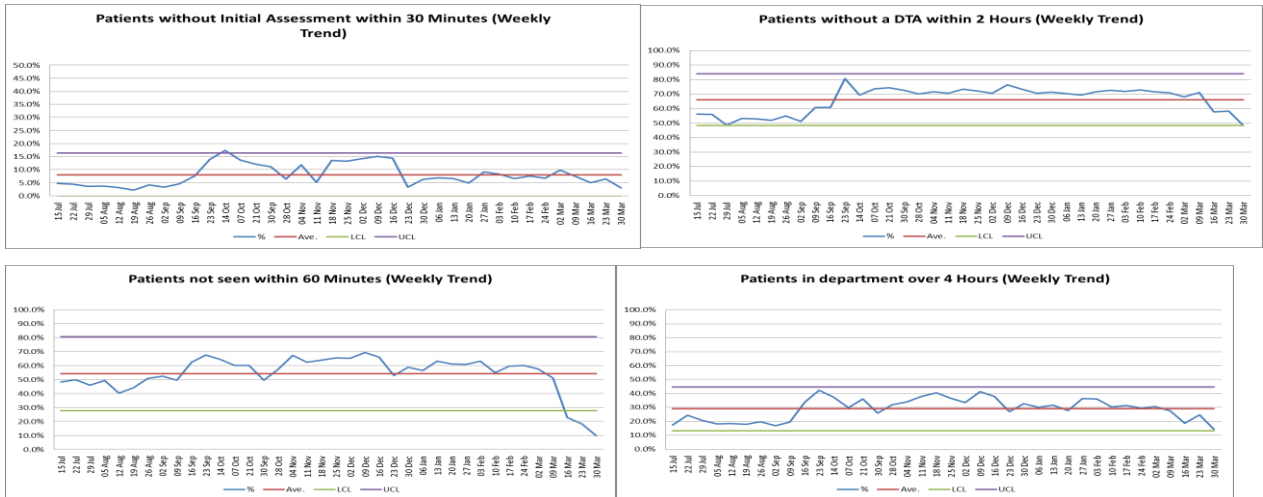


Emergency Care Performance

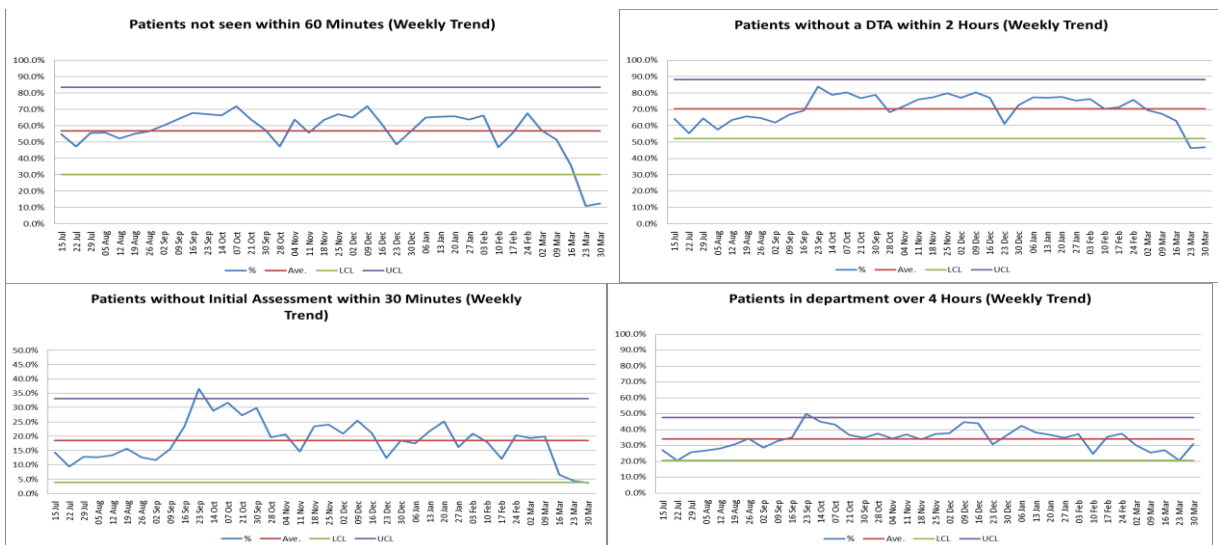
ED 4 hour performance is showing significant improvement on all measures. This is mainly related to the volumes coming through the door in relation to the Covid lockdown. The SPC chart indicators show improvements in March (79.3%) with larger improvements at end of March, with the last week of March out turning at 91.7% (Covid) compared to the first week of March where performance out turn was 79.2% (pre - Covid). EDs have divided their departments into Hot and Cold areas as a response to Covid-19 through a number of phases. In order to assess the right area a patient is to be treated in, triage points at the front door and in RAM have been set up. There have also been a number of operational changes to Paediatric and Minors streams to support space, flow and staffing. This has contributed towards the improvement of patients having an initial assessment within 30 mins, and patients seen within 60 mins

Consultant interviews scheduled in early April will enable strengthened shift leadership skills. Streaming to GP, ambulatory care and scheduled urgent OP will divert out of hours ED activity.

City daily SPC charts



Sandwell daily SPC charts



Liam Kennedy, Chief Operating Officer