

Emergency Care Performance

ED 4 hour performance is showing decline in performance. This is mainly related to the volumes coming through the door in relation to the Covid lockdown. The SPC chart indicators show October performance at 79.1% a decline of 1.2% compared to September. Whilst volume of activity has decreased compared to last year, ED has to operate through two streams, with 80-85% of total volume coming through the Cold stream. However, there has been an increase in the Red stream over the past month compared to previous months. With the configuration of the ED split, there is reduced cubicle capacity to review throughput of activity coming through in the cold stream. Due to increased pressure with flow and limited bed capacity, there have been 2, 12 hour DTA breaches, and 24 ambulances who waited more than 60 minutes to be offloaded.

1. Improvement in 30 mins initial assessment

SGH has improved its time to initial assessment in November by 2.9% with 88.2% on average of patients being seen within 30 mins compared to October. City has also increased its time to initial assessment in November at 95.7% by 2.4% on average of patients being seen within 30 mins. This can be attributed to an increase in activity and acuity. The work being progressed to separate walk in and ambulance entrances at City will reduce overcrowding at the streaming desk and support the maintenance of time to assessment.

2. Improvement in seeing patients within 60 mins from arrival

City in November averaged 64.6%, a decrease of 3.5% compared to October. SGH held its position at 63.9%. This can be attributed to the changes in query covid patients being sent to City hospital reducing some pressure on the red stream.

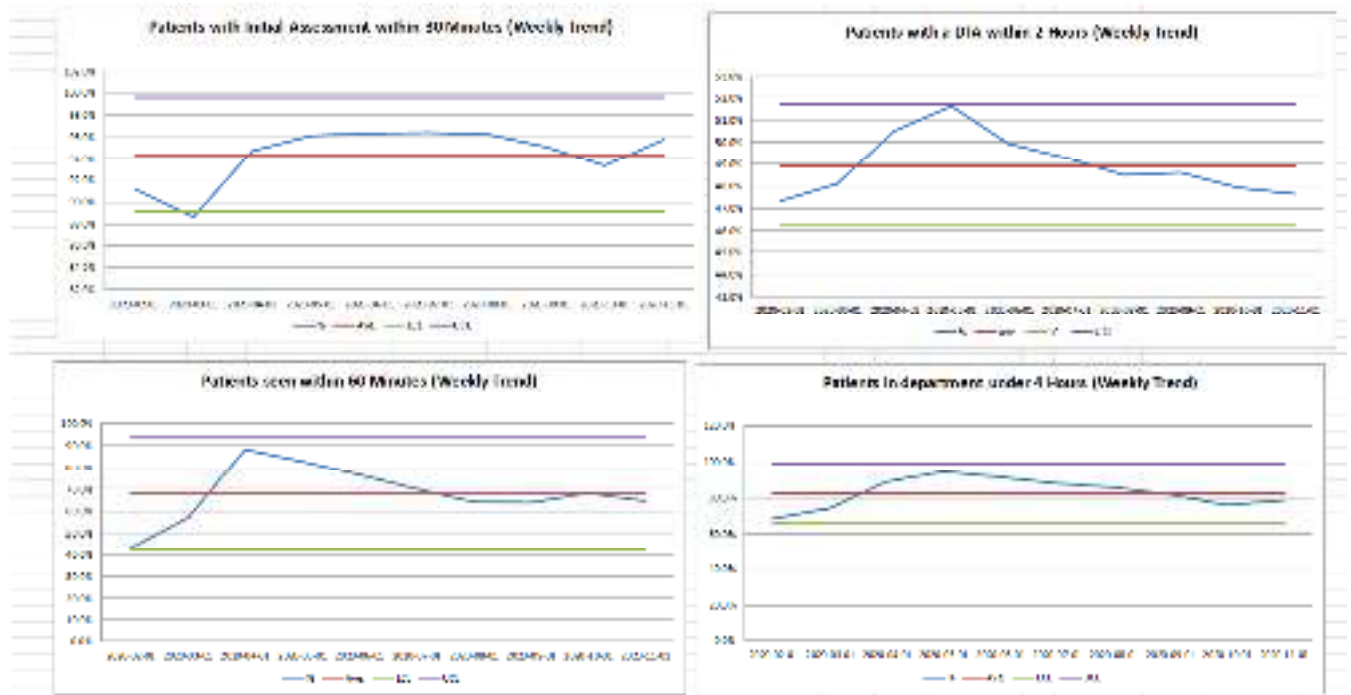
3. Patients with a DTA within 2 hours from arrival

Both sites have had a slight increase/ holding its performance in ensuring all patients have a DTA within 2 hours from arrival. At SGH in November the average was 47.2%, an increase of 0.6% compared to the previous month, and at City the average was 47.6%, decrease of 0.3%. The maintenance of rapid speciality and diagnostic responsiveness will be instrumental in maintaining this metric as the number of patients continues to increase.

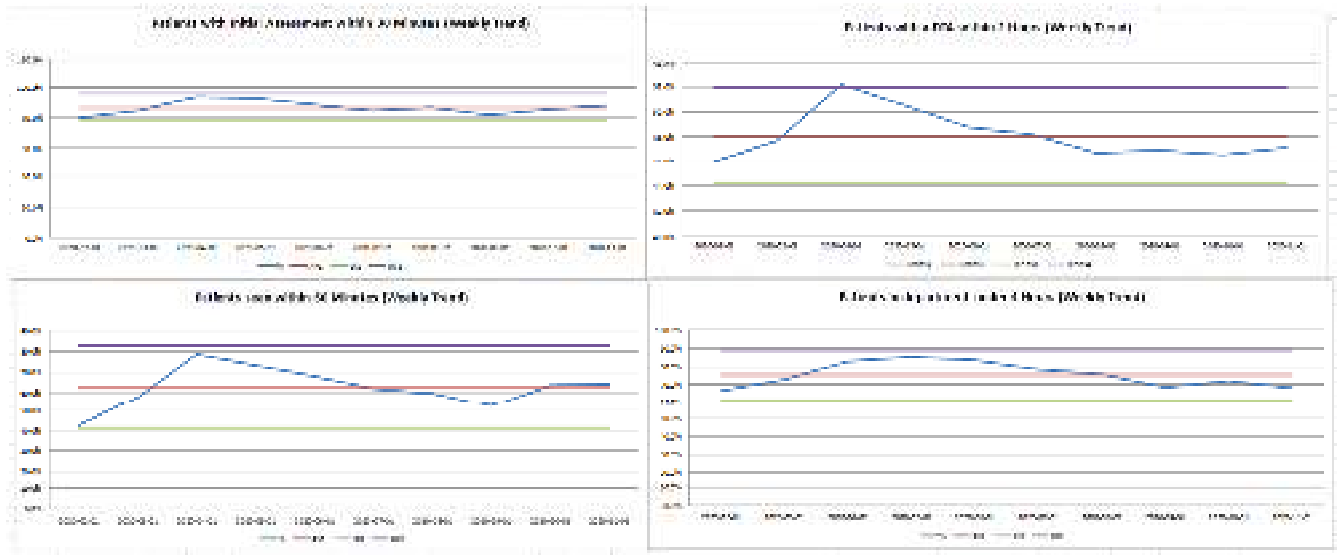
ED's have divided their departments into Red and Amber areas as a response to Covid-19 through a number of phases. In order to assess the right area a patient is to be treated in, triage points at the front door and in RAM have been set up. There have also been a number of operational changes to Paediatric and Minors streams and bringing this activity back into ED to support the Trusts recovery programme.

Streaming to GP, ambulatory care and scheduled urgent OP will divert out of hours ED activity.

City monthly SPC charts



Sandwell monthly SPC charts



Mel Roberts, Acting Chief Operating Officer