

# A&E Clinical Quality Indicators

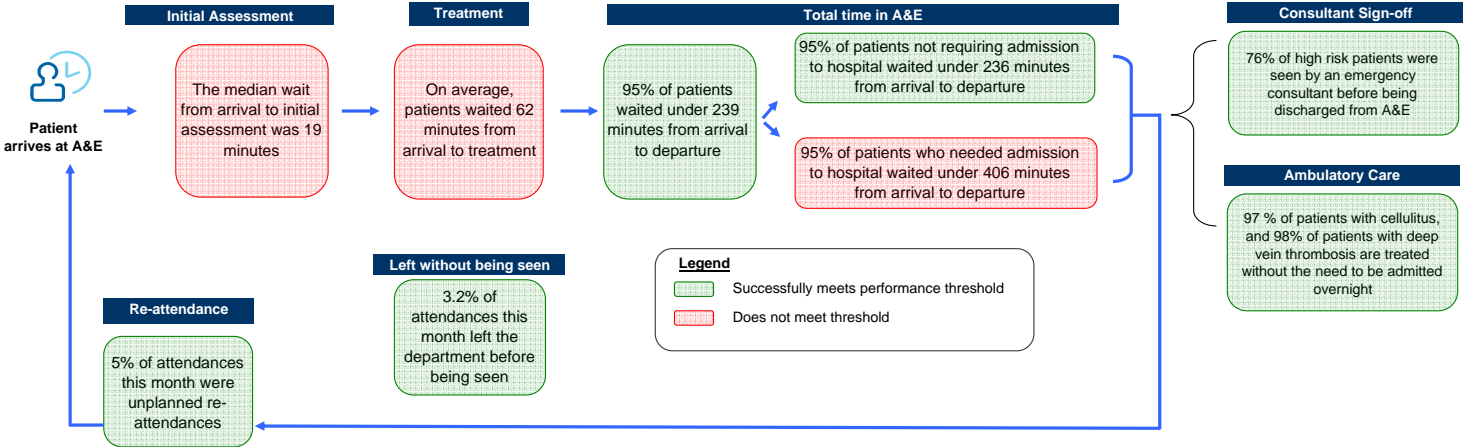
**Overview**

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

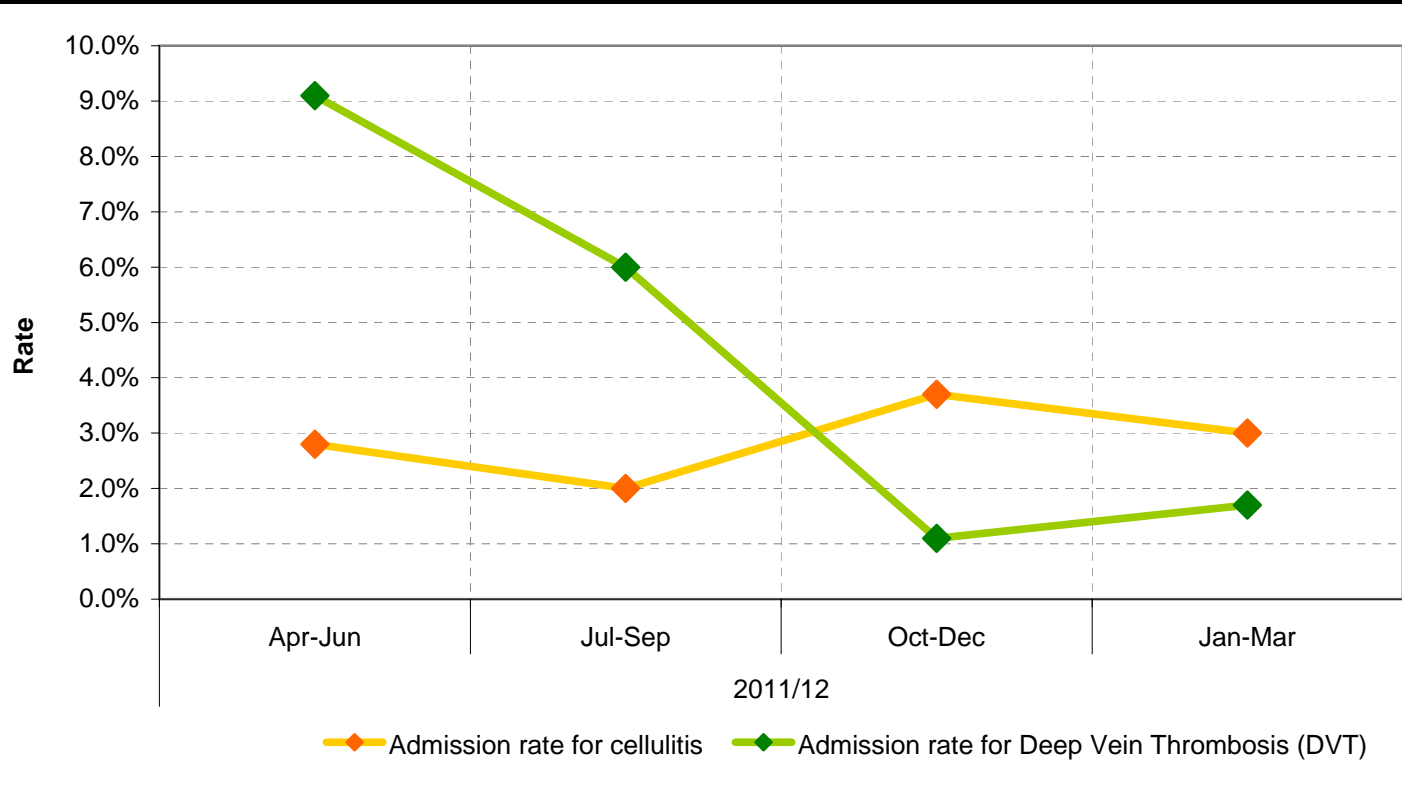
**General Information**

St George's Hospital NHS Trust  
 Type 1 (Major)  
 Published for May-2012

**Summary of performance - May 2012**



# Ambulatory Care



**Definition of indicator**

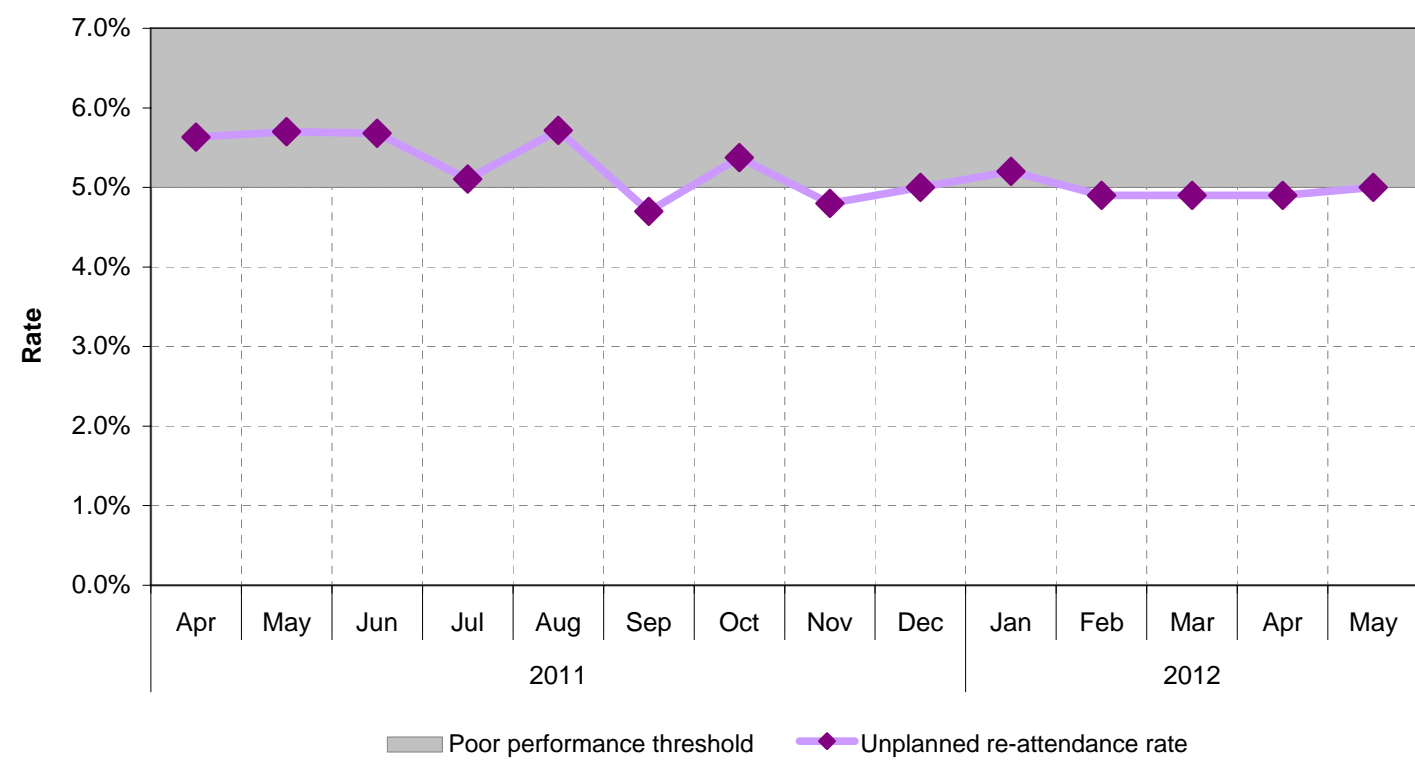
Ambulatory care sensitive conditions: the number of admissions for cellulitis and deep vein thrombosis (DVT) per head of weighted population.  
 Ambulatory care for emergency conditions: the percentage of A&E attendances for cellulitis and deep vein thrombosis (DVT) that end in admission  
 This presents the percentage of attendances for cellulitus and deep vein thrombosis (DVT) that were admitted to the hospital.  
 This measure is recorded quarterly. Next upload June

**Narrative**

In 2011/12, the admission rates for cellulitis and DVT were below the national target of 10%.

3.0%	This quarter (ceullitis)
↓	Compared to last qtr
	Data quality
1.7%	This quarter (DVT)
↑	Compared to last qtr
	Data quality

## Unplanned Re-attendance Rate



**Definition of indicator**

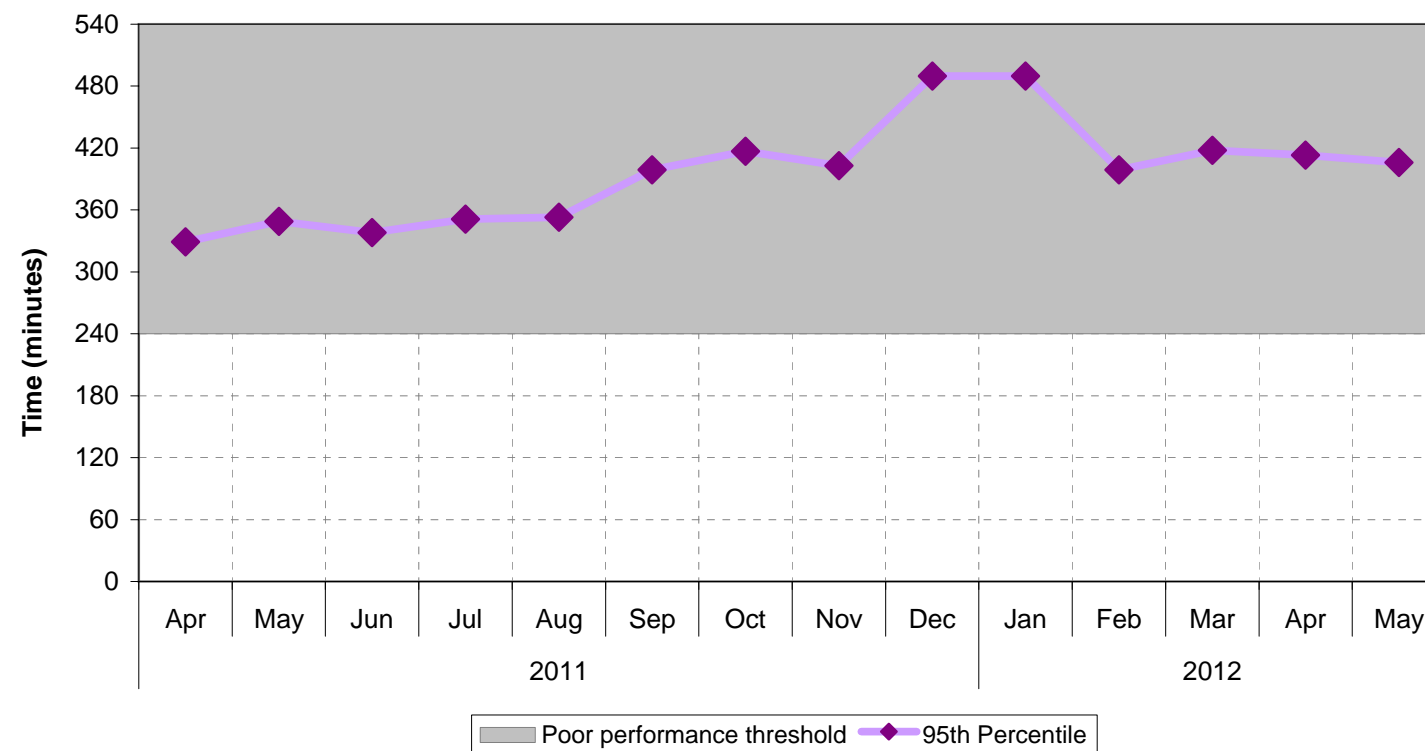
Unplanned re-attendance at A&E within 7 days of original attendance (including if referred back by another health professional). The national target is less than 5% and monitored monthly

**Narrative**

St Georges Hospital achieved 4.9% from February to April 2012 and 5.0% in May

5.0%	Percentage this month
↑	Compared to last month
	Data quality

## Total time spent in the A&E Department (Admitted)



### Definition of indicator

The median, 95th percentile and longest total time spent by patients in the A&E department, for admitted and non-admitted patients  
The national target for the median wait is 240minutes. This measure is monitored monthly

### Narrative

A breakdown of May 2012 data is below

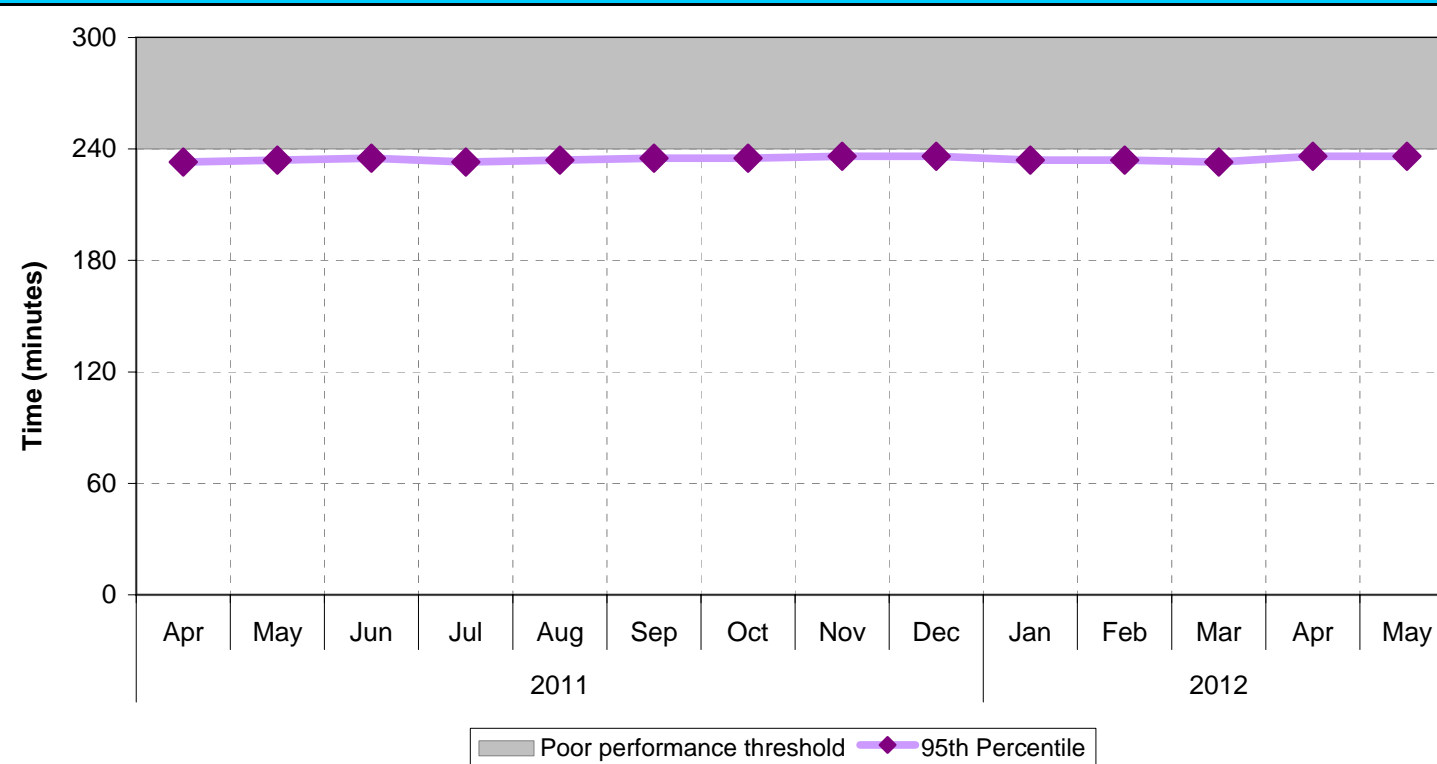
Median wait – 227 minutes

95th percentile – 406 minutes

Single longest wait - 958 minutes. This because it was clinically necessary to keep patients within the department

406	95th percentile this month
↓	Compared to last month
	Data quality

## Total time spent in the A&E Department (Non-Admitted)



### Definition of indicator

The median, 95th percentile and longest total time spent by patients in the A&E department, for admitted and non-admitted patients. The national target for the median wait is 240minutes. This measure is monitored monthly

### Narrative

A breakdown of May 2012 data is below

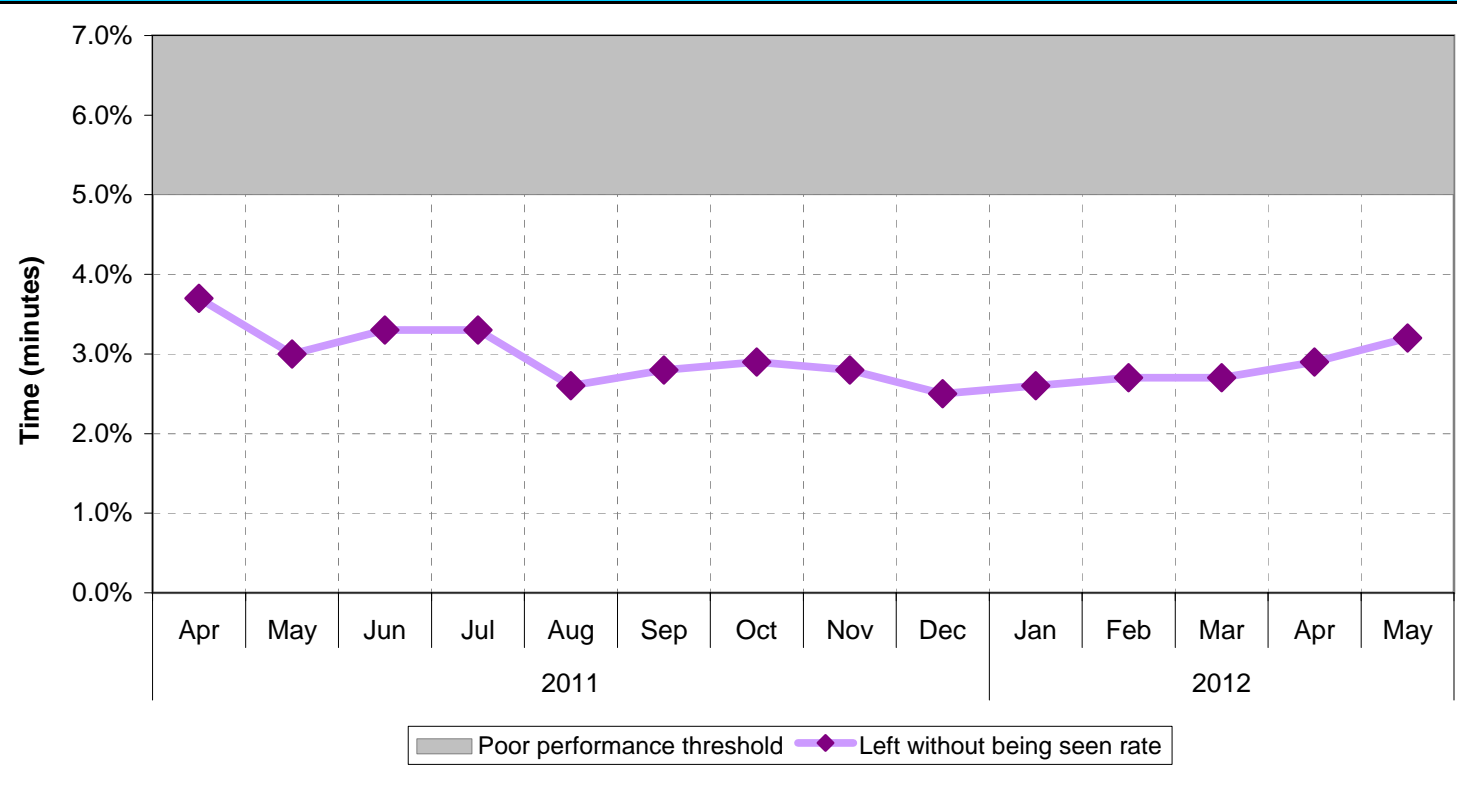
Median wait – 121 minutes

95th percentile – 236 minutes

Single longest wait - 1604 minutes This because it was clinically necessary to keep patients within the department

236	95th percentile this month
↔	Compared to last month
	Data quality

## Left Without Being Seen



**Definition of indicator**  
 The percentage of people who leave the A&E department without being seen.  
 National target is less than 5%  
 This measure is reported monthly

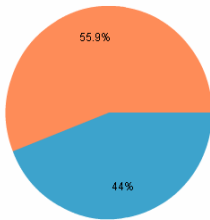
**Narrative**

Throughout 2011/12, the number of patients was consistently less than the national target. For May 2012 the figure was 3.2%.

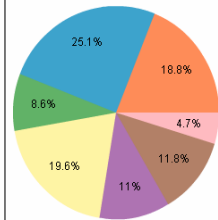
2.9%	95th percentile this month
↑	Compared to last month
	Data quality

# Service Experience

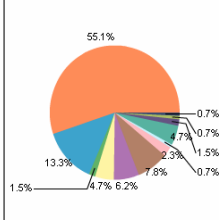
First we'd like to ask some questions about you. Are you male or female?



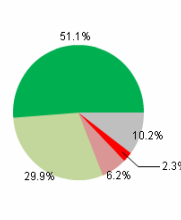
How old are you?



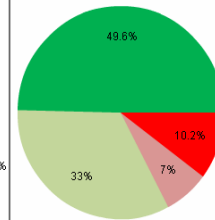
How would you describe your ethnic origin?



How would you rate the courtesy of the emergency department receptionist?



How long did you wait before you first spoke to a doctor or nurse?



## Definition of indicator

Narrative description of what has been done to assess the experience of patients using A&E services and their carers, what the results were, and what has been done to improve services in light of the results  
This measure is reported quarterly

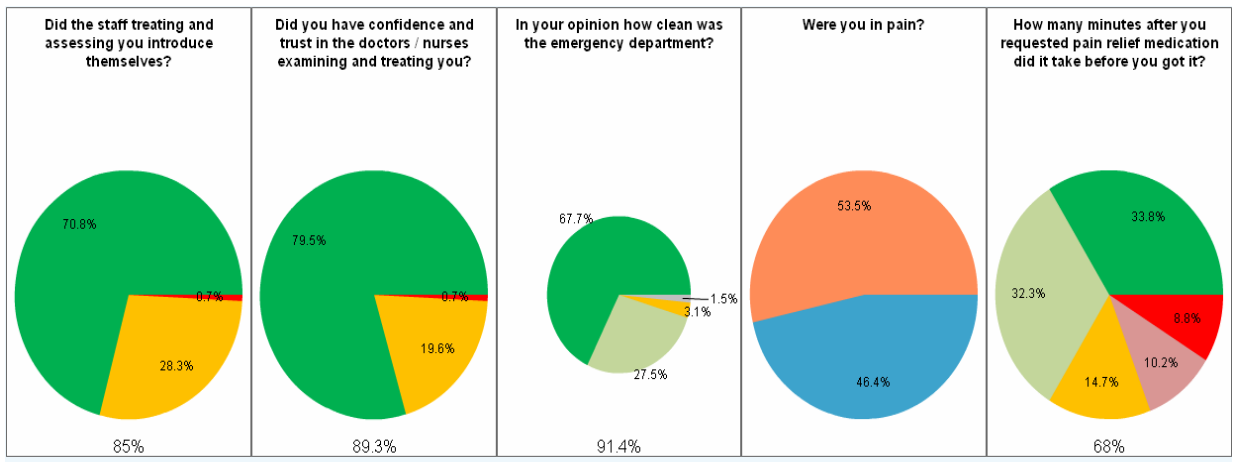
Answer	Total	Answer	Total	Answer	Total	Answer	Total	Answer	Total
Female	71	51 to 65	24	White British	70	Excellent	65	Within 10 minutes	63
Male	56	36 to 50	32	Other White	17	Good	38	Within 30 minutes	42
		81 +	11	Indian	2	Fair	8	Within 1 hour	9
		26 to 35	25	Caribbean	6	Poor	3	After 1 hour	13
		66 to 80	14	Irish	8	I didn't see the receptionist	13		
		19 to 25	15	Other Asian	10				

## Narrative

The Patient Experience Tracker (PET) questionnaire is used to ask patients to reflect on their experience of the A&E department including the environment, staff, and whether they were involved in the decisions made regarding their care. The results are reviewed and discussed at the A&E Patient Experience Focus Group on a monthly basis and actions taken to address issues.

Data quality

# Service Experience



Answer	Total	Answer	Total	Answer	Total	Answer	Total	Answer	Total
Yes all of them	90	Yes completely	101	Very clean	86	Yes	68	Right away	23
Yes some of them	36	Yes to some extent	25	Fairly clean	35	No	59	Within 10 minutes	22
No none of them	1	No	1	Not very clean	4			10 to 30 minutes	10
				Can't say	2			More than 30 minutes	7
								I never got it	6

## Definition of indicator

Narrative description of what has been done to assess the experience of patients using A&E services and their carers, what the results were, and what has been done to improve services in light of the results  
This measure is reported quarterly

## Narrative

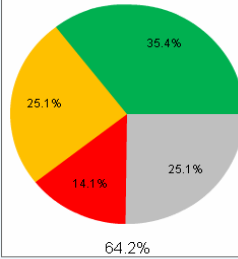
The Patient Experience Tracker (PET) questionnaire is used to ask patients to reflect on their experience of the A&E department including the environment, staff, and whether they were involved in the decisions made regarding their care. The results are reviewed and discussed at the A&E Patient Experience Focus Group on a monthly basis and actions taken to address issues.

	Data quality

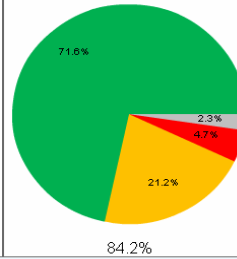


# Service Experience

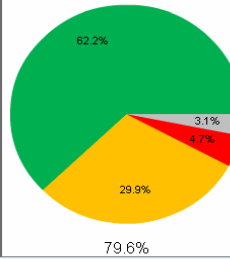
Were you able to get suitable refreshments when you were in the emergency department?



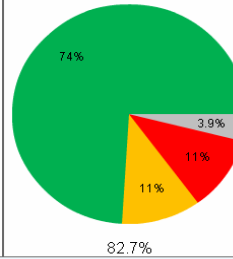
Did a member of staff explain why you needed any tests in a way you could understand?



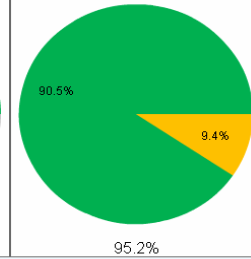
While you were in the emergency department did a doctor or nurse explain your condition in a way you could understand?



Did doctors or nurses talk in front of you as if you weren't there?



Overall did you feel you were treated with respect and dignity while you were in the emergency department?



## Definition of indicator

Narrative description of what has been done to assess the experience of patients using A&E services and their carers, what the results were, and what has been done to improve services in light of the results  
This measure is reported quarterly

Answer	Total	Answer	Total	Answer	Total	Answer	Total
Yes completely	45	Yes completely	91	Yes completely	79	No	94
Yes to some extent	32	Yes to some extent	27	Yes to some extent	38	Yes to some extent	14
No	18	No	6	No	6	Yes completely	14
I did not want any refreshments	32	This does not apply to me	3	This does not apply to me	4	This does not apply to me	5

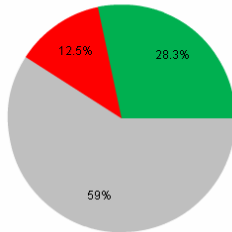
## Narrative

The Patient Experience Tracker (PET) questionnaire is used to ask patients to reflect on their experience of the A&E department including the environment, staff, and whether they were involved in the decisions made regarding their care. The results are reviewed and discussed at the A&E Patient Experience Focus Group on a monthly basis and actions taken to address issues.

	Data quality

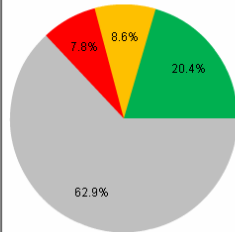
# Service Experience

Did someone in the emergency department help get messages to family or friends?



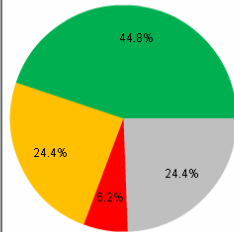
Answer	Total
Yes	36
No	16
This doesn't apply to me	75

Did a member of staff explain to you how to take new medications?



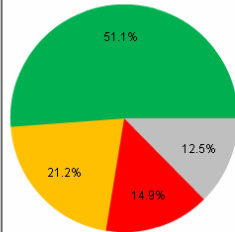
Answer	Total
Yes completely	26
Yes to some extent	11
No	10
This doesn't apply to me	80

Did a member of staff explain the results of the tests in a way you could understand?



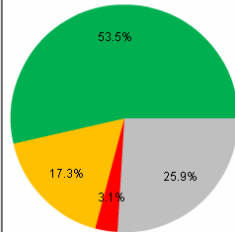
Answer	Total
Yes completely	57
Yes to some extent	31
No	8
This doesn't apply to me	31

Were you asked to give details of your condition or illness more often than you thought should have been necessary?



Answer	Total
No	65
Yes to some extent	27
Yes completely	19
This doesn't apply to me	16

Was the main reason you went to the emergency department dealt with to your satisfaction?



Answer	Total
Yes completely	68
Yes to some extent	22
No	4
It is still being dealt with	33

## Definition of indicator

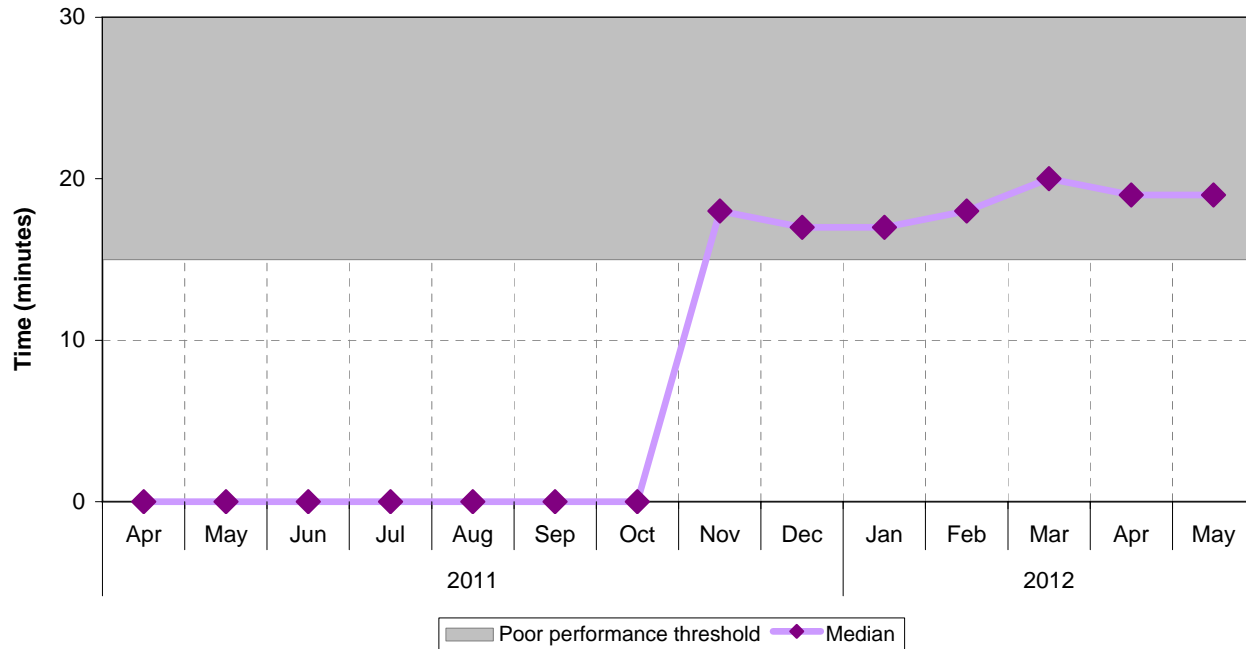
Narrative description of what has been done to assess the experience of patients using A&E services and their carers, what the results were, and what has been done to improve services in light of the results  
This measure is reported quarterly

## Narrative

The Patient Experience Tracker (PET) questionnaire is used to ask patients to reflect on their experience of the A&E department including the environment, staff, and whether they were involved in the decisions made regarding their care. The results are reviewed and discussed at the A&E Patient Experience Focus Group on a monthly basis and actions taken to address issues.

	Data quality

# Time to Initial Assessment



### Definition of indicator

The time from arrival to start of full assessment, which includes a pain score and early warning score, for all patients presenting by ambulance. The national target is 15minutes  
This measure is reported on monthly

### Narrative

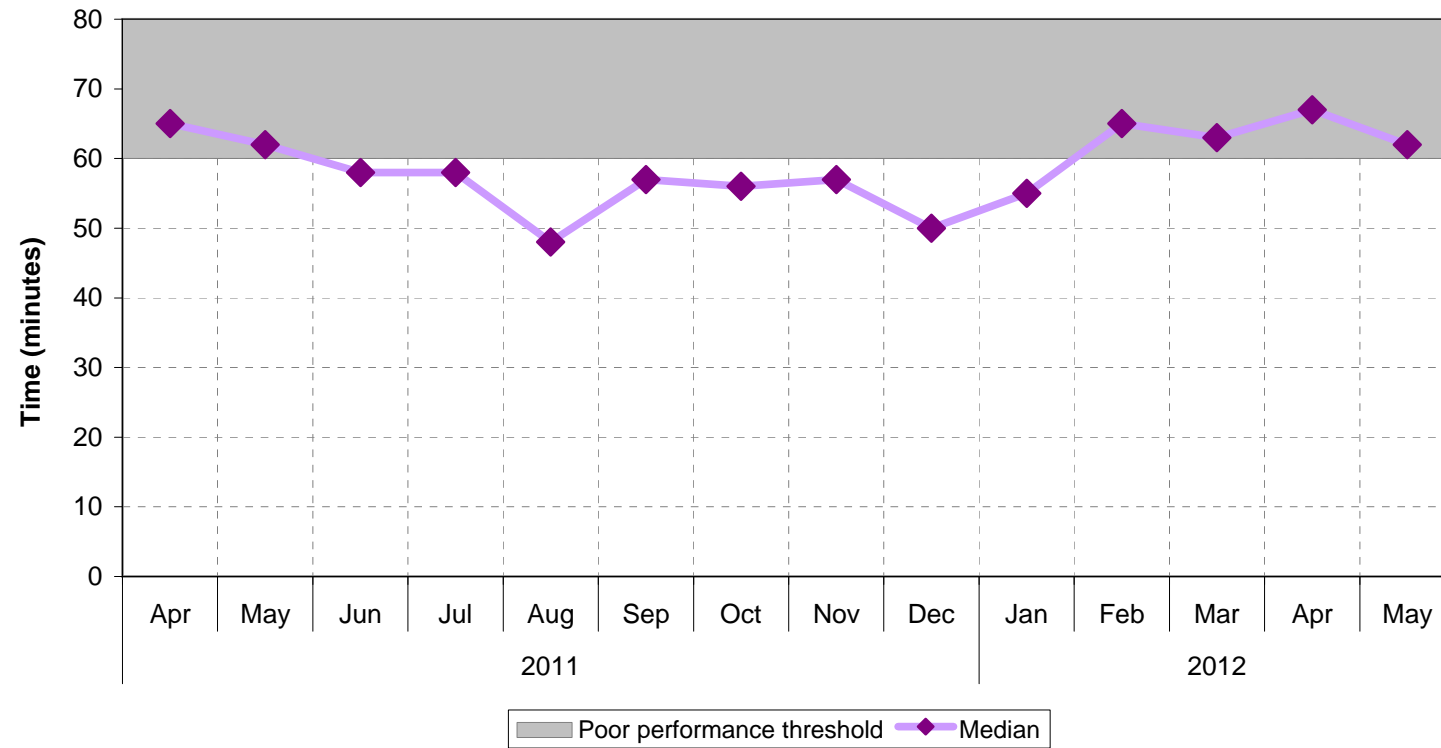
A median wait of 19 minutes against target is recorded



Compared to last month

Data quality

## Time to Treatment in A&E



**Description of data**

The time to treatment relates to the time in minutes that patients wait to be seen by a member of the clinical team who is able to diagnose and make an initial plan of treatment for them. This should be no longer than 60 minutes from initial registration. This measure is reported monthly

**Narrative**

A breakdown of May's performance is below:-

Median wait – 62 minutes

Max wait – 1016 minutes

95th percentile – 152 minutes

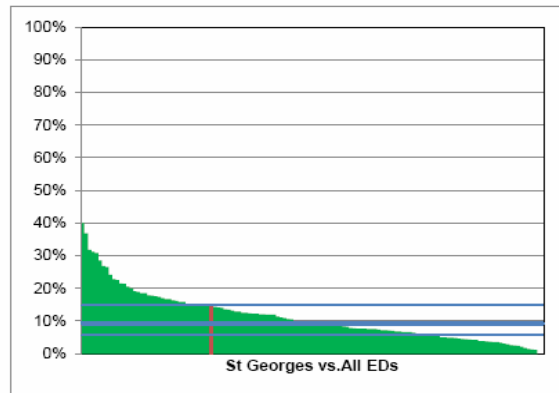
67	Median wait for this month
↓	Compared to last month
	Data quality

# Consultant Sign-Off

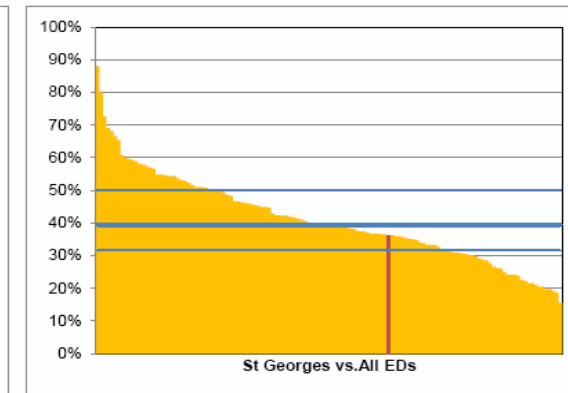
Table 2	All audited patients					
	St Georges			UK Totals		
% of all audited patients	seen by	discussed with	ED notes reviewed after discharge by	seen by	discussed with	ED notes reviewed after discharge by
a consultant / associate specialist	15%	25%	0%	11%	11%	7%
a ST4 or more senior doctor*	36%	40%	0%	41%	30%	12%

\* consultant, associate specialist, staff grade, specialty doctor, senior clinical fellow, or ST4-7+

Chart 2: Percentages of all audited patients seen ...  
... by a consultant or associate specialist



... by a doctor of seniority ST4 or above\*



## Definition of indicator

The percentage of patients presenting at type 1 and 2 (major) A&E departments in certain high-risk patient groups (adults with non-traumatic chest pain, febrile children less than 1 year old and patients making an unscheduled return visit with the same condition within 72 hours of discharge) who are reviewed by an emergency medicine consultant before being discharged. This measure is monitored six monthly

## Narrative

Percentage of all audited patients signed off by consultant = 40% (nationally = 22%)

Percentage of all audited patients signed off by Consultant (or ST4 and above if consultant not immediately available = 76% (nationally = 71%)

SGH total of 76% percentage of patients signed off by a consultant

76%	Consultant Sign-Off
	Compared to last period
	Data quality