

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 April (88%, an 8.7% 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

City has improved its 30 minutes to initial assessment in April with patients being seen ranging between 98.5%-98.2% and SGH between 98.5%-98.2% .

2) Improvement in seeing patients within 60 mins from arrival

City has improved its performance in ensuring all patients are seen within 60 mins from arrival, in April with patients being seen ranging between 87.8%-91.7% and SGH between 91.3%-98.7% .

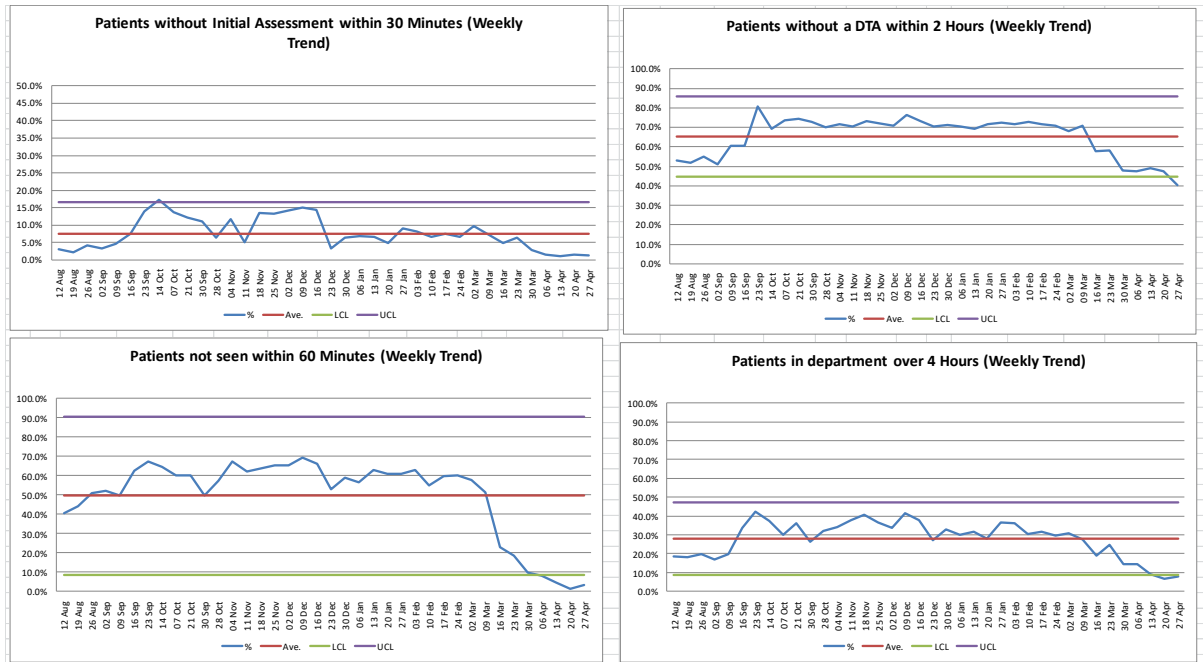
3) Patients with a DTA within 2 hours from arrival

City has improved its performance in ensuring all patients have a DTA within 2 hours from arrival, in April with patients being seen ranging between 55.3%-59.8% and SGH between 59.2%-59.4% .

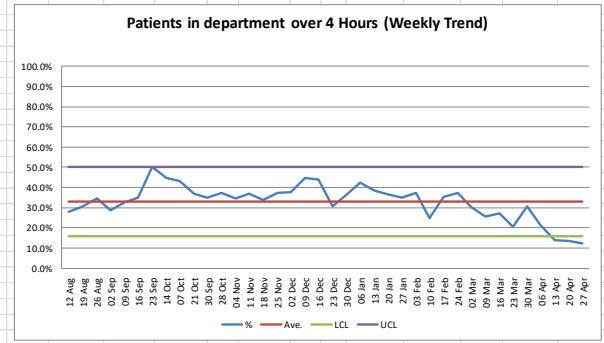
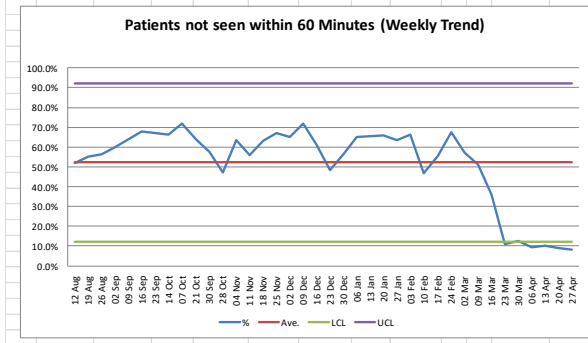
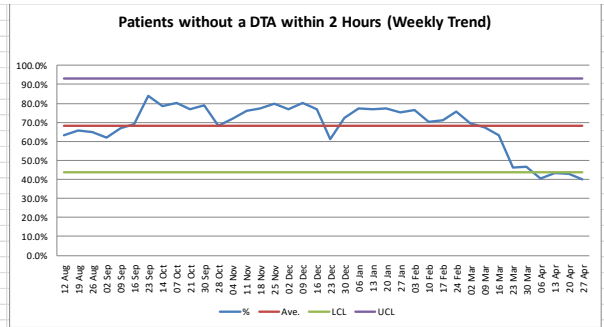
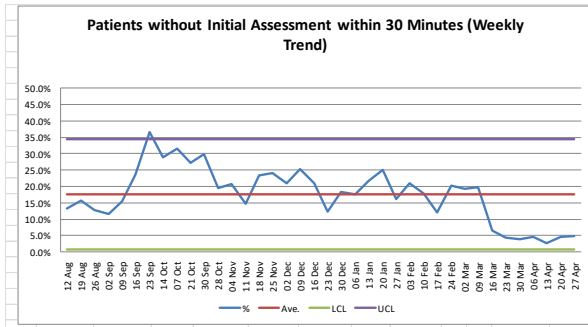
ED's have divided their departments into Hot and Cold areas as a response to Covid-19 through a number of phases. In order to assess the right area a patient is to be treated in, triage points at the front door and in RAM have been set up. There have also been a number of operational changes to Paediatric 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

Consultant interviews held in early April will have seen the appointment of 1 substantive and 1 locum post due to commence September 2021. 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