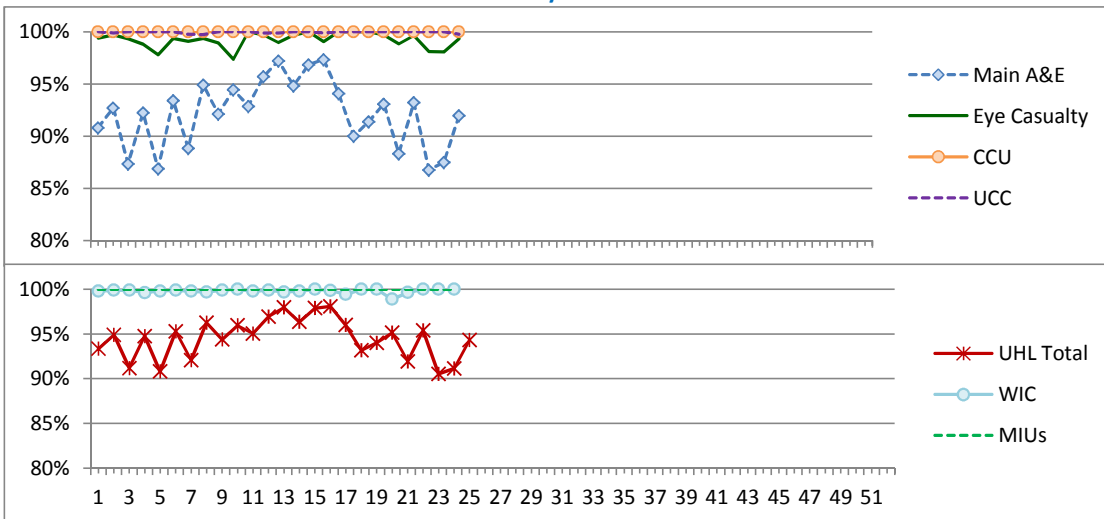
LLR PROVIDERS SUMMARY

Data source: Performance reports from Provider - UHL = Daily Update, UCC, WIC + MIU = Weekly Sit Rep report

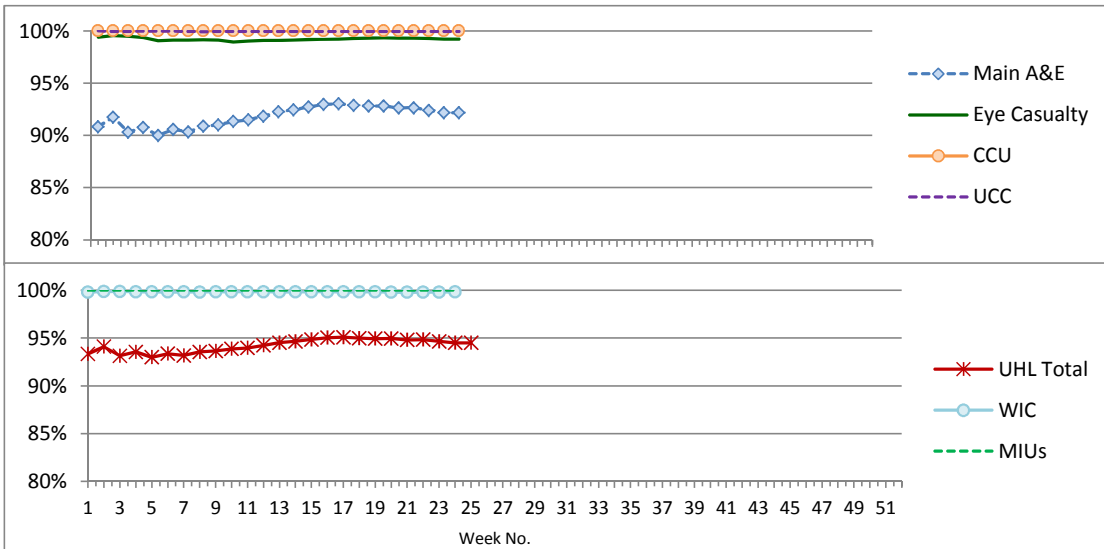
A&E PERFORMANCE - % Patients Seen Within 4 Hours							
Weekly Actuals	UHL					Other Providers	
Latest 8 Weeks Ending:	Main A&E	Eye Casualty	CCU	UCC	UHL Total	WIC	MIUs
07/08/2011	90.03%	100.00%	100.00%	100.00%	93.16%	100.00%	100.00%
14/08/2011	91.40%	100.00%	100.00%	100.00%	94.00%	100.00%	100.00%
21/08/2011	93.10%	99.70%	100.00%	100.00%	95.12%	98.89%	100.00%
28/08/2011	88.35%	98.83%	100.00%	100.00%	91.92%	99.64%	100.00%
04/09/2011	93.24%	99.63%	100.00%	100.00%	95.38%	100.00%	100.00%
11/09/2011	86.79%	98.10%	100.00%	100.00%	90.53%	100.00%	100.00%
18/09/2011	87.51%	98.08%	100.00%	100.00%	91.15%	100.00%	100.00%
25/09/2011	91.99%	99.34%	100.00%	99.76%	94.32%	n/a	n/a
Year To Date	UHL					Other Providers	
Latest 8 Weeks Ending:	Main A&E	Eye Casualty	CCU	UCC	UHL Total	WIC	MIUs
07/08/2011	92.87%	99.26%	100.00%	99.95%	94.98%	99.82%	100.00%
14/08/2011	92.80%	99.30%	100.00%	99.95%	94.93%	99.83%	100.00%
21/08/2011	92.81%	99.32%	100.00%	99.95%	94.94%	99.78%	100.00%
28/08/2011	92.61%	99.30%	100.00%	99.96%	94.80%	99.77%	100.00%
04/09/2011	92.64%	99.31%	100.00%	99.96%	94.83%	99.78%	100.00%
11/09/2011	92.39%	99.26%	100.00%	99.96%	94.64%	99.79%	100.00%
18/09/2011	92.18%	99.20%	100.00%	99.96%	94.49%	99.80%	100.00%
25/09/2011	92.17%	99.21%	100.00%	99.95%	94.49%	n/a	n/a

Year to date is from 04.04.2011 to align with weeks included in 2011/12 year in the national weekly A&E SitRep submissions

Weekly Actuals



Year To Date



PLEASE NOTE: In the Operating Framework these indicators are Provider Campus based.
UHL includes Main A&E, Eye Casualty, CCU and UCC with each WIC + MIU reporting individually.

Urgent Care Weekly Flash Report

Week Ending 25 September 2011

FLOW THROUGH A&E

Data source: Performance reports from Provider - UHL = Daily Update, UCC, WIC + MIU = Weekly Sit Rep report

A&E - CLINICAL QUALITY									
Indicator:	UHL (Main A&E + Eye Casualty)					Urgent Care Centre			
	Last Week	This Week		YTD	Last Week	This Week		YTD	
Patient Impact									
Unplanned Re-attendance Rate	Target: <= 5%	5.6%	5.5%	▼	6.0%	0.75%	1.42%	▲	n/a
Left Without Being Seen Rate	Target: < 5%	2.2%	2.0%	▼	2.3%	1.83%	1.20%	▼	n/a
Timeliness									
Total Time in the A&E Department (minutes) - 95th Percentile									
Admitted Patients:	Target: <=240	601	479	▼	455	-	-	↔	-
Non-Admitted Patients:	Target: <=240	263	238	▼	239	159	113	▼	n/a
All Patients:	Target: <=240	353	299	▼	291	159	113	▼	n/a
Time to Initial Assessment (minutes) - 95th Percentile (patients brought in by ambulance)									
	Target: <=15	58	37	▼	50	n/a	n/a	↔	n/a
Time to Treatment (minutes) - Median									
	Target: <=60	45	36	▼	45	19	39	▲	n/a

PLEASE NOTE: In the Operating Framework these indicators are Provider Campus based. UHL figures would therefore include Main A&E, Eye Casualty and UCC. However, data is currently only available for UHL Main A&E + Eye Casualty with UCC separately.

Data source: Local data from Provider - UHL_DataMart

BREACHES OF 4 HOUR WAIT - PRINCIPAL CAUSES										
UHL - Main A&E + Eye Casualty (LLR Commissioners Only)	All Patient Types		Admitted - Medical		Admitted - Surgical		Majors* Not Admitted		Minors *	
	Week	YTD	Week	YTD	Week	YTD	Week	YTD	Week	YTD
Change in Clinical Condition	14	264	11	180	2	27	1	47	0	10
Clinical Exception	19	497	9	225	3	78	7	169	0	25
Miscoded	15	153	7	60	2	9	3	45	3	39
Waiting For Assessment	28	1,853	8	684	1	92	15	783	4	294
Waiting For Bed	90	1,500	58	1,135	11	145	19	178	2	42
Waiting For Diagnostic	8	257	5	91	1	21	2	142	0	3
Waiting For Specialist	5	215	3	43	1	61	0	76	1	35
Waiting For Transport	22	530	13	317	1	30	8	141	0	42
Waiting For Treatment	0	0	0	0	0	0	0	0	0	0
Unexpected Test Results	2	40	0	27	0	7	2	6	0	0
Other	0	0	0	0	0	0	0	0	0	0
Total Breaches	203	5,309	114	2,762	22	470	57	1,587	10	490

* Minors are identified based on HRG being low cost bands 3 and 5. All other Non-Admitted are assumed to be Major.

Data source: Performance reports from Provider - UHL = Daily Update, UCC, WIC + MIU = Weekly Sit Rep report

A&E - STREAMING			
	Last Week	This Week	YTD
Number of patients diverted to UCC at UHL A&E front door	211	226	▲ 3673

PLEASE NOTE:

These figures are estimated based on: Total Numbers of Referrals to UCC from A&E*minus Number of Patients attending A&E referred on to UCC

* Total Referrals to UCC from A&E includes Patients referred on from UHL after attending A&E and Patients diverted from UHL A&E front door.

Urgent Care Weekly Flash Report

Week Ending 25 September 2011

FLOW THROUGH MEDICAL UNITS

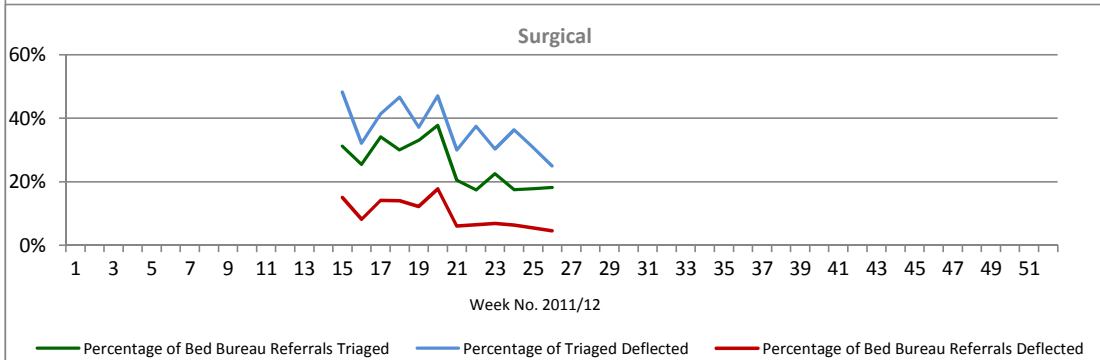
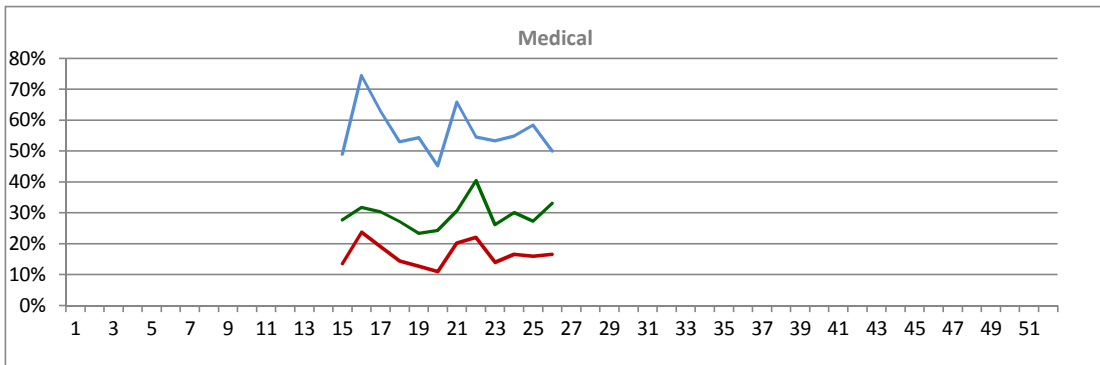
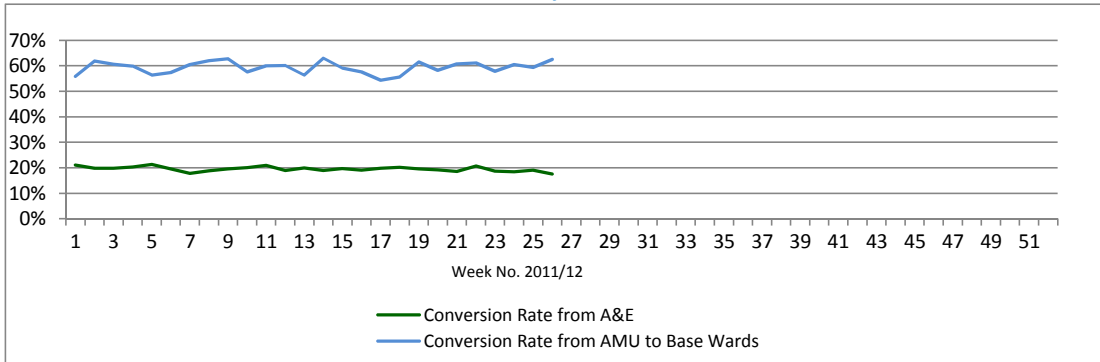
University Hospitals of Leicester

Data source: Local data from Provider - UHL_DataMart; UHL Bed Bureau report

Acute Medical Units (AMU)	Last Week	This Week		YTD
Conversion Rate from A&E - LLR Commissioners (% Patients admitted to hospital at conclusion of A&E attendance, any ward)	19.05%	17.59%	▼	19.48%
Conversion Rate from AMU to Base Wards - LLR Commissioners (% Emergency Admissions admitted via AMU and discharged from base ward)	59.41%	62.54%	▲	59.38%
Bed Bureau Referrals				
Medical - LRI (AMU) Triage Clinic				
No. Bed Bureau Referrals	132	121	▼	-
No. Triaged Through AMU Clinic	36	40	▲	-
No. Deflected	21	20	▼	-
Percentage of Bed Bureau Referrals Triaged	27.3%	33.1%	▲	-
Percentage of Triaged Deflected	58.3%	50.0%	▼	-
Percentage of Bed Bureau Referrals Deflected	15.9%	16.5%	▲	-
Surgical - LGH (Triage Clinic) + LRI (Next Day OPD Clinic)				
No. Bed Bureau Referrals	146	154	▲	-
No. Triaged Through AMU Clinic	26	28	▲	-
No. Deflected	9	7	▼	-
Percentage of Bed Bureau Referrals Triaged	17.8%	18.2%	▲	-
Percentage of Triaged Deflected	34.6%	25.0%	▼	-
Percentage of Bed Bureau Referrals Deflected	6.2%	4.5%	▼	-

Please note: AMU Wards include those with the codes: FCDU, R15, R16, GUEA, RSAU, GSAC, RAMU and RAFU
Admissions: This activity counts completed emergency spells with a discharge date during period stated.
Weekly data based on Monday - Sunday, as per national weekly A&E SitRep reporting.

Weekly Trend



Urgent Care Weekly Flash Report

Week Ending 25 September 2011

OUTFLOW

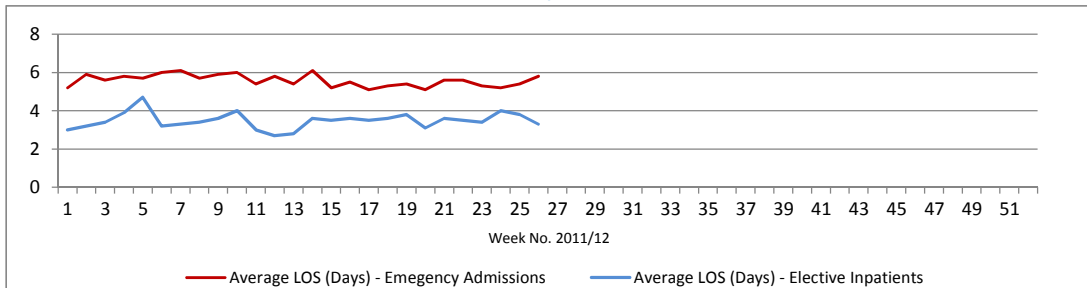
University Hospitals of Leicester

Data source: Local data from Provider UHL DataMart; UHL LOS + DTOC report

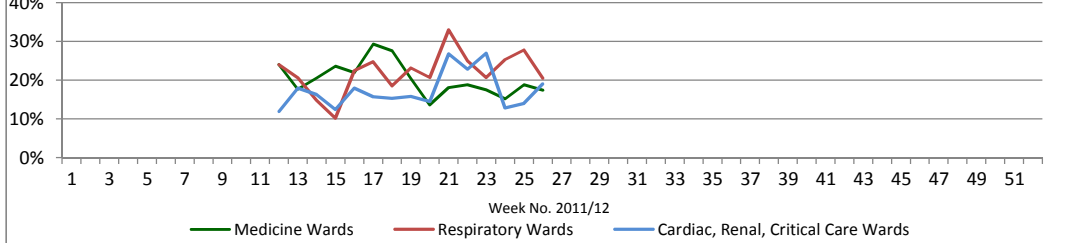
Outflow	Last Week	This Week		YTD
Average LOS (Days) - Emergency Admissions	5.4	5.8	▲	5.6
Average LOS (Days) - Elective Inpatient Admissions	3.8	3.3	▼	3.5
Discharge Rates Before 1 pm Target: >= 20%				
Medicine Wards	18.8%	17.4%	▼	-
Respiratory Wards	27.8%	20.5%	▼	-
Cardiac, Renal, Critical Care Wards	14.0%	19.0%	▲	-
- Cardiology	15.5%	16.8%	▲	-
- Cardiac Surgery	26.1%	36.7%	▲	-
- Renal Specialties	2.6%	11.6%	▲	-
Delayed Discharges				
Occupied Beddays for Delayed Discharges at UHL				
A - Awaiting assessments	41	42	▲	-
B - Awaiting public funding	34	39	▲	-
C - Awaiting further non-acute NHS care	16	26	▲	-
D(i) - Awaiting Residential Home placement	16	0	▼	-
D(ii) - Awaiting Nursing Home placement	44	44	↔	-
E - Awaiting Domiciliary Package	6	25	▲	-
F - Awaiting Community Equipment	11	7	▼	-
G - Awaiting patient / family choice	42	63	▲	-
Total	210	246	▲	-
Occupied Beddays for Rehab / Community Bed Delays (City + County)	71	116	▲	-
	Jul 2011	Aug 2011		YTD
Re-Beds due to Patient Transport Issues (EMAS)	31	30	▼	190

Please note: Average LOS excludes Obstetrics, Well Babies and any spells with a stay on wards GBIU, GYDU and G8.
 Discharge rates: Emergency discharges before 1pm excluding admissions units and patients discharged via discharge lounge.
 Figures are subject to change on refresh.
 Weekly data: Admissions + Delayed discharges - based on Monday - Sunday, as per national weekly A&E SitRep reporting.
 Discharge rates based on Friday to Thursday.

Weekly Trend



Discharge Rates



Monthly Trend

