

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 May (91.6%, a 3.6% increase in performance compared to previous month). There have been marked improvements in all key performance measures as summarised below and demonstrated on the SPC charts below.

1) Improvement in 30 mins initial assessment

SGH has improved its time to initial assessment in May with 92.5% on average of patients being seen within 30 mins compared to previous months. However, this has declined by 1.3% compared to April, and this can be attributed to increase in activity at SGH with some days back at pre-Covid numbers. City has also improved its time to initial assessment in May with 96.3% on average of patients being seen within 30 mins. This is also an improvement of 1% compared to April. This can be attributed to the senior triage and decision making places in ED placing patients in the correct stream, and overall volumes being low compared to pre Covid.

2) Improvement in seeing patients within 60 mins from arrival

Both sites have seen a decline in patients being seen within 60 mins from arrival from April to May. City in April averaged 88.3% and in May 82.9% - decline of 5.4%. SGH in April averaged 78.5% and in May 72.5% - decline of 6%. This can also be attributed to both departments seeing a shift in total activity (especially for SGH) but mainly the shift from Hot to Cold streams and the impact on cubicle availability and total occupancy leading to delays. This has prompted the ED to create more Cold capacity as outlined earlier in the paper.

3) Patients with a DTA within 2 hours from arrival

City has improved its performance in ensuring all patients have a DTA within 2 hours from arrival, in May the average was 51.5% an increase of 1.2% compared to previous month, and at SGH a decline of 1.7% from April to May with May averaging at 50.4%. Whilst speciality and diagnostics responsiveness has contributed to improving this performance measure overall, SGH decline is linked with increased activity as discussed.

ED's 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

Streaming to GP, ambulatory care and scheduled urgent OP will divert out of hours ED activity and support the improved performance

City daily SPC charts



Sandwell daily SPC charts



Liam Kennedy, Chief Operating Officer