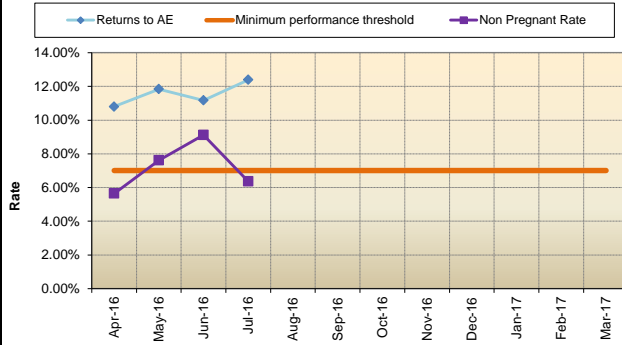


## LIVERPOOL WOMEN'S HOSPITAL NHS FOUNDATION TRUST 2016/17 Accident & Emergency Department Clinical Quality Indicators

### 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**

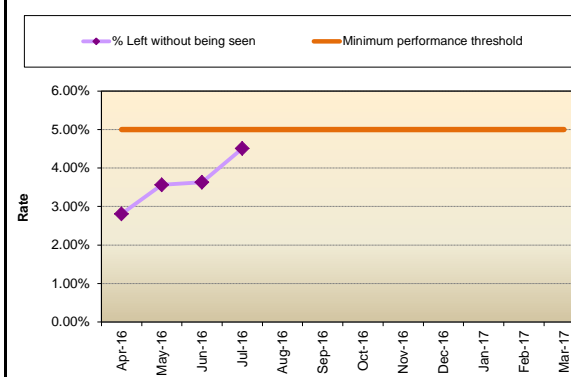
- The re-attendance rate can reflect quality of care on the initial attendance but does not demonstrate the cause of any problems. Good practice is for a reattending patient to be seen by a different and more senior clinician.
- Rates above 7% are likely to reflect poor quality care but rates below 1%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

**Narrative** Although the target has not been achieved the data has been reviewed and the figure will be slightly less than reported here. There is one reattending patient that is being cared for by the wider team and a review of her care is underway. There is also a need for the staff to ensure the correct information about the patient's condition is recorded as soon as the failed reattendance this month has been discovered to be related to a pregnancy condition.

6.36%	Rate this month
7%	Target
	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.

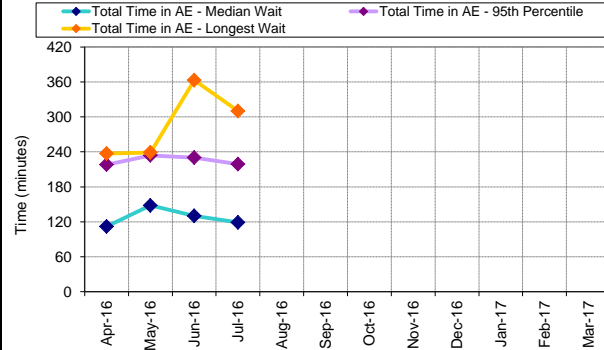
**Narrative** we aim always to avoid this situation with all our patients. On occasion patients make the decision to leave, often they leave to pick children up from care providers or school.

**Description of Performance**

4.51%	Rate this month
5%	Target
	Data quality

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

Site-level performance



**Description of data**

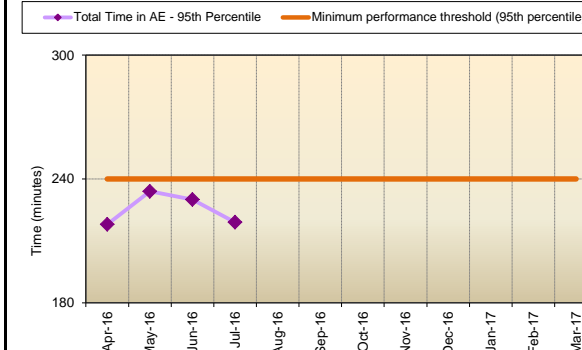
The median, 95th percentile and single longest total time spent by patients in the A&E department, for admitted patients.

**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 achieved the required target this month despite some peaks in activity and medical staffing issues, there is a marginal improvement.

Site performance against national benchmarks and performance thresholds



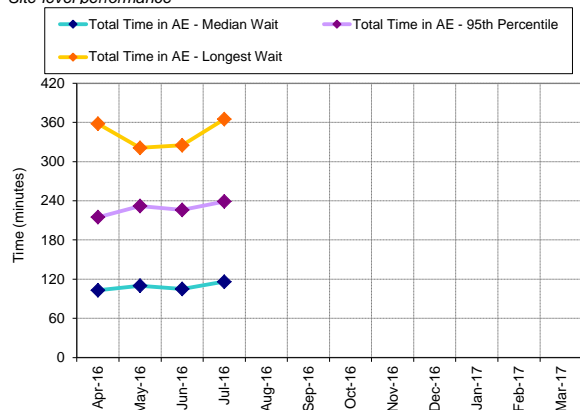
**Description of Performance Within the target setting, this month sees a reduction in the total time in GED.**

219	95th percentile this month
240	Target
	Data quality

## LIVERPOOL WOMEN'S HOSPITAL NHS FOUNDATION TRUST 2016/17 Accident & Emergency Department Clinical Quality Indicators

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

#### Site-level performance



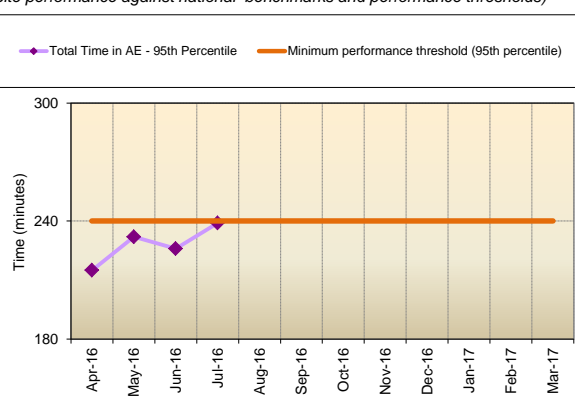
#### Description of data

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

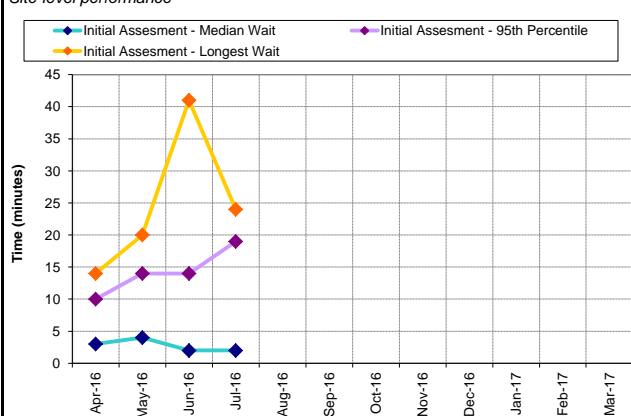
Within target set, we are striving to keep the time in the department to the minimum.

**Narrative** Target achieved.

239	95th percentile this month
240	Target
	Data quality

### Time to initial assessment in A&E [HDQ12]

#### Site-level performance



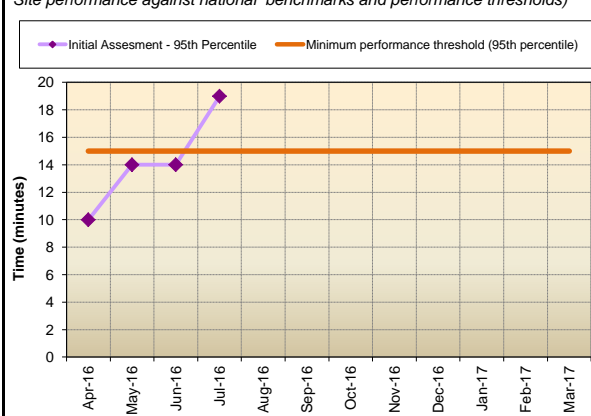
#### Description of data

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. We have met the target however we are looking at how the department operates and how we can improve on the services we provide. The development of the assistant nurse practioners will enable us to address this with more staff competent in the process. There has been some concern re the time some ambulance patients have waited to be triaged- on review we do not feel this is data correctly entered by our nursing team and again this needs addressing within our team.

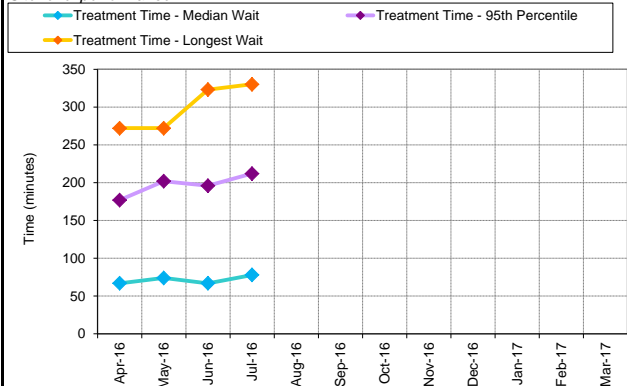
19	95th percentile this month
15	Target
	Data quality

# LIVERPOOL WOMEN'S HOSPITAL NHS FOUNDATION TRUST 2016/17

## Accident & Emergency Department Clinical Quality Indicators

### Time to Treatment in A&E [HQ13]

#### Site-level performance



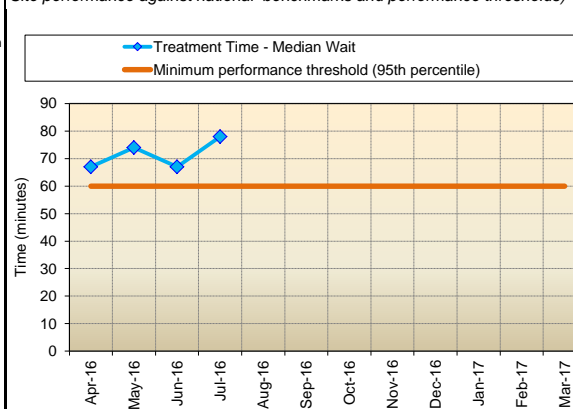
#### Description of data

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:** The 60 minute target waiting to be seen by a decision making clinician has been the one performance target we regularly struggle to achieve. This is for a variety of factors, it could be just demand, patients acuity or the confidence and experience of the doctors on any given shift. Some may require more support than others and this can impact the flow of the whole review of the patients process. We are aiming to address this with the development of Emergency Nurse Practitioner roles that will allow them to see and treat patients in their own right, this then frees up the medical staff to see patients with a greater or more complex acuity level. There has been a slight increase in time to initial decision makers contact in July, no factors have changed.

78	Median this month
60	Target
	Data quality

### Service experience

#### What have we done to understand and assess the experience of our patients from April 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 our Services. A text reminder is 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

- 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
- Emergency Nurse practitioner roles, clinical decision making frameworks should see an improvement over the coming months.
- 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.
- Local quality meeting is ensuring robust cascading of information, promoting opportunities to learn lessons.

- Work force review staffing increase in place.

#### 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

#### 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

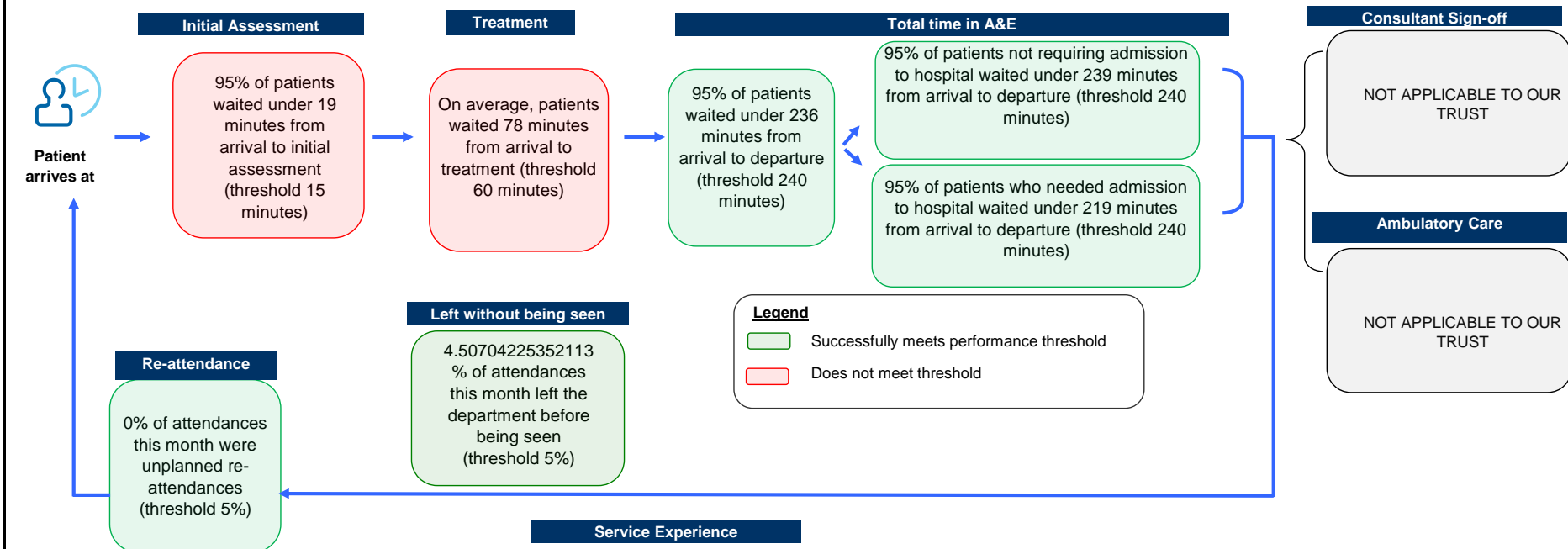
### Overview

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
July 2016	- The time period the data in the dashboard relate to

### Summary of performance - July 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 commenced a new call handling service to improve the experience of those whom contact us for telephone advice. This activity is now evidenced and delivered by registered nurses, this does not account for the high volume of general calls we receive which we are now in the process of capturing this information using an*

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](#)