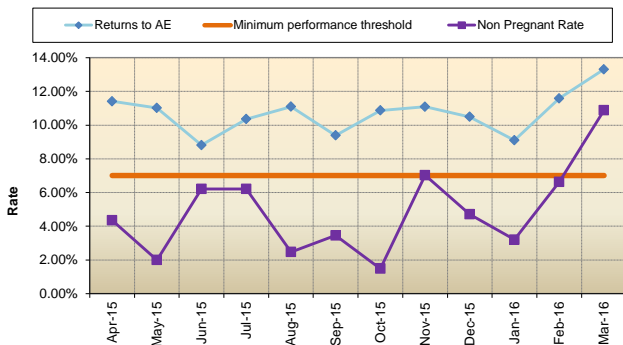


LIVERPOOL WOMEN'S HOSPITAL NHS FOUNDATION TRUST 2015/16 Accident & Emergency Department Clinical Quality Indicators

Unplanned re-attendance [HQU09]

Unplanned re-attendance rate



Description of data

Unplanned re-attendance at A&E within 7 days of original attendance (including if referred back by another health professional)

Key messages

- The re-attendance rate can reflect quality of care on the initial attendance but does not demonstrate the cause of any problems. Good practice is for a reattending patient to be seen by a different and more senior clinician.
- Rates above 7% are likely to reflect poor quality care but rates below 1% may reflect excessive risk aversion.

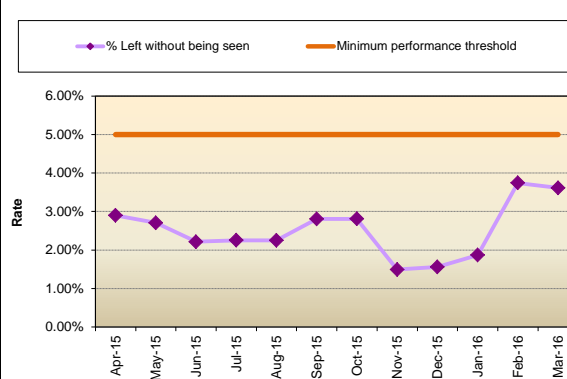
Narrative Pregnancy related re-attenders are excluded as it is appropriate that plans of care will advise pregnant patients to reattend if they have any increasing symptoms. Non pregnancy unplanned reattendances for March have increased - this number is outside the target we expect to achieve, looking at the reasons, there has been 5 patients that have attended 3-4 times. 1 patient has a chronic condition that required regular intervention. The others have required intervention following surgical procedures.

Description of Performance

10.88%	Rate this month
7%	Target
Data quality	Data quality

Left without being seen [HQU11]

Left without being seen rate



Description of data

The percentage of people who leave the A&E without being seen.

Key messages

- LWBS reflects the satisfaction of patients with the initial management and experience they receive in A&E.
- The left without being seen rate should be minimal and best practice would be to have level below 5%.
- A rate at or above 5% may trigger intervention as this is one of the five A&E quality indicators included as a headline measure under national oversight to assess organisational and system health in the NHS Operating Framework for 2011/12.

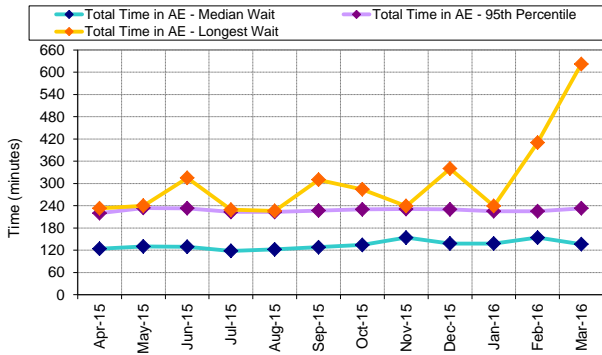
Narrative Target is achieved, our aim is to maintain this low level of patients who leave before they are assessed. There have been a number of sessions in this month that has seen waiting times at the limit due to patient acuity and activity in the department.

Description of Performance

3.61%	Rate this month
5%	Target
Data quality	Data quality

Total time in the A&E department (admitted patients) [HQU10]

Site-level performance



Description of data

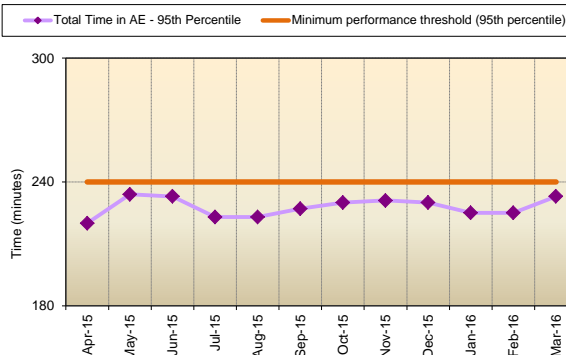
The median, 95th percentile and single longest total time spent by patients in the A&E department, for admitted patients.

Key messages

- Timeliness of care should not deteriorate from that achieved in the last few years.
- The total time in A&E should not be investigated in isolation, and should be monitored in conjunction with the other A&E clinical quality indicators
- Clinical advice suggests that a 95th percentile wait above 4 hours for admitted patients and with the same threshold for non-admitted patients is not good practice.
- The single longest wait should be no more than 6 hours.
- A 95th percentile wait above four hours may trigger intervention as this is one of the five A&E quality indicators included as a headline measure

Narrative We have had a peak in the total time waits for our patients in March. There has been a noticeable acuity of patients in month and some internal factors that have resulted in doctors not being available. We work within escalation processes and try to address the peaks with additional staff when activity increases. This is not always feasible but staff work to ensure the Patients receive the best care whilst still aiming for a shorter time in the department availability.

Site performance against national benchmarks and performance thresholds)



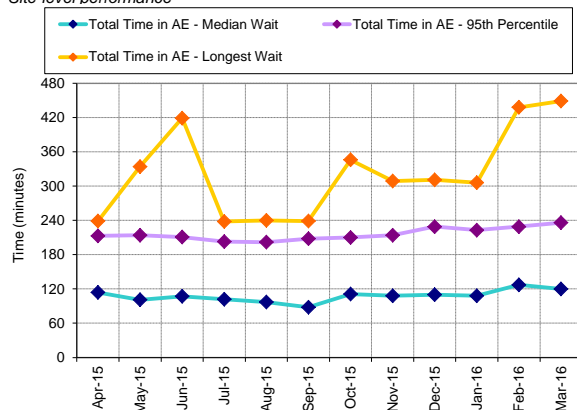
Description of Performance Within the target setting, this month sees a reduction in the total time in GED.

233	95th percentile this month
240	Target
Data quality	Data quality

LIVERPOOL WOMEN'S HOSPITAL NHS FOUNDATION TRUST 2015/16 Accident & Emergency Department Clinical Quality Indicators

Total time in the A&E department (non-admitted patients) [HQ10]

Site-level performance



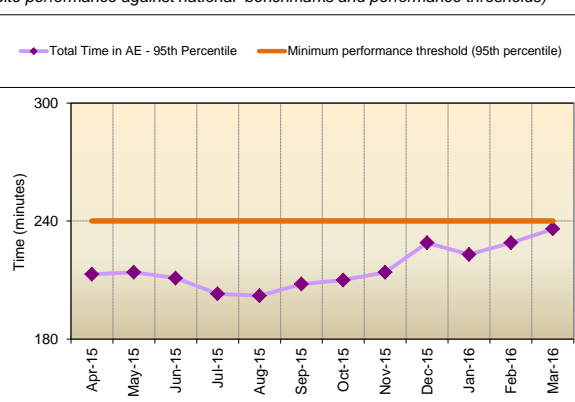
Description of data

The median, 95th percentile and single longest total time spent by patients in the A&E department, for non-admitted patients.

Key messages

- Timeliness of care should not deteriorate from that achieved in the last few years.
- The total time in A&E should not be investigated in isolation, and should be monitored in conjunction with the other A&E clinical quality indicators
- Clinical advice suggests that a 95th percentile wait above 4 hours for admitted patients and with the same threshold for non-admitted patients is not good practice.
- The single longest wait should be no more than 6 hours.
- A 95th percentile wait above four hours may trigger intervention as this is one of the five A&E quality indicators included as a headline measure under national oversight to assess organisational and system health under Technical Guidance for the 2011/12 Operating Framework – Draft 22 December 2010 38 national oversight in the NHS Operating Framework for 2011/12.

Site performance against national benchmarks and performance thresholds



Description of Performance

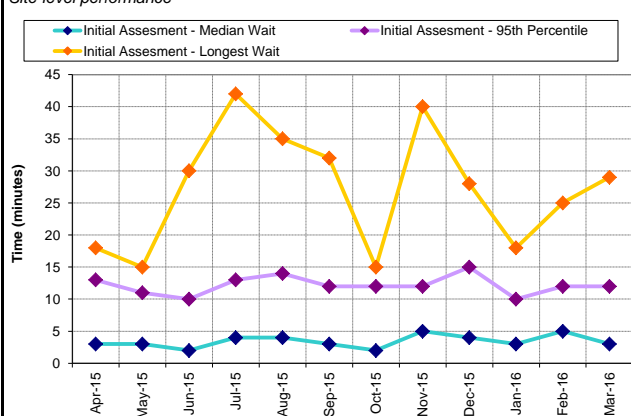
Within target set, we are striving to keep the time in the department to the minimum.

Narrative Target achieved

236	95th percentile this month
240	Target
	Data quality

Time to initial assessment in A&E [HDQ12]

Site-level performance



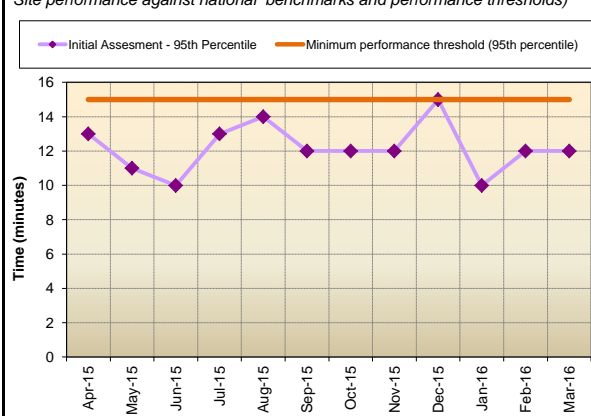
Description of data

Time from arrival to start of full initial assessment, which includes a brief history, pain and early warning scores (including vital signs), for all patients arriving by emergency ambulance.

Key messages

- The delay in the A&E department in assessing and then accepting care of the patient should be minimised but that assessment must be meaningful and add value for the patient;
- Patients should be assessed as soon as possible; good practice would be to have all patients assessed within 20 minutes of arrival.
- A 95th percentile time to assessment above 15 minutes may trigger intervention as this is one of the five A&E quality indicators included as a headline measure under national oversight to assess organisational and system health in the NHS Operating Framework for 2011/12.

Site performance against national benchmarks and performance thresholds



Description of Performance

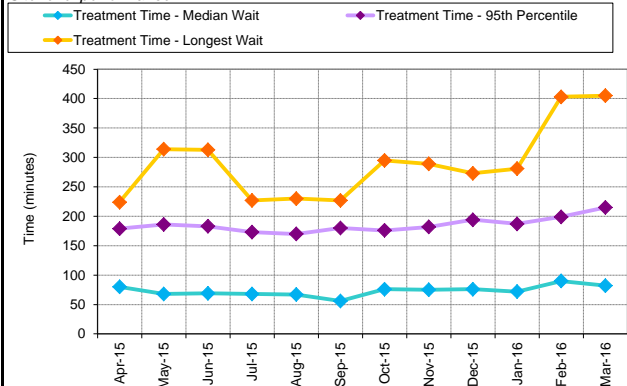
We have made some changes to the allocation of staff in order that patients are seen in the shortest time possible from arrival in the department. 2 staff are allocated to this process. The development of the work plan is ongoing ensure the patient flow is monitored and wait times are reduced. There can be peaks in this time when the patients clinical condition the formal process of triage taking place in the given time. This can fluctuate as sometimes a patient is seen immediately due to there clinical presentation and therefore does not have the triage process completed until they are stabilised.

12	95th percentile this month
15	Target
	Data quality

LIVERPOOL WOMEN'S HOSPITAL NHS FOUNDATION TRUST 2015/16 Accident & Emergency Department Clinical Quality Indicators

Time to Treatment in A&E [HQ13]

Site-level performance



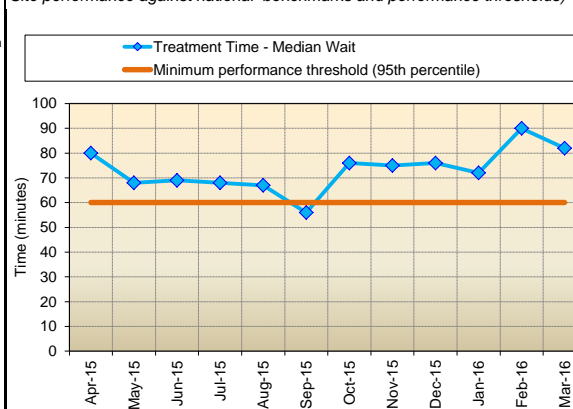
Description of data

Time from arrival to start of definitive treatment from a decision-making clinician (someone who can define the management plan and discharge the patient).

Key messages

- Time to the start of treatment should be minimised but not at the expense of other A&E Clinical Quality Indicators.
- Expert clinical opinion suggests that patients should be seen by a decision-maker within 60 minutes of arrival, but this may be too long for the more serious cases.
- The earlier the correct management plan is made the better for the patient; a wait of over 30 minutes is excessive for certain presentations, e.g., sepsis, stroke, myocardial infarction, respiratory distress.
- A median above 60 minutes from arrival to seeing a decision-making clinician across all patients may trigger intervention as this is one of the five A&E quality indicators included as a headline measure under national oversight to assess organisational and system health in the NHS Operating Framework for 2011/12.

Site performance against national benchmarks and performance thresholds



Description of Performance

Narrative: Wait times can be affected by the number of urgent cases, complexity of other cases in the department at the time, peaks in activity, depletion of medical staffing as they cross cover for the wards/theatre. We continue to triage appropriately and expedite urgent cases that require immediate attention. This remains a target that is difficult to achieve particularly out of hours when medical cover is often redeployed to cover other out of hours care needs of patients in other departments. There continues to be time when we are left with reduced medical cover whilst they attend other duties across the site. There has been no clinical Consultant sessions in the department for over a year due to other organisational requirements. Recently a post has been recruited to that will have some emergency care element this as yet has not been determined.

82	Median this month
60	Target
	Data quality

Service experience

What have we done to understand and assess the experience of our patients from April 2015 - March 2016

- Nursing quality indicators are now embedded and monthly patient questionnaires are undertaken. Display boards are now in place in the department to share feedback.
- These results will be monitored and reported to the Trust Plans-
- Action Plans will be generated by the department Manager and the GED team to address any deficits.

Friends and Family questions are being asked and results are now available and published for GED
We are actively promoting feedback
Social media, twitter is also being used to encourage our patients to give feedback about the our Services. A text reminders also being introduced

- Formal and informal issues raised through Complaints and PALS have been used to understand and assess the experience of patients attending the Gynaecology Emergency Department patients are invited to board meeting to share their experiences
- Patient Stories continue to be shared with the Board and departmental staff and we are working closely with patients who are sharing their experiences , recordings of patients experiences are with consent being utilised to widen opportunities to learn from feedback

What were results of these assessments?

- Waiting times too long
- Communication
- Staff attitude/ Customer care
- Waiting times for scans / inability to offer one stop scan

- Identified funding for additional nurses to be trained in scanning and working with colleagues in ultrasound to mentor nursing staff in early pregnancy scanning. Two additional members of our team have completed competencies -additional service extension is being considered.
- NICE guidelines for the management of miscarriage have been assessed to understand compliance levels - Action plan to address non compliance
- Established emergency follow up clinics for patient with pregnancy of unknown location, offering consistent approach with continuity and senior clinical presence
- Introduction of quality indicators that incorporate specific feedback relating to service experience, thus developing an on-going feedback mechanism for patients , Displayed within department and disseminated to team members
- Relocation to a newly developed Emergency department .Designs and furnishings have been installed taking feedback from patients into consideration. Work force review staffing increase in place.
- Staff development roles to improve the time management of the patients.
- Telephone assessment line for patients to speak directly to a trained Nurse.

Has this resulted in improved patient experience?

- Local ownership, department managers have increased involvement in problem solving and have ability to influence service provision at the point of care
- Flexible use of additional rooms/ resources.
- Meaningful measurements in place, enabling benchmarking across Trust and Month on Month performance
- systems and processes in place to address feedback.
- Department relocation, investment in facilities, new reception area with privacy area, increased rooms , improved waiting area and accessibility to refreshments/ facilities

Liverpool Women's NHS Foundation Trust

Accident & Emergency Department Clinical Quality Indicators

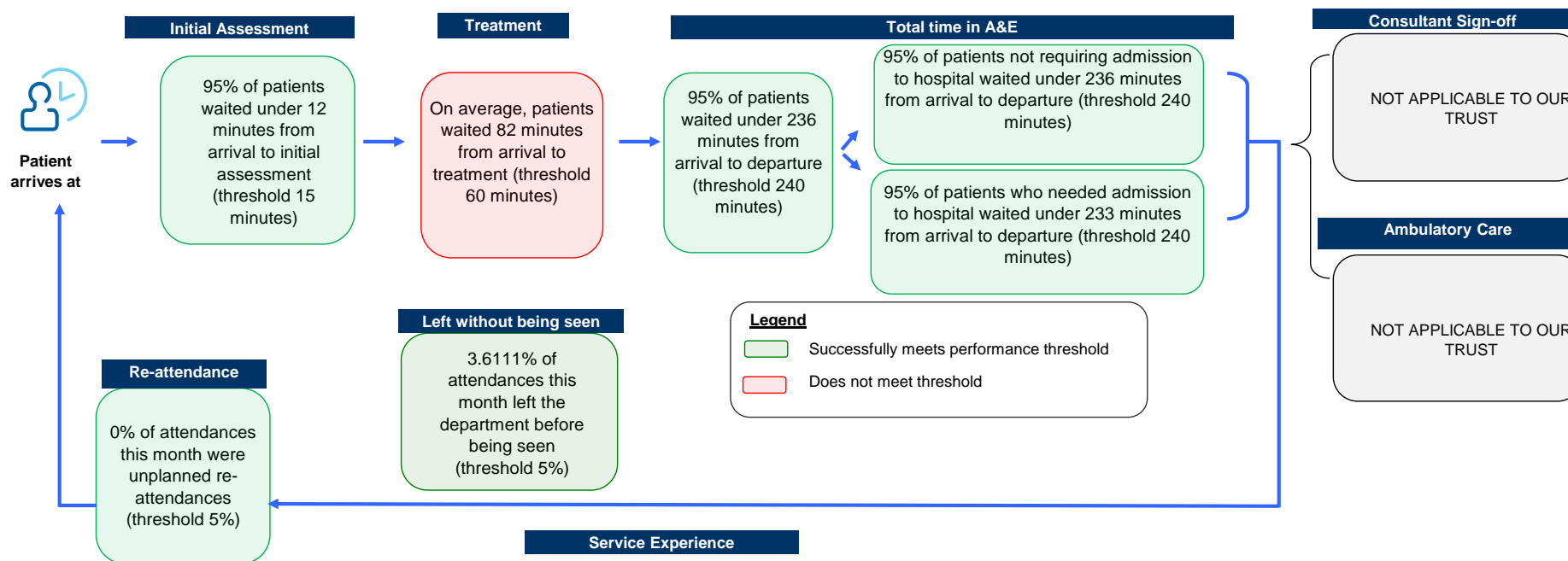
Overview

This dashboard presents a comprehensive and balanced view of the care delivered by our A&E department, and reflects the experience and safety of our patients and the effectiveness of the care they receive. These indicators will support patient expectations of high quality A&E services and allow our department to demonstrate our ambition to deliver consistently excellent services which are continuously improving.

General Information

LIVERPOOL WOMEN'S NHS FOUNDATION TRUST	- A&E site name and organization code
Type 2 (Specialist)	- A&E site type
Hayley McCabe, Ext 4213	- Contact details for further information
March 2016	- The time period the data in the dashboard relate to

Summary of performance - March 2016



A greater emphasis on sharing the experiences of our patients has ensured that both the departmental staff and executive board are able to hear our patients experiences of using the gynaecology department emergency service. In sharing their experiences, patients have enabled the whole team to reflect and prioritise actions to improve the patient experience. Trust representatives are also working closely with colleagues in primary care, to combine efforts to provide a more seamless service.

High volumes of telephone calls have been identified as an issue and we are commencing a new call handling service to improve the experience of those whom contact us for telephone advice, this will also assist departmental staff, and their time will be dedicated to

N.B. Information on Service Experience and Ambulatory Care are collected on a quarterly basis; information on Consultant Sign Off is collected on a six-monthly basis

For further information on performance for individual indicators, please view the [main dashboard](#)