

4 hour performance weekly analysis

Background

Since June 2014 NUH have been required to submit a weekly analysis template to the Trust Development Agency (TDA) and the System Resilience Implementation Group (SRIG) on the previous weeks' performance against the 4 hour standard.

The TDA return from week ending 4th January 2015

Attached is the TDA return from the week that NUH performance against the 4 hour standard dropped to 75.75%. The report shows the number of attendances to the Emergency Department over the 7 day period 28th December to 4th January was 3,509, an increase of over 10.79% in comparison to the previous week in 2013/14. A total of 851 patients who attended the ED waited longer than the 4 hour standard. The report contains the breach descriptions and the breakdown of breach reasons against four categories, ED delays, capacity issues, other department delays and clinical need. 60% (505 breaches) of the breaches were due to capacity issues associated with flow into the appropriate bed within NUH. Demand outstripped capacity each day with NUH and system partners unable to generate sufficient capacity through transfer of care. The flu started earlier in 14/15 than in the previous 2 winters and peaked over the Christmas period putting extreme pressure on acute hospital beds with bed occupancy reported as over 97% on each day. The return also records the actions taken that week by NUH and the system to deal with the demand.

Actions taken

The TDA weekly return has helped support the system to identify areas to prioritize improvement work developed and delivered through the SRIG and the 3 work streams tasked with improving urgent care. The key initiatives which have been developed across the emergency pathway can be split into three categories, admission avoidance and improvements in front door processes in ED; improvements in internal flow within NUH and improvements in transfers out. The system resilience improvement plan continues to be rigorously monitored against agreed key performance indicators linked to the three key improvement areas.

Performance Update

The 4 hour performance standard has been achieved since April 2015 with year to date performance of 95.66%, attached for reference is the performance week ending 17th May 2015.