

Emergency Department Clinical Quality Indicators

Summary – November 2011

	Indicator	key measure	threshold	met	actual	No of attendances
Timeliness	Total Time in ED	95 th percentile	240 mins	Yes	281 mins	6154
	<i>for admitted patients*</i>	95 th percentile	240 mins	No	393 mins	
	<i>for non admitted patients*</i>	95 th percentile	240 mins	No	231 mins	
	Time to initial assessment	95 th percentile	15 mins	Yes	0 mins	
	Time to treatment	Median time	60 mins	Yes	57 mins	
Patient Impact	Unplanned re-attendance rate	percentage	<=5%	Yes	2.40%	
	Left without being seen	percentage	<=5%	Yes	1.93%	

Overview – November 2011

The above table shows that four out of the five indicators (excluding *) have been met by the Trust for the month of November.

Progress continues with regards to the key challenges, these are:

The development of an effective data capture treatment pathway, within systems which have historically had limited real-time functionality

Opportunities with the Emergency Department and external agencies e.g. Care UK are being improved upon to ensure patients are seen in the right area with appropriate support care after discharge.

Raising awareness amongst clinicians to maximise every opportunity to accurately populate the data sets.