

## Emergency Care Standard Exception Report

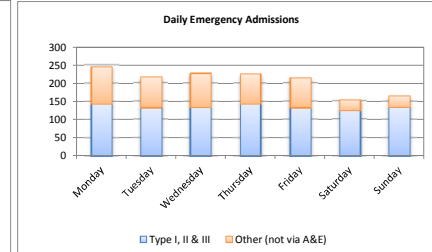
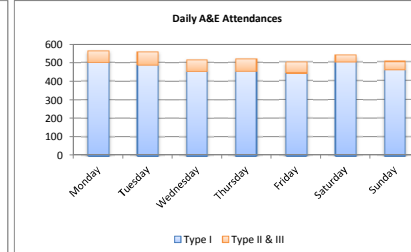
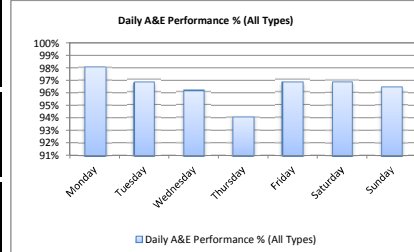


NHS Trust Name (please complete submission details tab)	Area Team Name	Reporting Period (week ending)
Nottingham University Hospitals NHS Trust	Derbyshire and Nottinghamshire Area Team	17/05/2015

	Latest Week	Quarter to Date	Year to Date
Week Ending:	All Type (I, II & III) 4hr Performance %		
17/05/2015	96.48%	95.13%	95.13%
Same Period 2014/15	87.06%	88.65%	88.65%
% Change	10.82%	7.31%	7.31%

	All Type (I, II & III) Attendances		
Week Ending:			
17/05/2015	3722	25396	25396
Same Period 2014/15	3703	25402	25402
% Change	0.51%	-0.02%	-0.02%

	All Type Emergency Admissions (including 'other')		
Week Ending:			
17/05/2015	1452	9927	9927
Same Period 2014/15	1512	10461	10461
% Change	-3.97%	-5.10%	-5.10%



	Daily Escalation Level	Daily A&E Performance % (All Types)	Number of A&E Breaches			Number of A&E Attendances		Number of Emergency Admissions	
			Type I	Type II & III	Patients > 8 hrs (arrival to departure)	Type I	Type II & III	Type I, II & III	Other (not via A&E)
Monday	green	98.06%	11	0	0	503	64	144	103
Tuesday	amber	96.80%	18	0	3	490	72	133	84
Wednesday	amber	96.15%	20	0	1	457	62	134	94
Thursday	amber	94.08%	31	0	0	456	68	143	83
Friday	amber	96.81%	16	0	2	444	58	133	82
Saturday	amber	96.86%	17	0	0	502	40	124	30
Sunday	amber	96.44%	18	0	0	461	45	134	31
Total			131	0	6	3313	409	945	507
			Rolling 6 week avg.					896	516
			% change			#DIV/0!		5.47%	-1.74%

A&E Incidents			Ambulances				Non Clinical Cancelled Elective Operations	
Number of Clinical Incidents	Number of Serious Incidents	% attendances conveyed by ambulance	Number of Ambulances attending	Number of Clinical Handover delays > 15 mins	% Handover delays	Total Number of Operations Cancelled	Number of Operations Cancelled at the Last minute	
Monday	0	0	183	93	50.82%	9	3	
Tuesday	0	0	165	78	47.27%	13	5	
Wednesday	0	0	168	70	41.67%	8	2	
Thursday	0	0	155	80	51.61%	4	1	
Friday	0	0	176	80	45.45%	12	0	
Saturday	0	0	195	101	51.79%	1	0	
Sunday	0	0	169	60	35.50%	0	0	
Total	0	0	#DIV/0!	1211	562	46.41%	47	11

Acute Beds - Number of Discharges				Medically Fit Patients Awaiting Discharge		Acute Beds (G&A)			
Medical		Surgical		Total Awaiting Discharge	As a % of adult acute bed base	% Beds Occupied		Number of Closed Beds	
Predicted	Actual	Predicted	Actual			Surgical	Medical	Surgical	Medical
Monday	60	146	34	69	21.50%	82.98%	88.14%	22	12
Tuesday	82	135	21	69	21.50%	85.76%	88.40%	20	12
Wednesday	56	164	36	81	25.20%	85.11%	88.27%	20	8
Thursday	61	153	34	68	21.20%	88.54%	88.14%	6	2
Friday	73	189	56	75	23.40%	84.12%	84.09%	6	2
Saturday	26	87	41	59	18.40%	77.74%	85.40%	6	2
Sunday	13	85	16	58	18.10%	79.38%	88.66%	6	2
Total	371	959	238	421					

Community Beds - Number of Discharges		Number of Medically Fit Patients Awaiting Discharge		Community Based Capacity		
Predicted	Actual	Total Awaiting Discharge	As a % of adult bed base	% Beds Occupied	Number of Available Beds	Number of Closed Beds
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
Total	0	0				

Reasons For Breach		Total	No. in AM	No. in PM	% of Breaches
Emergency Department	Nursing Staffing Issues	0	0	0	0.00%
	Medical Staffing Issues	0	0	0	0.00%
	Delay in clinician making decision	32	12	20	24.43%
	Delay in sending pathology sample	0	0	0	0.00%
	Delay in transferring patient to radiology	0	0	0	0.00%
	Scanned documents missing / unreadable	0	0	0	0.00%
	Deviation from ED protocol	0	0	0	0.00%
	Other ED Delay	7	2	5	5.34%
Capacity Issues	ED Cubicles full	0	0	0	0.00%
	CDU full	0	0	0	0.00%
	Awaiting AMU / MAU	5	3	2	3.82%
	Awaiting ITU / HDU	3	1	2	2.29%
	Awaiting Surgical bed / SAU	1	1	0	0.76%
	Awaiting T&O bed	0	0	0	0.00%
	Awaiting Gen Med bed	0	0	0	0.00%
	Awaiting Haem / Onc bed	0	0	0	0.00%
	Awaiting Obs & Gynae bed	1	0	1	0.76%
	Awaiting Paediatric bed	2	0	2	1.53%
	Awaiting Stroke bed	0	0	0	0.00%
	Awaiting Respiratory / NIV bed	0	0	0	0.00%
	Awaiting Cardiology bed	1	0	1	0.76%
	Delay in Psychiatrist attending	12	3	9	9.16%
	Awaiting pathology results	5	4	1	3.82%
	Awaiting radiology scan / report	15	2	13	11.45%
Other Department/ Area	Waiting for medical review	16	3	13	12.21%
	Waiting for surgical review	5	0	5	3.82%
	Awaiting Ambulance / Transfer	0	0	0	0.00%
	Awaiting Neuro Surgeon / QE	2	1	1	1.53%
	Waiting for other healthcare provider	0	0	0	0.00%
	Other delay / issue	9	6	3	6.87%
Clinical Need	Clinical Need	14	5	9	10.69%
	Waiting for patient to become lucid	1	0	1	0.76%
Total		131	43	88	

Acute Trust Medically Fit Patients Awaiting Discharge - Reason for Delay (snapshot as at midnight Sunday)	Total Number of Patients	% of Breaches	Please state the longest reported delay
Waiting repatriation to other Acute Hospital e.g. trauma or stroke repatriation	7	9.09%	4 days
Waiting for transfer to Acute Hospital for treatment e.g. for specialist surgery	0	0.00%	
Waiting for community hospital / bedded intermediate care	13	16.88%	13 days
Waiting for CHC paperwork to be completed	2	2.60%	10 days
Waiting for continuing care panel decision	9	11.69%	
Waiting for continuing health care package	1	1.30%	51 days
Waiting for equipment / adaptations	2	2.60%	12 days
Housing needs / homeless	0	0.00%	
Waiting for patient choice of care home	10	12.99%	19 days
Patient / family refusing to accept discharge	2	2.60%	18 days
Waiting for physiotherapy or occupational approval for discharge	1	1.30%	7 days
Waiting for hospice place	0	0.00%	
Waiting for internal transfer e.g. to /from high dependency	0	0.00%	
Discharge planned for tomorrow	10	12.99%	
Waiting for social care reablement or home based intermediate care	5	6.49%	5 days
Waiting for internal assessments (e.g. Surgical patient waiting for cardiology Ax)	0	0.00%	
Waiting for external agency assessment (e.g. care home coming to Ax, psychiatry)	3	3.90%	4 days
Waiting for start or re-start of a care package	7	9.09%	10 days
Out of county/borough assessments	3	3.90%	7 days
Waiting for residential or nursing home place	2	2.60%	4 days
Patient is palliative, including patients on LCP or equivalent	0	0.00%	
Total	77		
Average Number of Medically Fit Patients Awaiting Discharge			

Emergency Care Standard Exception Report



Commentary	Timescale for delivery		Complete?
Key drivers/ reasons for last week's underperformance:	Start Date	End Date	Yes / No
1)The highest reason for breaches continues to be delay in clinical decision accounting for 24.43% (32 breaches)			
2)The second highest reason for breaches is delay in speciality doctor review in ED with 12.21% (16 breaches) attributed across 9 specialities (4 spines, 3 medical registrar decision for level of bed, 2 plastics, 2 orthopaedic review, 1 cardiology, 1 gynaecology, 1 neurology, 1			
3)Delays in radiology scanning and reports accounted for 11.45% of breaches (15 in total)			
4)The fourth highest breach reason was clinical need 10.69%			
5)For note - NUH continue to complete the rolling deep clean programme across both city and QMC campuses			
6)			
7)			
Trust Actions taken to improve ED performance	Start Date	End Date	Yes / No
1)ED to continue to improve time to initial assessment, supporting early medical assessment and decision through ongoing delivery of RATING and continuing trials underway to review consultant support in streaming. Weekly performance metrics on time to be seen in ED			
2)Weekly performance meetings continue led by the director of emergency pathway and deputy medical director with relevent specialities to discuss speciality response times			
3)Clear escalation processes in place for ED through the site matron team and deputy clinical lead for capacity & flow to contact all specialities who do not respond within 30 minutes to request from ED			
4)Each speciality area preparing root cause analysis on all breaches allocated to them and shared with deputy director of ops and task team when appropriate			
5)			
6)			
7)			
CCG / Area Team actions taken by primary care to improve ED performance	Start Date	End Date	Yes / No
1) Continued commissioning of Ramsey Woodthorpe beds for NWB patients waiting for Lings Bar			
2)Health economy have agreed a new 4 hour trajectory for achieving the target			
3)			
4)			
5)			
6)			
7)			
Wider System Actions taken (including Community/ Local Authority/ UCWG actions)	Start Date	End Date	Yes / No
1)Update and standardisation of workstream reports across the system			
2)New project manager in place for work stream 2 and to start for work stream 2 next week			
3)Whole system engagement in Breaking the Cycle at QMC campus debrief			
2)Whole system planning started for BTC at City campus			
3)Agreement reached with all external partners to achieve 38 supported discharges each day (Monday to Friday) with trajectory and weekly monitoring to SRIG			
6)			
7)			
Any other important information:			