

UHCW 4 Hour Performance Summary

Background and Introduction

Summary of UHCW 4 hour performance summary, trend and winter planning

Current State

Current Performance at a trust level (Adult ED, Childrens ED, Emergency Gynae Unit, Eye Casualty, Rugby Urgent Care and Walk in Centre) is 89.1% year to date. However recent performance has lifted achievement with monthly recordings of 91.0% September, 90.2% October and November to date at 90.7%

Site	October	November	Rolling 28 Days	This Qtr	Last Qtr	Last Year	This Year
University Hospital	86.6%	87.4%	88.8%	86.8%	84.9%	77.0%	84.7%
Rugby	99.5%	99.7%	99.8%	99.5%	99.7%	99.2%	99.4%
Walk in Centre	98.3%	98.3%	98.3%	98.3%	99.6%	96.5%	99.0%
Local Health Economy	90.2%	90.7%	91.7%	90.3%	89.3%	81.9%	89.1%

The trusts type 1 facilities (Adults and Childrens ED) minors stream has achieved 93.1% year to date, however recent achievement has been in excess of this with November to date posting 95.2%.

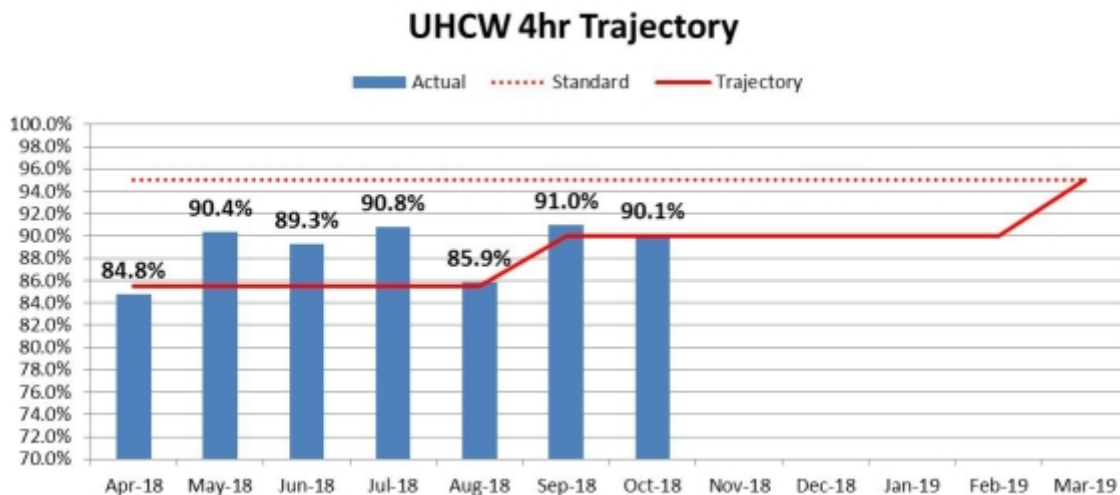
Stream	Oct-18	Nov-18	2017/18	2018/19
Type 1 Minors	94.2%	95.2%	87.7%	93.1%
Type 1 Majors	75.3%	76.9%	51.2%	70.7%
Type 1 Resus	69.2%	72.3%	53.8%	67.8%
Type 1 Paediatrics	94.6%	93.5%	93.6%	95.4%

Recent performance at a more granular weekly level has seen vast gains with the last week of October and the first week of November achieving 94.3% and 97.7% respectively. The collective type 1 facility also achieved over the 95% standard at 96.4% the first week of November (99.7% in Childrens and 95.2% in Adults).

Measure	National Target	Local Target	2017/18 Weekly Baseline	Ending									
				26 Aug 2018	2 Sep 2018	9 Sep 2018	16 Sep 2018	23 Sep 2018	30 Sep 2018	7 Oct 2018	14 Oct 2018	21 Oct 2018	28 Oct 2018
UHCW/WIC 4hr %	95%		81.9%	86.4%	90.2%	89.6%	94.1%	91.0%	91.8%	87.6%	87.6%	88.1%	94.3%
ED/CEd 4hr %	95%		73.7%	78.1%	84.1%	83.4%	90.5%	85.7%	86.9%	80.7%	80.2%	81.4%	91.3%
CEd 4hr %			93.9%	98.0%	99.4%	98.1%	99.4%	91.1%	95.5%	97.5%	92.9%	88.6%	97.7%
ED 4hr %	95%		67.0%	73.9%	80.3%	79.3%	87.4%	83.8%	84.1%	75.1%	76.0%	78.7%	89.1%
ED Conversion %			35.6%	36.1%	39.8%	38.3%	38.0%	36.2%	34.9%	35.3%	34.9%	37.3%	39.8%
ED Minors 4hr % (RAG vs Trajectory)	95%	99%	87.7%	90.8%	89.8%	93.2%	96.1%	95.5%	97.6%	92.9%	94.4%	91.6%	95.9%
ED Minors 4hr % Trajectory										93.3%	93.7%	94.1%	94.6%
ED Major 4hr %	95%		51.2%	65.2%	76.3%	72.4%	83.8%	78.8%	77.8%	66.7%	67.6%	73.3%	86.7%

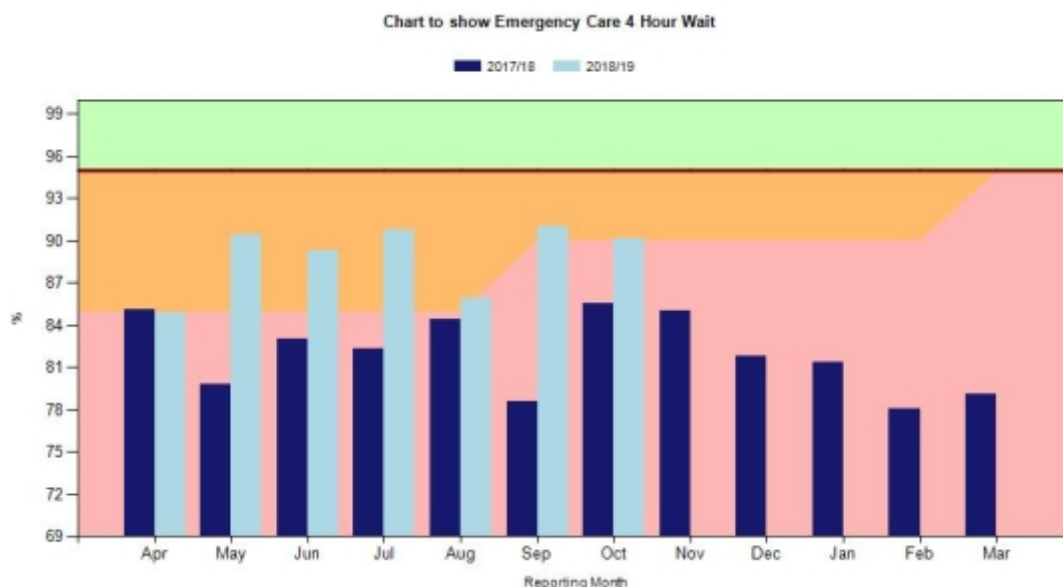
Minor's achievement was approaching the 99% standard at 98.7% and was in excess of our trajectory to move towards this mark.

Trajectory



The trust has achieved its four hour improvement trajectory for each of the last six months.

Trend across Years



Monthly delivery of the four hour standard across years is improved year on year for each of the last six months.

Adult ED 4 Hour Achievement				
Month	2016/17	2017/18	2018/19	Var %
Apr	66.4%	74.7%	69.5%	5.2%
May	66.5%	65.3%	81.8%	-16.6%
Jun	67.3%	70.0%	78.4%	-8.4%
Jul	70.0%	68.9%	81.7%	-12.7%
Aug	82.4%	73.9%	72.4%	1.6%
Sep	82.4%	63.2%	82.3%	-19.1%
Oct	74.6%	70.7%	81.1%	-10.4%
Nov	67.2%	68.6%		
Dec	64.5%	66.9%		
Jan	60.8%	62.8%		
Feb	63.8%	57.2%		
Mar	64.9%	61.4%		
Apr-Oct	72.7%	69.5%	78.2%	-8.7%

Focusing more specifically on the adult ED department, four hour achievement is improved by 8.7% year to date with attendances up 4.9% year to date and across each month this year.

Adult ED Attendance Volumes



Benchmarking

Patients treated or admitted within four hours of arrival at A&E

October 2018 figures

TARGET

95.0%

YOUR TRUST

90.2%

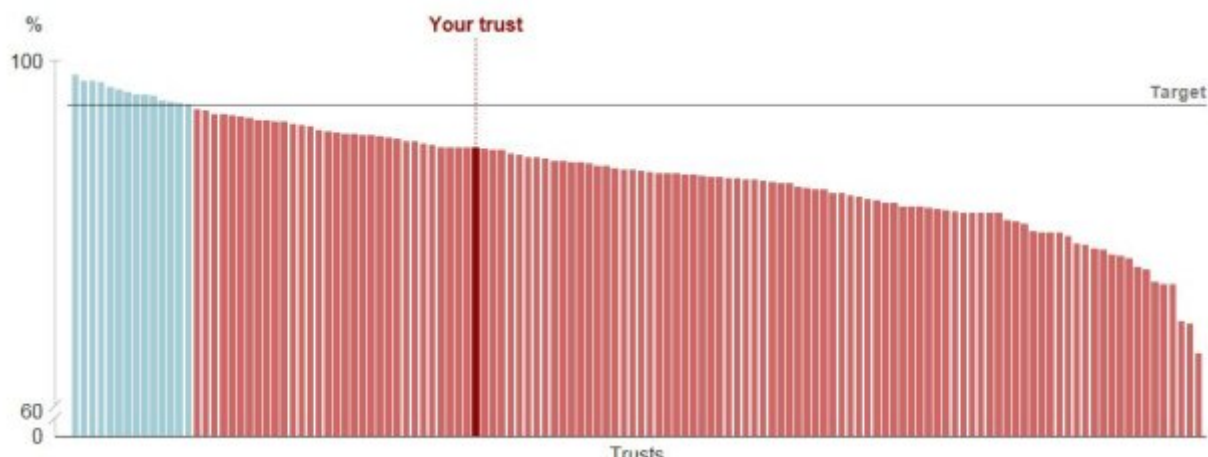
ENGLAND

89.1%

University Hospitals Coventry & Warwickshire NHS Trust ranked 47 of 130 trusts

Target hit

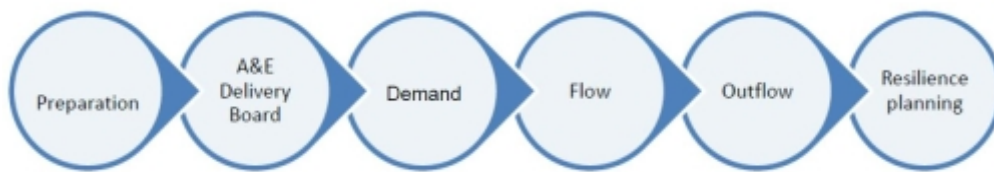
Target missed



The most recent reportable data shows October performance benchmarked at 47 of 130 general and acute trusts, in the second quartile but down from 39th in September where the trust achieved 91.0%.

Winter Planning

This UHCW winter plan sets out operational delivery arrangements for winter 2018/19. The plan is structured as such



UHCW will continue to collaborate and engage to ensure we understand the demand on all areas and the dependency on one another. This is an ongoing piece of work achieved through a number of internal work streams;

- Emergency Care Improvement Board
- Patient Flow Project Group
- Operational Team meetings

Effective winter preparedness cannot be achieved in isolation therefore UHCW will continue to work in partnership at the Coventry & Warwickshire A&E Delivery Board to ensure plans are aligned and the system provides the necessary capacity to support delivery of the national 4 hour standard.

The winter plan encapsulates

- Daily sit rep reporting & aligning UHCWs response to operational pressures to OPEL mitigation actions
- Focused activities weeks: Winter Perfect Weeks, Multi Agency Discharge Events and Frailty - 'MADE'
- Full Capacity Protocol & Escalation Triggers with actions well embedded
- Capacity & Site Management: Development & Implementation of revised Bed Management Policy, and Escalation Policy with action cards created to support actions required by On Call Management Team, including when presence is required on site
- Utilisation of Patient Transit Lounge
- Protection of assessment beds
- Additional beds for heightened escalation: Bathroom conversion and decant ward
- Rugby Transfers: Work completed to streamline transfers of rehab & repat patients and increase effective utilisation of Rugby beds
- Winter Comms Strategy: UHCW communications and engagement strategy aims to support national and local communications work about winter.
- Increase hot clinics
- Visibility at ward/department level who MOD is
- Red 2 Green
- Streaming
- Prevent and reduce hospital admissions using alternative pathways of care
- Develop and maintain highly performing minors stream within ED
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- Front door clinical escalations to Silver 0830 meeting
- Surgical assessment area able to consume work load by utilising new assessment beds available
- Embed Criteria Led Discharge
- Front door outreach service from Gerontology to 'front door' to improve identification and early turn around of frail patients to be agreed
- Review planned theatre downtime, elective/emergency case plan to manage demand over festive period & winter. Elective/emergency case plan to manage demand.
- Virology 7 day service for flu testing
- Engaging consultants, matrons & ward managers to drive the board rounds & own the processes
- Ensure sufficient physical beds & trolleys
- Our facilities partner ISS response to winter

- Snow Clearing/Gritting
- During winter the levels of community acquired infections (predominantly Norovirus) are higher. Infection Control measures will be reinforced following trust policy. Early identification and isolation of patients symptomatic with diarrhoea and/ or vomiting or respiratory symptoms on admission will be enforced.
- The Trust Corporate Business Continuity Plans will be used to escalate and plan for service disruption recovery relating to reduced staffing
- Cold Weather Plan
- Occupational Health Seasonal Flu plan
- Flu pandemic plan