Emergency Department (ED) Clinical Quality Indicators

Overview

This dashboard presents a comprehensive and balanced view of the care delivered by our Emergency 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 Emergency Department services and allow our department to demonstrate our ambition to deliver consistently excellent services which are continuously improving.

General Information

<table>
<thead>
<tr>
<th>Selby MIU</th>
<th>ED site name and organization code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type 3 (Other types of A&amp;E, including Minor Injury units and Walk-in Centres)</td>
<td>ED site type</td>
</tr>
<tr>
<td><a href="mailto:information.requests@hdft.nhs.uk">information.requests@hdft.nhs.uk</a></td>
<td>Contact details for further information</td>
</tr>
<tr>
<td>30/08/2017</td>
<td>The date the report has been published</td>
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<tr>
<td>01/01/2017 - 31/08/2017</td>
<td>The time period the data in the dashboard relate to</td>
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</tbody>
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Summary of performance - August 2017

- **Patients requiring admission (**)**
  - On average, patients waited 13 minutes from arrival to treatment
  - 95% of patients waited under 102 minutes from arrival to departure
  - 95% of patients not requiring admission to hospital waited under 102 minutes from arrival to departure

- **Left without being seen**
  - 0.92% of attendances this month left the department before being seen

- **Re-attendance**
  - 0% of attendances this month were unplanned re-attendances

Legend

- ✅ Successfully meets performance threshold
- 🚫 Does not meet threshold

Note: performance on the "time to initial assessment" indicator is not shown as this indicator only applies to ambulance arrivals and very few patients (less than one a month) arrive by ambulance at Selby MIU.

The average "time to initial assessment" for ambulance arrivals in 2011/12 to date was 5 minutes.

* - Very few patients are admitted directly from Selby MIU (less than 1 a month) and so data for these patients is not shown separately. However these patients are included in the overall figures for the "total time in A&E" indicator.

Overview

The 4 key indicators that apply to Minor Injury Units (MIUs) have been achieved this month at Selby MIU.

We have used the standard publication template issued by the Department of Health to publish this data. However we would welcome any comments or suggestions on how we can make this information more useful and relevant to patients and the public. Please email us at: information.requests@hdft.nhs.uk.
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**Unplanned re-attendance**

**Description of data**
This month, our unplanned re-attendance rate was 0.00%. This is below the 5% threshold.

**Narrative**
Following a significant improvement in data quality, we are confident that recent months' data is an accurate reflection of our performance. The unit continues to perform well below the 5% threshold.

**Left without being seen**

**Description of data**
0.92% of patients left without being seen in August, an increase from last month.

**Narrative**
The number of patients who left without being seen remains consistently low and well below the maximum threshold.

**Total time in the ED department (non-admitted patients)**

**Description of data**
Waiting times in A&E for patients that aren't admitted have been consistently low. Figures still remain below the 4 hour target maximum threshold set by national NHS standards.

**Narrative**
Our performance remains below the maximum threshold.
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Service experience

What have we done to understand and assess the experience of our patients?

To continue to improve patient experience, the MIU team continue to review the complaints and comments received from patients on a weekly basis. Selby MIU now use a patient themed feedback tree to encourage patients/carers including children to give complaints or compliments and this is shared with the quality review.

What has been done to improve services in light of these results?

We have compiled a patient information leaflet about the department and the services available from the centre. This is readily available to all patients and includes patient experience team details. The staff have also increased signage to include waiting time information.

What were results of these assessments?

Narrative - This indicator measures the time from when the patient arrives at Selby MIU to the time when the patient is seen by a decision making clinician to diagnose the problem and arrange or start treatment as necessary.

Our performance remains below the maximum threshold.

Has this resulted in improved patient experience?

Narrative - Time to Treatment in ED

Description of data

The median (average) time to treatment in August was 13 minutes meaning that we continue to remain within the threshold of 60 minutes.

The longest wait in August was 119 minutes (1 hour 59 minutes). 95% of patients visiting the Selby’s Minor Incident Unit were seen within 62 minutes.

The median waiting time was 13 minutes, which is 4 minutes less than last month’s time.

Compared to last month our performance remains below the maximum threshold.

Narrative - Time to Treatment in ED

Description of data

The median (average) time to treatment in August was 13 minutes meaning that we continue to remain within the threshold of 60 minutes.

Site performance against national benchmarks and performance thresholds

Description of data

The median (average) time to treatment in August was 13 minutes meaning that we continue to remain within the threshold of 60 minutes.

Median this month: 13 minutes

Data quality

13

Improvement

Compared to last month