

Emergency Department (ED) Clinical Quality Indicators

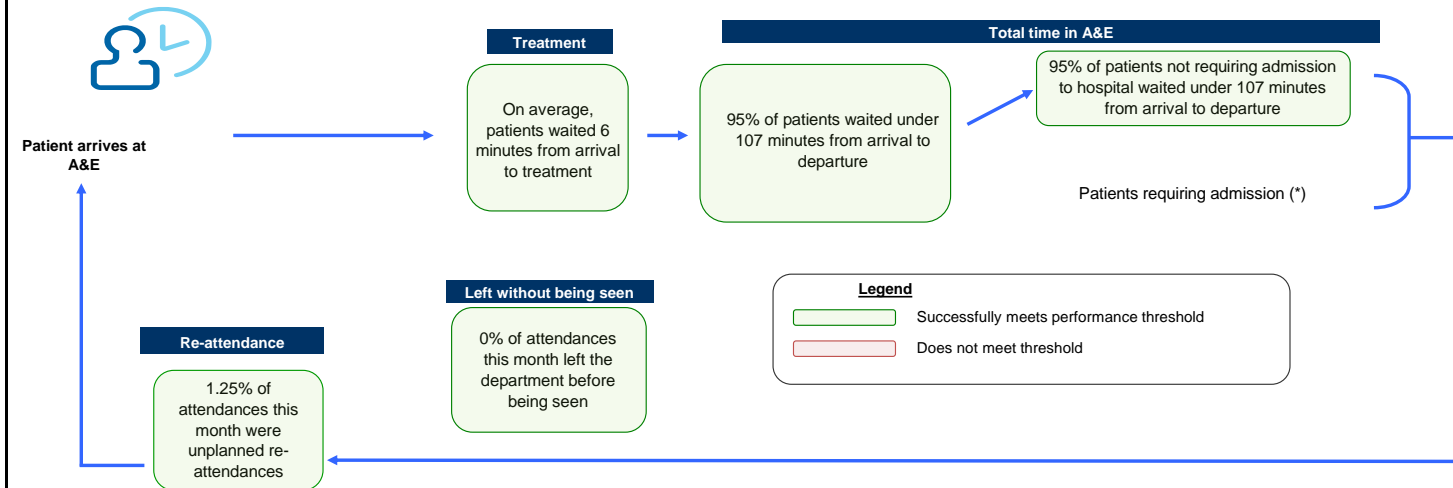
Overview

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

Ripon MIU	- ED site name and organisation code
Type 3 (Other types of A&E, including minor-injury units and Walk-in Centres)	- ED site type
hdfi.information.requests@nhs.net	- Contact details for further information
24/02/2022	- The date the report has been published
01/01/2021 - 31/01/2022	- The time period the data in the dashboard relate to

Summary of performance - January 2022



Overview

The 5 key indicators that apply to Minor Injury Units (MIUs) have been achieved this month at **Ripon 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: hdfi.information.requests@nhs.net.

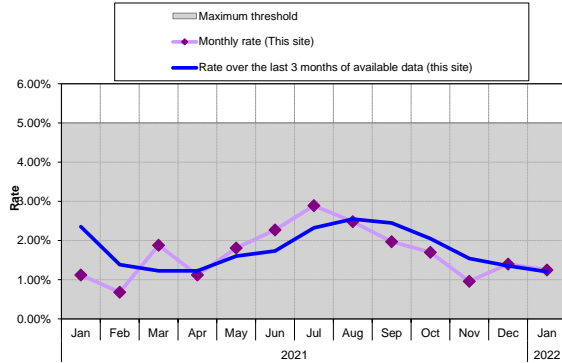
Note - performance on the "time to initial assessment" indicator is not shown as this indicator only applies to ambulance arrivals and very few patients (about two a month) arrive by ambulance at Ripon MIU. However all ambulance arrivals are assessed on arrival and so the average "time to initial assessment" in 2011/12 to date was 0 minutes.

* - Very few patients are admitted directly from Ripon 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.

Emergency Department (ED) Clinical Quality Indicators

Unplanned re-attendance

Unplanned re-attendance rate



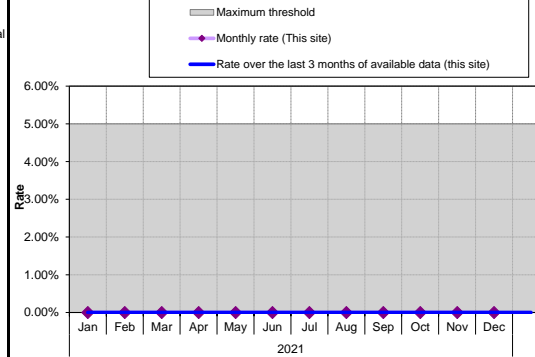
Description of data

This indicator looks at the proportion of patients who have an unplanned re-attendance at ED within 7 days of the original attendance.

This month, our re-attendance rate was 1.25%.

Left without being seen

Left without being seen rate



Description of data

This indicator looks at the proportion of patients who left ED without being seen (LWBS) by a clinical decision-maker.

This month, our LWBS rate was 0.00% .

Narrative

This month our re-attendance rate continues to stay below the 5% maximum.

1.25%

Rate this month

Improvement

Compared to last month

Good

Data quality

Narrative

The left without being seen rate has been consistently low.

0.00%

Rate this month

No Change

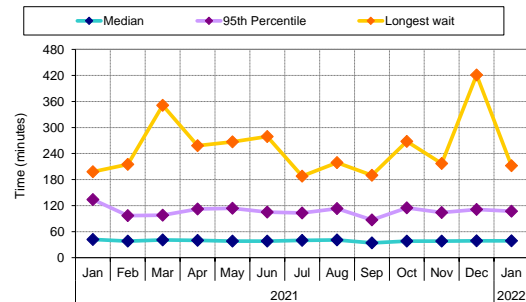
Compared to last month

Good

Data quality

Total time in the Emergency Department (non-admitted patients)

Site-level performance

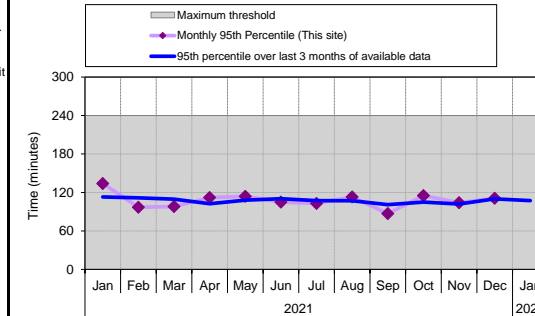


Description of data

The 95 percentile for January was 107 minutes (1 hours 47 minutes) or less in ED.

The median time wait was 39 minutes (0 hours 39 minutes) and the single longest wait was 212 minutes (3 hours 32 minutes).

Site performance against national benchmarks and performance thresholds



Description of data

For the last few years, our total time spent in A&E for non-admitted patients has remained consistently low throughout the year, staying below the 4 hour threshold set by NHS standards.

Narrative

The total time in ED measures the time from arrival of the patient in ED through to the time when the patient leaves ED – either by being discharged home, admitted to hospital or transferred elsewhere. This section looks at the total time in Ripon MIU for patients who are discharged home (or transferred elsewhere). Very few patients are admitted directly from Ripon MIU and so data for these patients is not shown separately. However these patients are included in the overall figures for this indicator. Our performance against this indicator continues to be well below the maximum threshold.

107

95th percentile this month

Improvement

Compared to last month

Good

Data quality

Emergency Department (ED) Clinical Quality Indicators

Service experience

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

Weekly monitoring of complaints and compliments, which are shared across service areas and at team meetings.

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

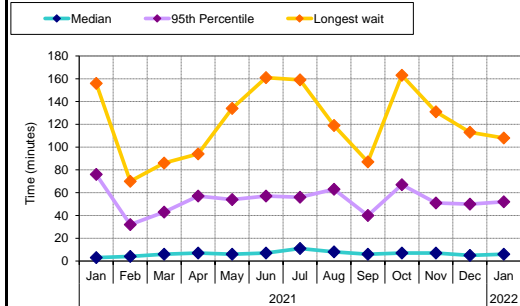
What were results of these assessments?

Has this resulted in improved patient experience?

The comments regarding wait times have made staff mindful of patient waits, though these are consistently low on average.

Time to Treatment in ED

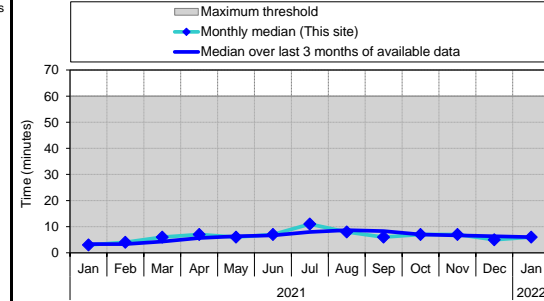
Site-level performance



Description of data

The median (average) for January was 6 minutes.
The 95th percentile was 52 minutes (0 hours 52 minutes).
The longest wait was 108 minutes (1 hour 48 minutes).

Site performance against national benchmarks and performance thresholds



Description of data

The median (average) time to treatment in March was 6 minutes meaning that we continue to remain within the threshold of 60 minutes.

Narrative

This indicator measures the time from when the patient arrives at Ripon 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. Performance is well below the national maximum threshold.

6	Median this month
Worse	Compared to last month
	Data quality