

Greater Nottingham A+E Delivery Dashboard

September 2017

SUMMARY POSITION

Assess to Admit (Front Door / Demand)

<p><u>Summary position</u></p> <ul style="list-style-type: none"> EMAS, NEMS, 111, UCC alternatives to presentation to ED are showing positive contributions to reducing the demand in ED. 	<p><u>Key Issues that have tested the system this month</u></p> <ul style="list-style-type: none"> 111 demand continues to increase with call volumes significantly over planned levels, graph is expressed as % but potentially needs to reflect actual numbers 	<p><u>Initiatives and working practices that have worked well this month</u></p> <ul style="list-style-type: none"> Total number of calls triaged by 111 to the clinical hub has increased, % remained constant but does not reflect increasing volume of calls being dealt with via consultant and complete service model. 	<p><u>Areas of focus for the A&E Delivery Board</u></p> <ul style="list-style-type: none"> ED attends for Greater Nottingham are currently mirroring the number of attends for last financial year, we have seen no growth in ED attends year to date.
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A&E Performance

<p><u>Summary position</u></p> <ul style="list-style-type: none"> 4 hour Performance remains below the STF trajectory 61% of ambulances attending NUH were delayed less than 15 minutes 	<p><u>Key Issues that have tested the system this month</u></p> <ul style="list-style-type: none"> Although not demonstrated within the dashboard medical and nursing staffing levels across ED and wards, particularly over weekends, has impacted on performance. 	<p><u>Initiatives and working practices that have worked well this month</u></p> <p>Proactive nursing recruitment drive has resulted in reduction in ED nursing vacancies through September 2017. Medical recruitment is ongoing including international recruitment. Consultants are undertaking overtime to manage significant pressure</p>	<p><u>Areas of focus for the A&E Delivery Board</u></p> <ul style="list-style-type: none"> Higher agency use results in weaker skill mix across the non-elective pathway impacting significantly at the weekends across ED and wards
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Today's work Today (In Hospital Flow)

<p><u>Summary position</u></p> <ul style="list-style-type: none"> Awaiting update to stranded patient metric as currently includes both elective and non-elective pathway patients QMC medical bed occupancy remain too high 	<p><u>Key Issues that have tested the system this month</u></p> <ul style="list-style-type: none"> DTOC levels did reduce over August reported daily by NUH but awaiting August officially reported position to confirm if achieved target of 3.5% or below 	<p><u>Initiatives and working practices that have worked well this month</u></p> <ul style="list-style-type: none"> xx 	<p><u>Areas of focus for the A&E Delivery Board</u></p> <ul style="list-style-type: none"> Weekend discharges
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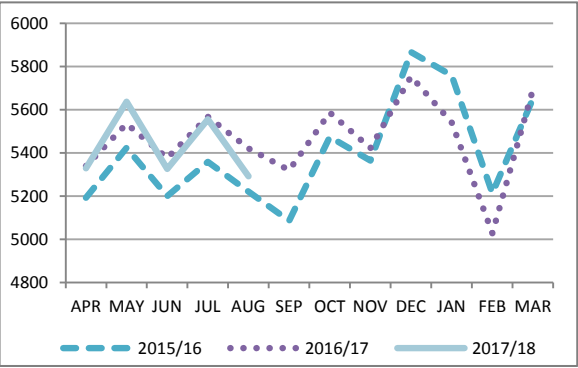
Discharge to assess (Back Door / Discharge)

<p><u>Summary position</u></p> <ul style="list-style-type: none"> New dashboard to be launched end of October and produced weekly to track D2A performance 	<p><u>Key Issues that have tested the system this month</u></p> <p>Supported discharges achieved again dipped post bank holiday</p>	<p><u>Initiatives and working practices that have worked well this month</u></p> <ul style="list-style-type: none"> Moving to one community bed specification 	<p><u>Areas of focus for the A&E Delivery Board</u></p> <ul style="list-style-type: none"> Bank holiday planning
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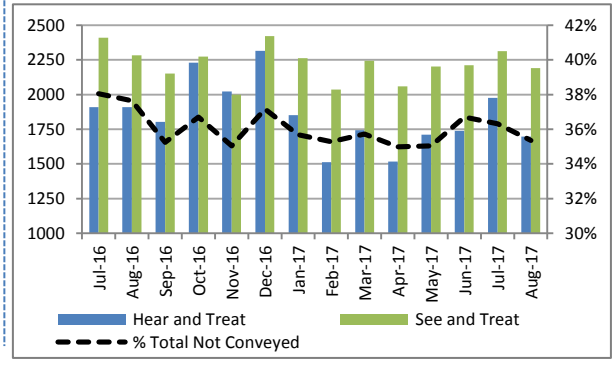
Daily System Status summary

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri				
Organisation	4 th Sept	5 th Sept	6 th Sept	7 th Sept	8 th Sept	9 th Sept	10 th Sept	11 th Sept	12 th Sept	13 th Sept	14 th Sept	15 th Sept	16 th Sept	17 th Sept	18 th Sept	19 th Sept	20 th Sept	21 st Sept	22 nd Sept				
GPs	Green	Green	Green	Green	Green	WEEKEND		Green	Green	Green	Green	Green	WEEKEND		Green	Green	Green	Green	Green				
NEMS	Yellow	Yellow	Yellow	Yellow	Yellow			Yellow	Yellow	Yellow	Yellow	Yellow			Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
111	Green	Green	Green	Green	Green			Green	Green	Green	Green	Green			Green	Green	Green	Green	Green	Green	Green	Green	Green
EMAS	Green	Green	Green	Green	Green			Green	Green	Green	Green	Green			Green	Green	Green	Green	Green	Green	Green	Green	Green
Urgent Care Centre	Green	Green	Green	Green	Green			Green	Green	Green	Green	Green			Green	Green	Green	Green	Green	Green	Green	Green	Green
NUH	Yellow	Red	Red	Yellow	Yellow			Red	Red	Red	Yellow	Red			Yellow	Red	Red	Red	Red	Red	Red	Yellow	Red
CityCare	Yellow	Yellow	Yellow	Yellow	Yellow			Yellow	Yellow	Yellow	Yellow	Yellow			Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Arriva	Yellow	Yellow	Yellow	Yellow	Yellow			Yellow	Yellow	Yellow	Yellow	Yellow			Yellow	Yellow	Yellow	Yellow	Green	Yellow	Yellow	Yellow	Yellow
County Health Partnership	Green	Green	Green	Green	Green			Green	Green	Green	Yellow	Green			Green	Green	Green	Green	Green	Green	Green	Green	Green
Nottingham City Council	Green	Green	Green	Green	Green			Green	Green	Yellow	Yellow	Green			Yellow	Yellow	Yellow	Yellow	Yellow	Green	Yellow	Green	Green
Nottingham County Council	Green	Green	Green	Green	Green			Green	Green	Green	Green	Green			Green	Green	Green	Green	Green	Green	Green	Green	Green
Nottinghamshire Healthcare Trust	Red	Yellow	Yellow	Green	Green			Green	Green	Yellow	Yellow	Yellow			Green	Green	Green	Green	Red	Red	Red	Red	Red
System Status	OPEL 2	OPEL 2	OPEL 2	OPEL 2	OPEL 2					OPEL 2	OPEL 2	OPEL 2			OPEL 2	OPEL 2			OPEL 2	OPEL 2	OPEL 2	OPEL 2	OPEL 2
A&E Performance %	84.11%	88.73%	93.56%	89.5%	85.03%			74.31%	71.21%	82.82%	76.37%	80.23%			82.35%	78.43%	81.33%	78.55%	80.14%	82.17%	92.25%	87.39%	92.2%

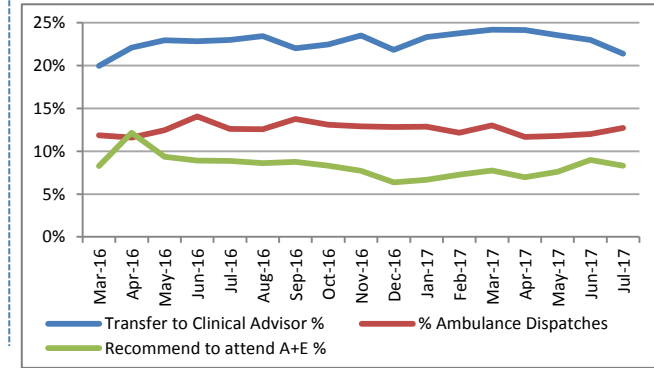
Ambulance Attendances at QMC



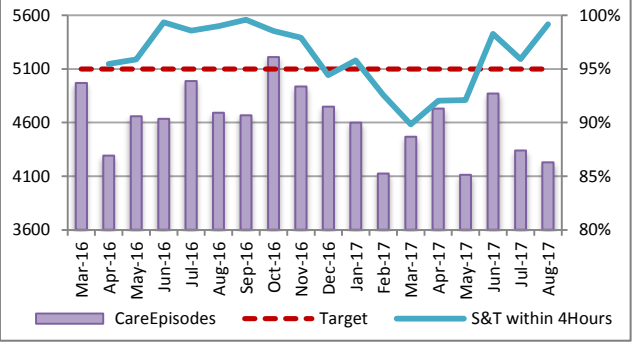
999 South Notts S&T and H&T Stats



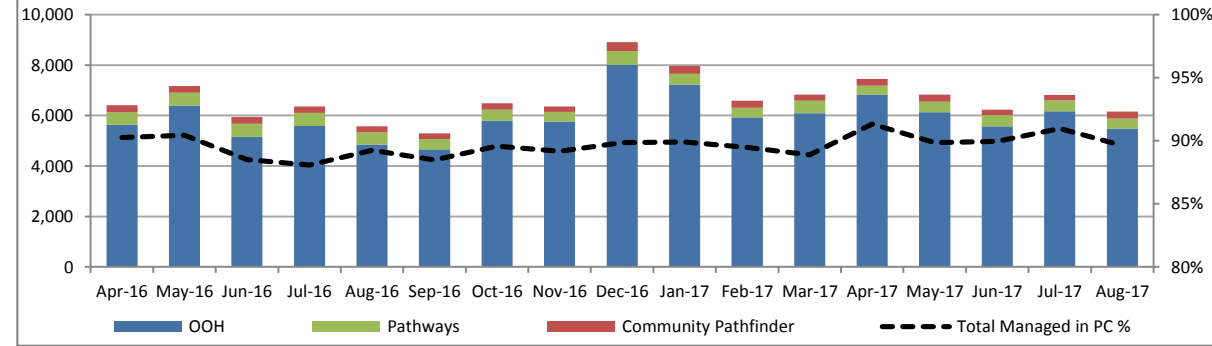
DHU 111 Greater Nottingham Call Stats



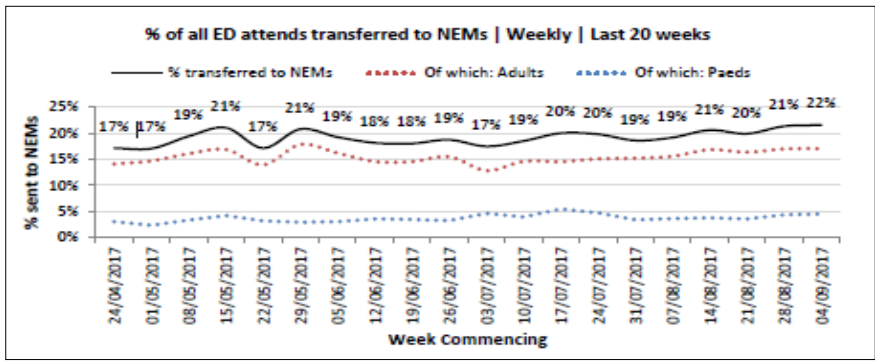
Urger Care Centre



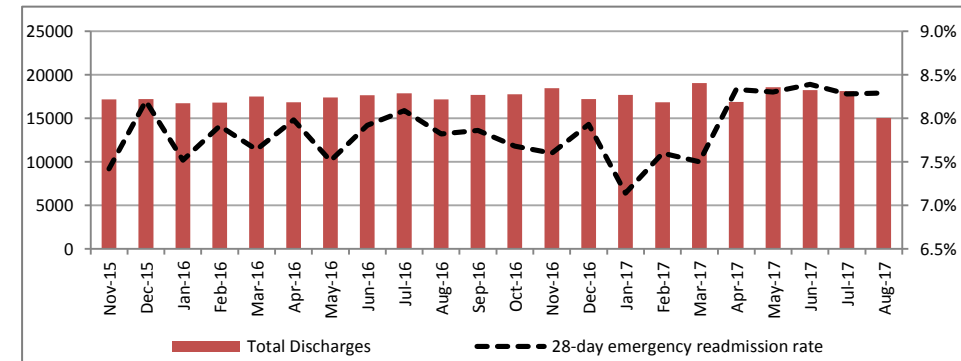
NEMS - admission avoidance and non conveyance to ED (via community pathfinder)



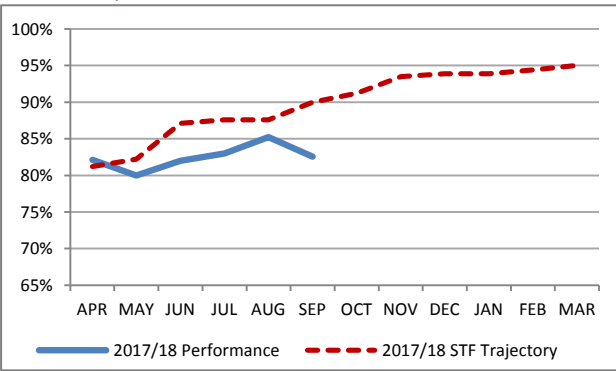
ED Front Door - Primary Care Streaming



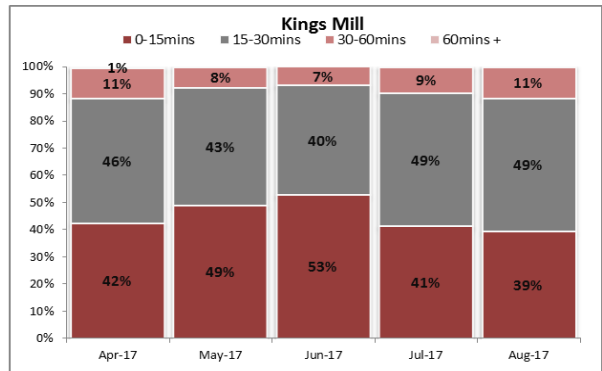
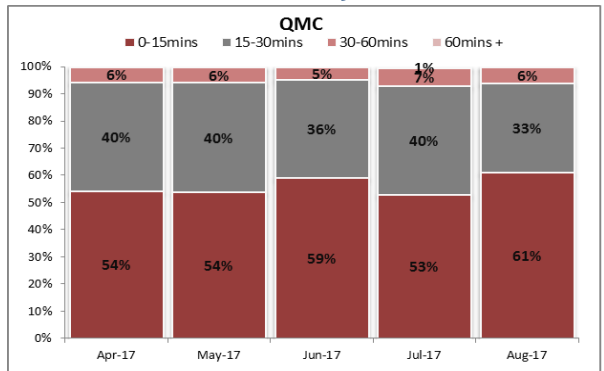
NUH Emergency Re-admissions within 28days



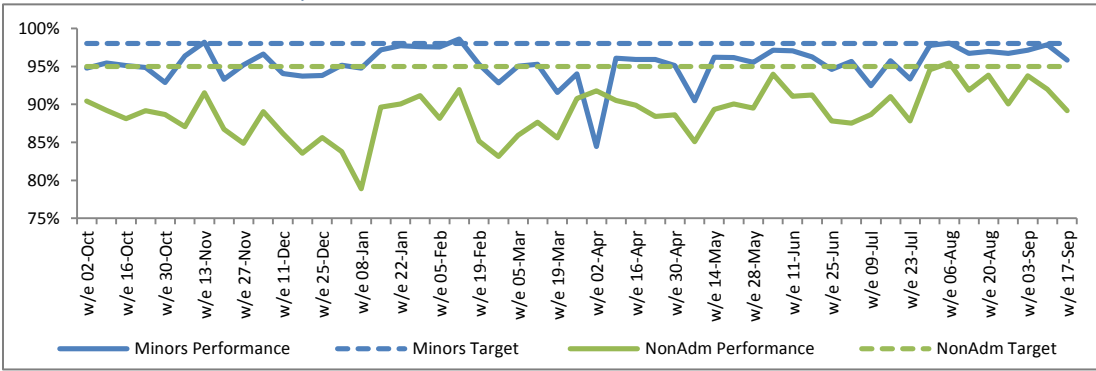
A+E Performance



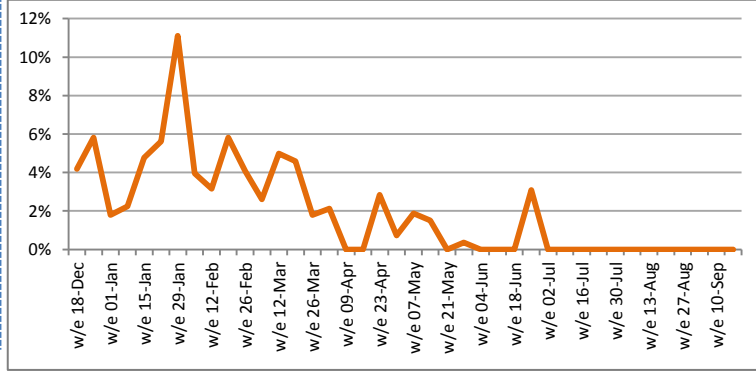
Ambulance Handover Delays



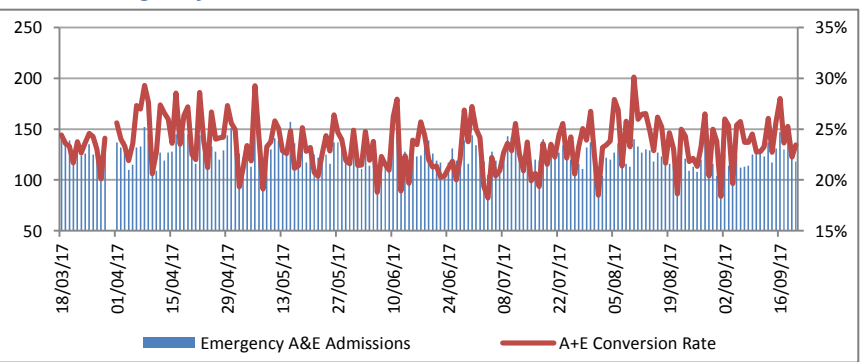
A+E Non-Admitted Performance



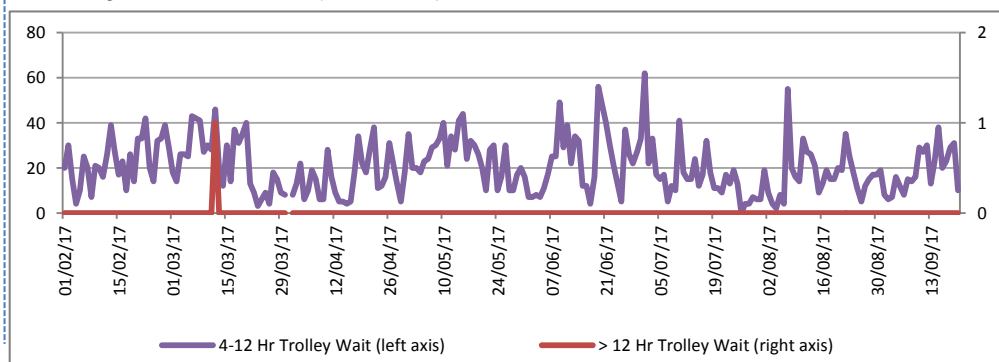
ED Rota Gaps - % Medical Cover Unfilled



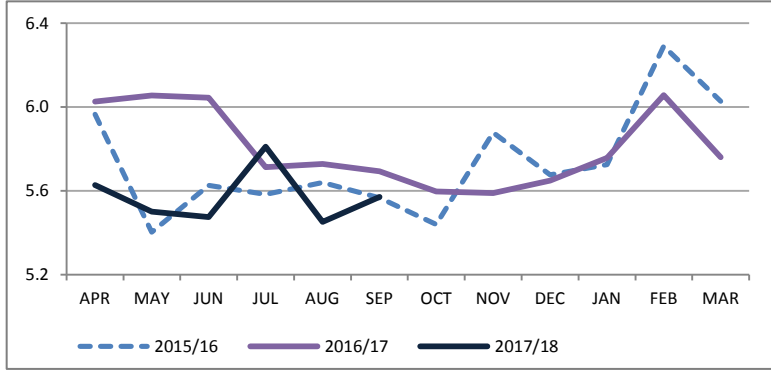
A+E Emergency Admissions and Conversion Rate



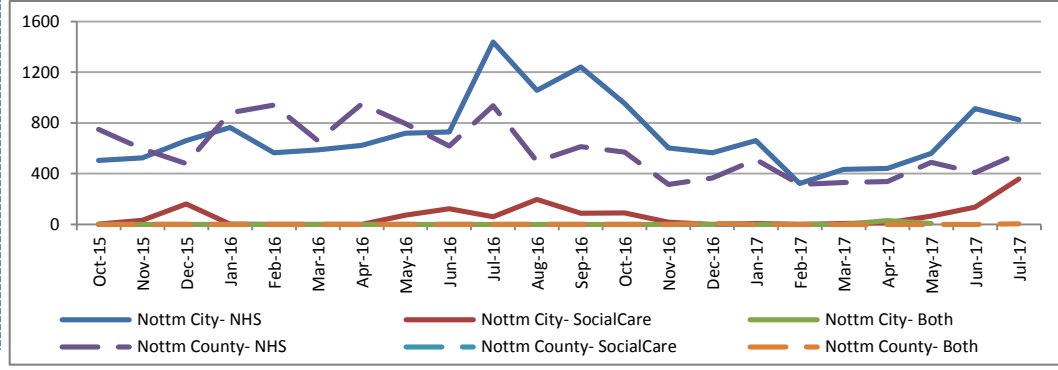
Trolley Wait Numbers (>4 Hours)



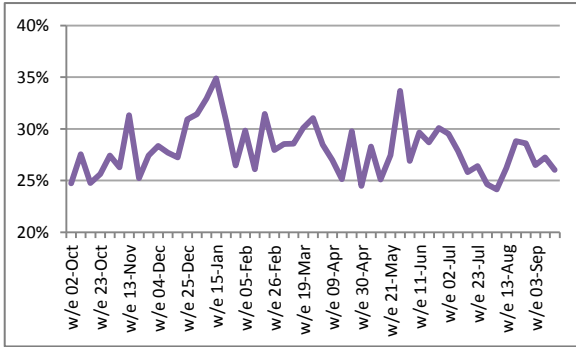
NUH Non-Elective Emergency LOS (Average)



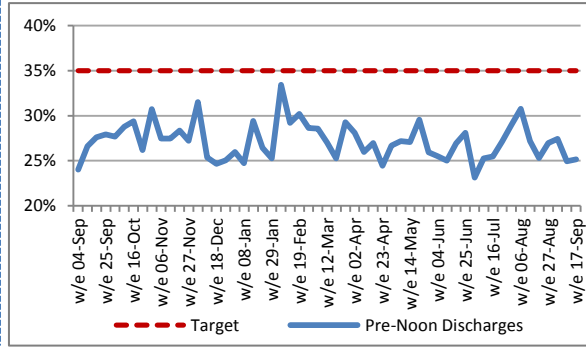
DTOC - Delayed days by the responsible organisation (NHS England NUH data)



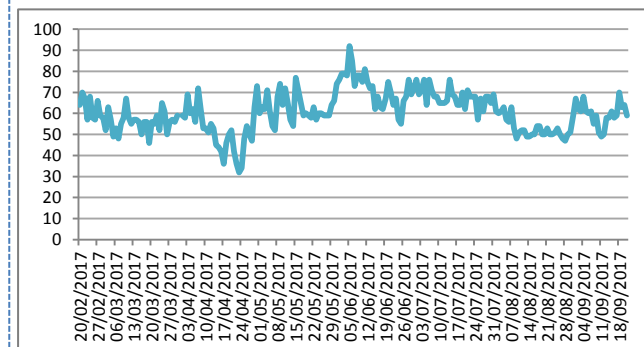
Flow from assessment wards by 12:00



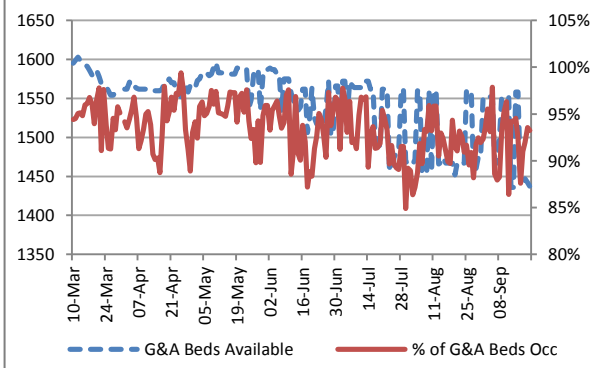
Pre-Noon Discharge



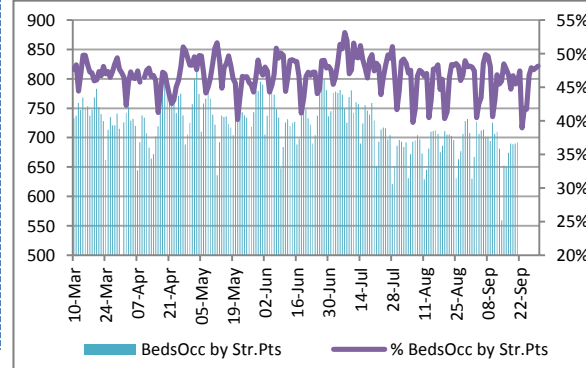
Delayed Transfers of Care (NUH daily data)



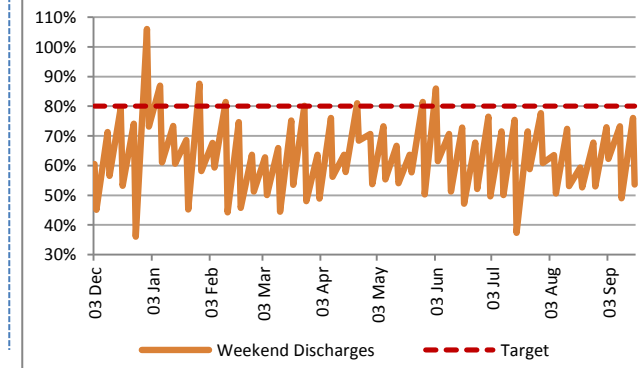
NUH G&A Bed Occupancy levels



NUH Stranded Patients (>6 Days)

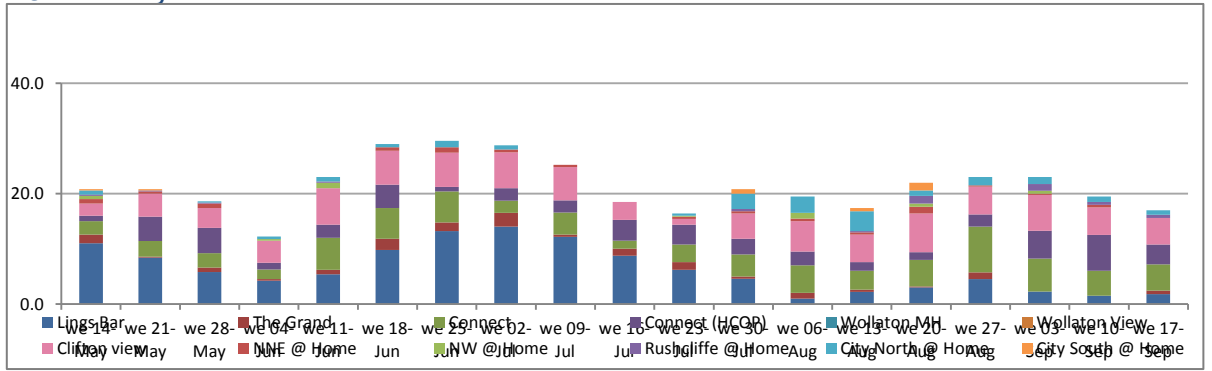


Weekend Discharges

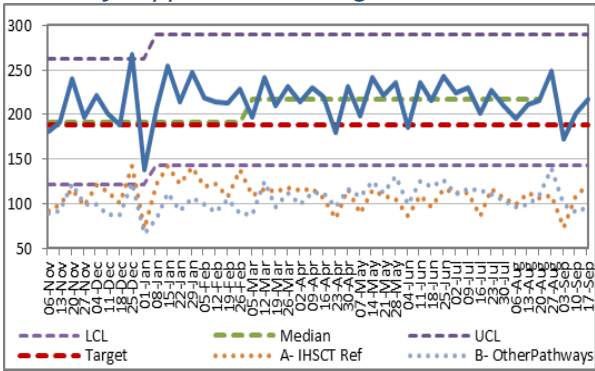


DISCHARGE TO ASSESS

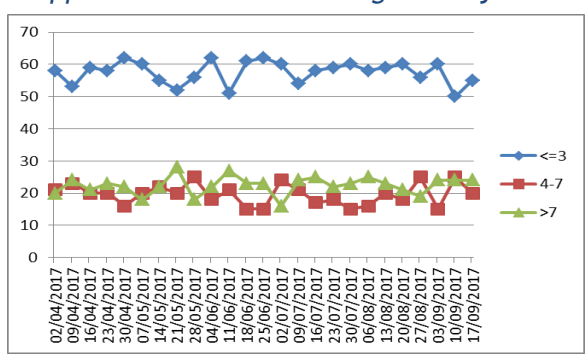
Community Bed Waits



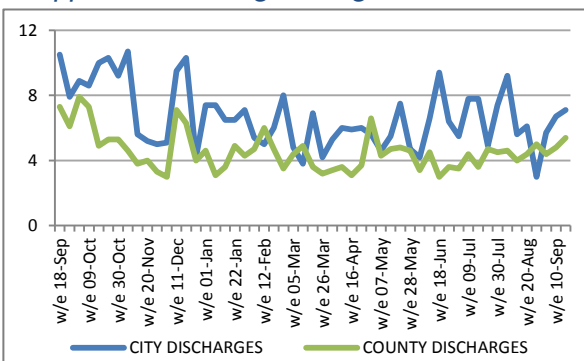
Weekly Supported Discharges



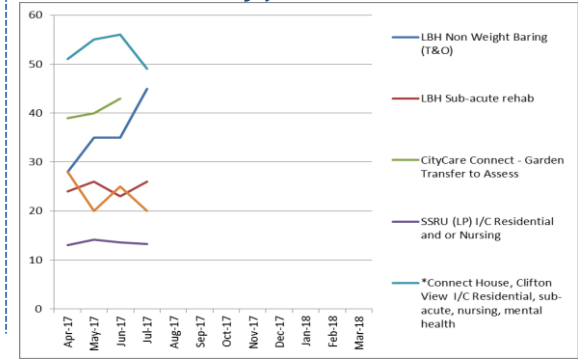
Supported Post MST Discharges - % by LOS



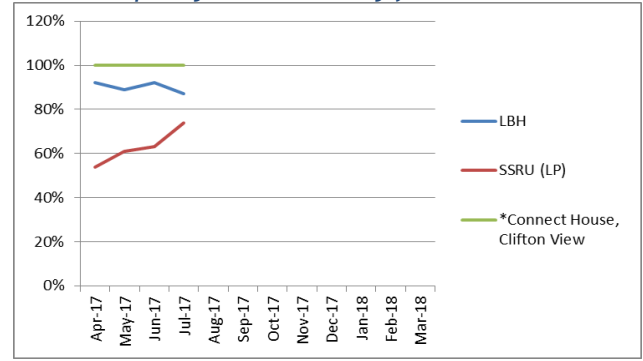
Supported Discharges - Avg Post MST LOS



LOS in community facilities



Bed Occupancy in community facilities



Access to Admit Section

Chart Description	Sourced From
Ambulance Attendances at QMC	EMAS - Nottinghamshire Divisional Scorecard
999 Nottinghamshire S&T and H&T Stats	EMAS - National Tariff Activity Report
DHU 111 Greater Nottingham Call Stats	NHS England DHU 111 MDS Data
Urgent Care Centre	CityCare Urgent Care Centre Service Report
NEMS - admission avoidance	NEMS Report
Primary Care in ED (inc NEMS and GP)	## INC --
NUH Emergency Re-admissions	NUH ReAdmit Rate Report

A+E Performance Section

Chart Description	Sourced From
A+E Performance (2016/17)	NUH Daily A&E to Area Team
Ambulance Handover Delays	EMAS - Handover Delays
A+E Non-Admitted Performance	SAFER - Weekly CCG Report
ED Rota Gaps - % Medical Cover Unfilled	SAFER - Weekly CCG Report
A+E Emergency Adm and Conv Rate	NUH Daily Winter Sitrep Report - 5B/5C
Trolley Wait Numbers (>4 Hours)	NUH Daily Winter Sitrep Report - 4G/4H

Today's Work Today Section

Chart Description	Sourced From
NUH Emergency LOS (Average)	NUH LOS and Admissions Report
DTOC - Delayed days	NHS England Delayed Transfers of Care
Flow from assessment wards by 12:00	SAFER - Weekly CCG Report
Pre-Noon Discharge	SAFER - Weekly CCG Report
Patients waiting to go home	NUH Daily Winter Sitrep Report - 7H
NUH G&A Bed Occupancy levels	NUH Daily Winter Sitrep Report - 7C/7E
NUH Stranded Patients (>6 Days)	NUH Daily Winter Sitrep Report - 7I/7J
Weekend Discharges	SAFER - Weekly CCG Report

Discharge to Assess Section

Chart Description	Sourced From
Community Bed Waits	NUH Health Waits File and CityCare Hub Capacity
Waiting Packages and Placements	Urgent Care Dashboard - 12:00 Call
Weekly Supported Discharges	WS2 SRIG 5A/B Supported Discharges
Pts waiting for xfer to ext. homecare agencies	Weekly data from Nottingham City Council
Supported Discharges – Avg Post MST LOS	WS2 SRIG 5A/B Supported Discharges
LOS in community facilities	## INC --
Bed Occupancy in community facilities	## INC --

Other Information

Daily System Status - The system status summary page collates information circulated on the daily 10am system Report. Each organisation provides their own RAG status and an OPEL level is then applied to the Nottinghamshire system.