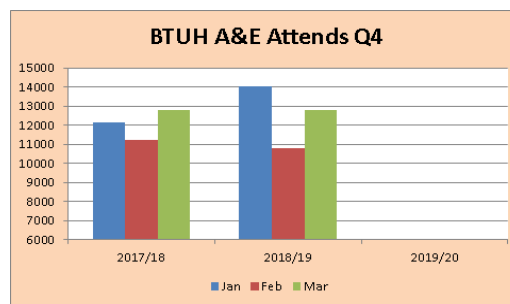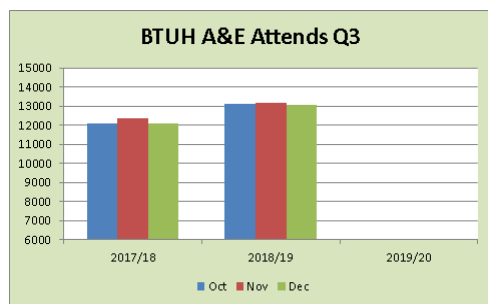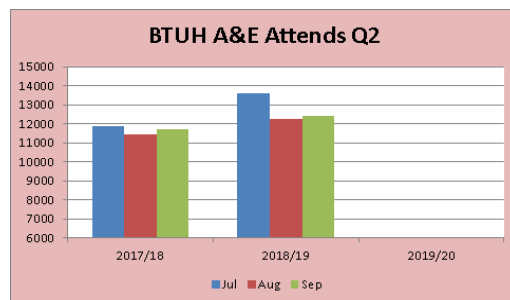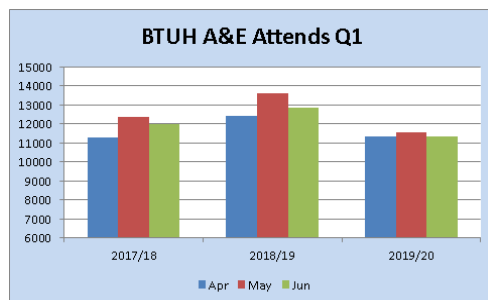# A&E Pressures and Service Development
Basildon University Hospitals NHS Foundation Trust

Samantha Goldberg

Director of Operations – Urgent & Emergency Care

NHS
Mid and South Essex
University Hospitals Group

BTUH YoY A&E Attends by Quarter
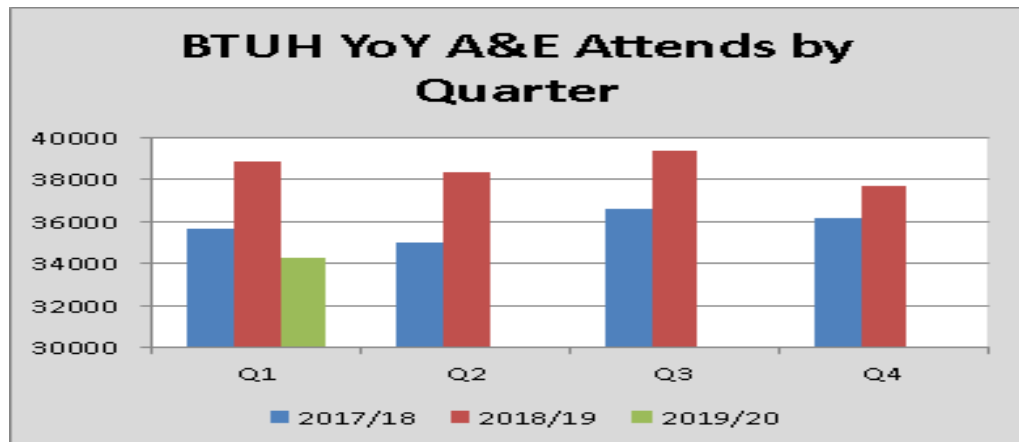
- Overall growth in A&E attendances of 10,876 (7.6%) in 2018/19 compared to 2017/18
- Each Quarter 2018/19 saw Year on Year growth in A&E attendances (Q1=9.1%; Q2=9.5%; Q3=7.6%; Q4=4.2%).
- Q1 2019/20 has seen Year on Year reduction of -11.8% and -3.8% compared to Q1 17/18.
- There were 38,094 NEL Admissions in 2017/18 (conversion rate of 26.5%) compared to 31,241 in 2018/19 (conversion rate of 20.4%).

BTUH A&E Attends Q1

BTUH A&E Attends Q2

BTUH A&E Attends Q3

BTUH A&E Attends Q4

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A&E Performance – Basildon University Hospitals NHS Foundation Trust

BTUH - A&E Monthly % Performance
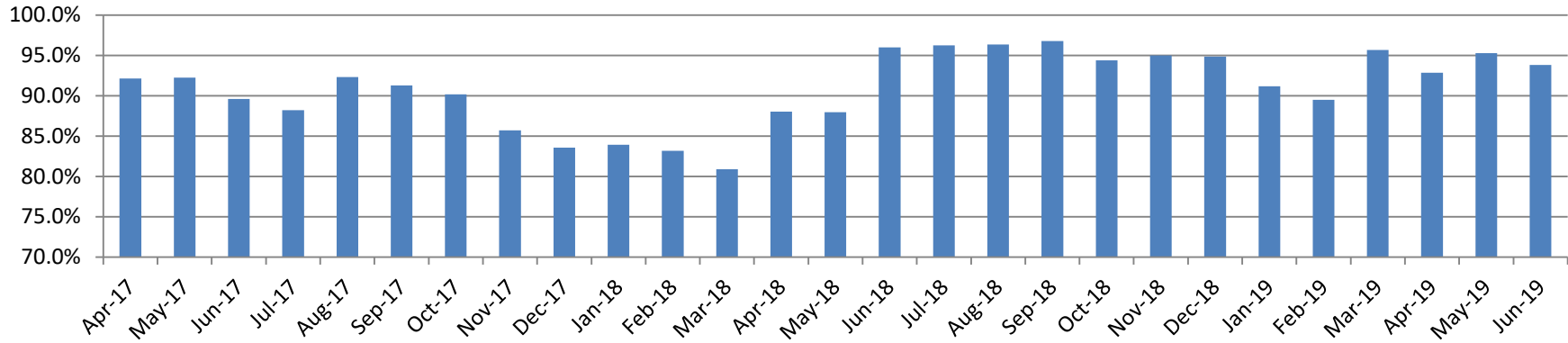
BTUH A&E Monthly Attendances
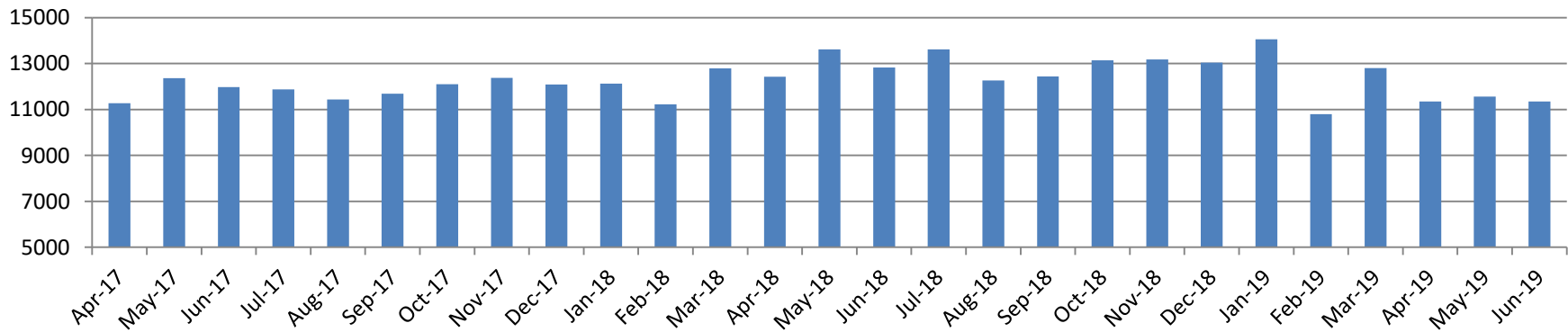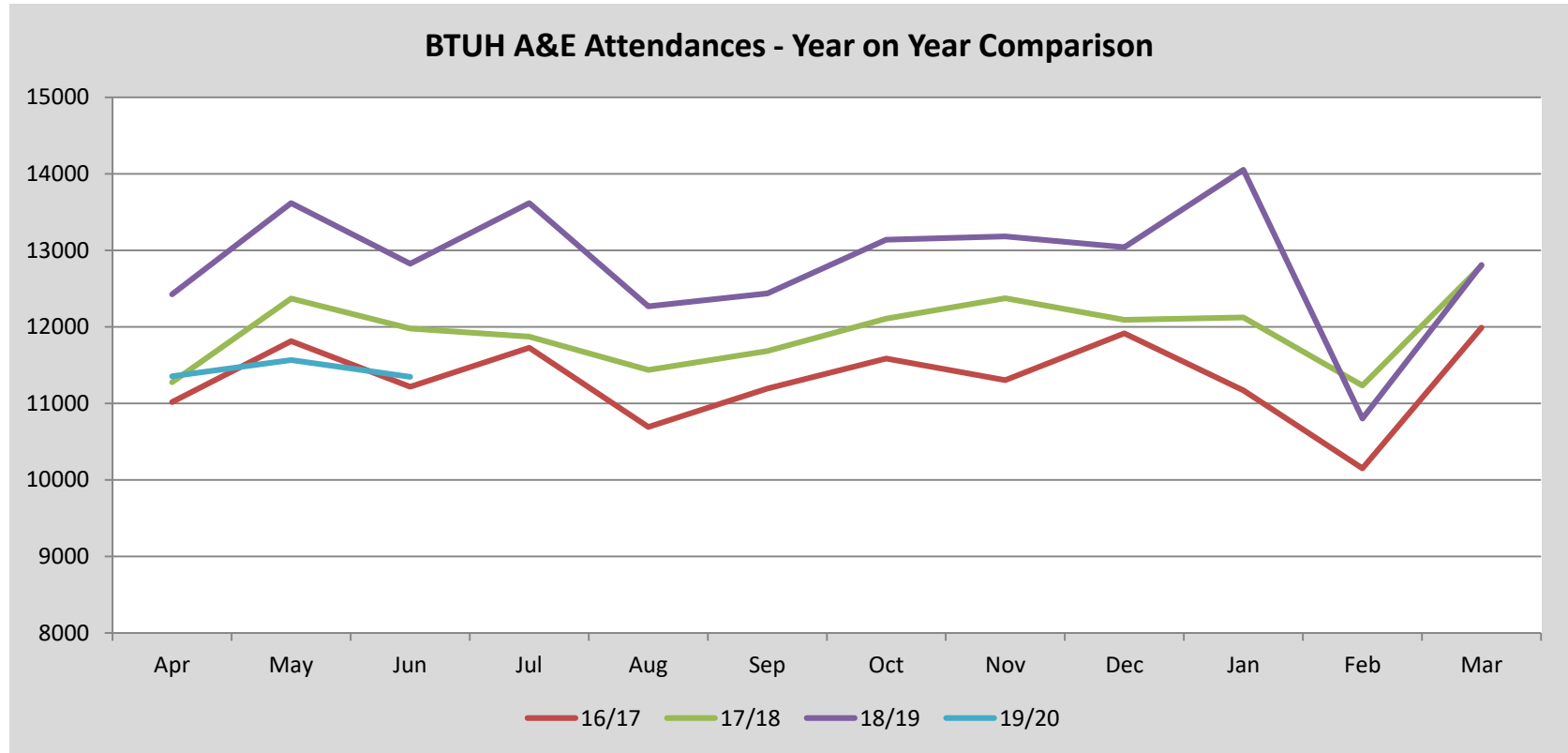
A&E Performance – Basildon University Hospitals NHS Foundation Trust

BTUH A&E Attendances - Year on Year Comparison

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A&E Attendances – Basildon University Hospitals NHS Foundation Trust

Ambulance Conveyances and Handover Performance

	Mar-19	Apr-19	May-19	Jun-19
Ambulance Arrivals	2,604	2,437	2,494	2,370
>30 mins delay	88	115	78	49
Above as % of arrivals	3.4%	4.7%	3.1%	2.1%
>60 mins delay	2	10	1	4
Above as % of arrivals	0.1%	0.4%	0.0%	0.2%
Total delays >31 mins	90	125	79	53
Above as % of arrivals	3.5%	5.1%	3.2%	2.2%

Ambulance Handover Delays 2019/20 - BTUH

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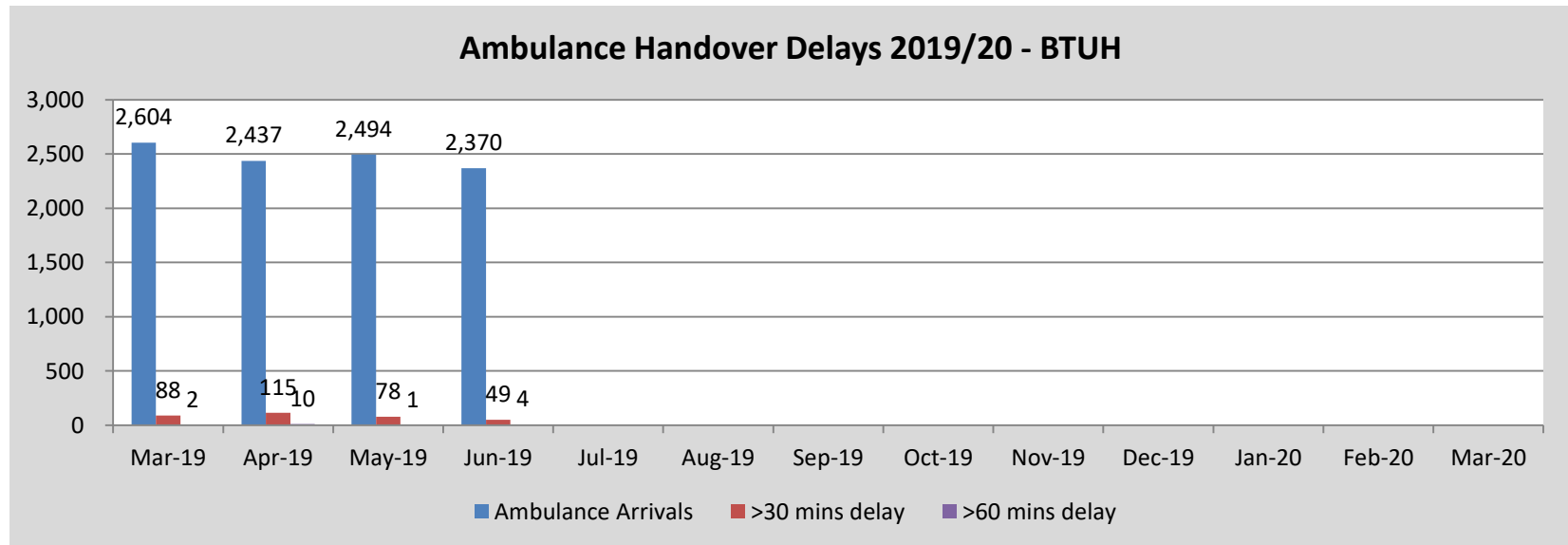
A&E Developments / Actions

Basildon University Hospitals NHS Foundation Trust

Staffing:
- Vacancies within the medical workforce impacting on the Division financial overspend, and restrictions in staffing rota flexibility. Vacancies recruited to and individuals commencing from September 2019 through to November 2019.
- Workforce recruitment, and focus on retention with the Emergency Department supported by the Organisational Development programme, commenced in June 19 for a 6 month period. Phase one: defining and understanding the roles & responsibilities within the team.
- Successfully obtained a NHS Graduate Trainee to commence in Acute Medicine as Service Manager from September 2019 for 9 month.

Systems:
- Monitoring of Teletracking KPI's daily to support the delivery of patient flow. Delivery of best practice measures by 30th September 2019.
- Reconfigure staffing model to improve Porter moves via Teletracking to improve real-time patient flow, release capacity in ED and beds on wards. Staff identified for department transfer to commence August 2019.
- Working with all MSE sites to update the operational flow/bed policy and the escalation protocol to enable all Trusts to implement a standardized way of working, incorporating role actions card. Work commenced and due for completion and implementation in August 2019.

Processes:
- Enhance the stranded monitoring process with increased local stranded meetings as well as the system stranded meeting. Revised structure to commence August 2019 to further reduce +14/21 day patients.
- Ward Role specific focus groups to review the principles of SAFER on the wards to further improve discharges before 11am, 3pm, and discharge planning for the following day to support morning flow to accommodate emergency and elective demand
- Joint project with EEAST to implement a Rapid Assessment Triage Treatment (RATT) in ED to improve ambulance turnaround time. Building works in progress for operational opening and implementation in August 2019.
- In conjunction with the CCG and review of the emergency front door alternative service provision opportunities: GP, ENP UTC / ENP Hub / Ambulatory pathways for direct referrals. Desired model to be shared at the A&E Delivery Board in July 2019 for discussion and agreement of model and implementation plan to be agreed with timelines.

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GP Streaming - Basildon

BTUH does not currently have a GP streaming service. The service has gone to tender and a suitable provider identified. Discussions held with the CCG regarding source of funding. CCG is working with the Trust to support funding GP streaming over the winter period as data demonstrates the positive impact that the service had on performance from February to April 2019. The CCG and the Trust are working in collaboration to redesign the urgent and emergency care service provision at the front door with a UTC facility.

The overall growth in ED demand has risen by 12% from July 2018 to July 2019, which a 15% increase in Minors activity from the same period last year, hence the need to recommence discussions regarding implementing GP streaming. The frequency and extent of activity surges are also increasing. High volume days are Monday, Tuesday and Wednesday.
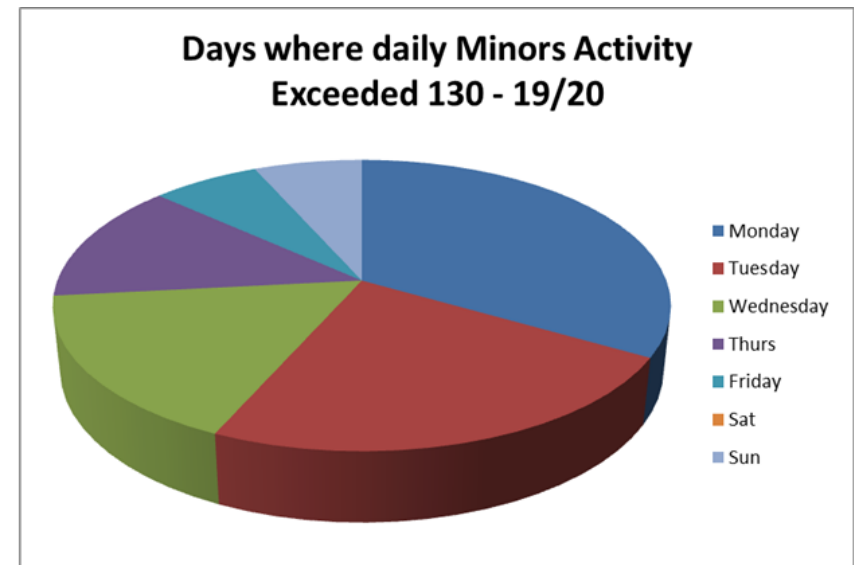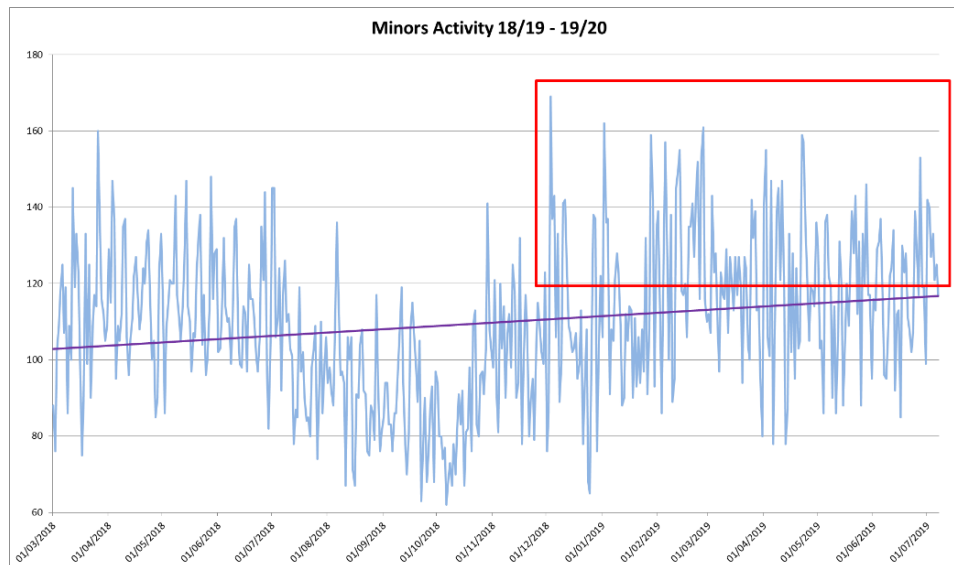
GP Streaming - Basildon

The figure quoted within the appendices of the letter regarding Minors performance, did not reflect local data and so an internal review of data submission has occurred to validate this. On review it was identified that "Minors" patients were defined according to MTS score (for sitrep) and not location managed within the department. Local data shows that "pure minors" performance is consistently above 95%. This is further supported by non-admitted performance.

Non-admitted performance year-to-date: 98.12%
Non admitted performance Quarter to date: 98.21%

ED Position - Type 1 / Type 3 split
(Majors, Minors, Resus, Paediatrics & GP Streaming)

Date	Attendances			Breaches			Daily Performance		
	Type 1	Type 3	Total	Type 1	Type 3	Total	Type 1	Type 3	Total
08/07/2019	446	0	446	41	0	41	90.81%	N/A	90.81%
09/07/2019	429	0	429	35	0	35	91.84%	N/A	91.84%
10/07/2019	421	0	421	27	0	27	93.59%	N/A	93.59%
11/07/2019	414	0	414	22	0	22	94.69%	N/A	94.69%
12/07/2019	401	0	401	25	0	25	93.77%	N/A	93.77%
13/07/2019	345	0	345	10	0	10	97.10%	N/A	97.10%
14/07/2019	359	0	359	12	0	12	96.66%	N/A	96.66%
Weekly Total	2815	0	2815	172	0	172	95.08%	N/A	93.89%

Other Ambulatory Activity
(AMU, MAU, SRU, Other, Paeds, CTC, A+E PAU)

Date	Attendances						
	AMU	MAU	SRU	Other	Paeds	CTC	Total
08/07/2019	0	49	11	15	4	2	81
09/07/2019	0	49	15	5	3	3	75
10/07/2019	0	38	17	0	4	5	64
11/07/2019	0	44	16	20	3	1	84
12/07/2019	0	38	14	5	2	3	62
13/07/2019	0	20	1	1	0	0	22
14/07/2019	0	20	1	0	0	3	24
Weekly Total	0	258	75	46	16	17	412

Type 1 - Admitted / Non-admitted split
(Majors, Minors, Resus & Paediatrics)

Date	Attendances			Breaches			Daily Performance		
	Admitted	Non-admitted	Total	Admitted	Non-admitted	Total	Admitted	Non-admitted	Total
08/07/2019	75	371	446	35	6	41	53.33%	98.38%	90.81%
09/07/2019	65	364	429	28	7	35	56.92%	98.08%	91.84%
10/07/2019	61	360	421	19	8	27	68.85%	97.78%	93.59%
11/07/2019	74	340	414	16	6	22	78.38%	98.24%	94.69%
12/07/2019	69	332	401	21	4	25	69.57%	98.80%	93.77%
13/07/2019	60	285	345	9	1	10	85.00%	99.65%	97.10%
14/07/2019	54	305	359	6	6	12	88.89%	98.03%	96.66%
Weekly Total	458	2357	2815	134	38	172	70.74%	98.39%	93.89%

Breaches permitted per day to achieve **95% performance for July**: **14**

Breaches permitted per day to achieve **95% performance for Quarter 2**: **15**

Performance	Month to Date %	Quarter to Date %	Year to Date %
Overall	94.13%	94.13%	94.00%
Non-admitted	98.21%	98.21%	98.12%
Admitted	73.14%	73.14%	74.81%

June 2019 Performance		
93.80%		
	Admitted	Non-admitted
	75.35%	97.76%

Q4 2018 Performance
92.17%
Q1 2019 Performance
93.98%

KEY:
Type 1 = Pure A&E excluding Type 3 (GP)
Type 3 = GP streaming
N/A = No patients attended this service
A & E data produced on : 15/07/2019

Pure Minors Performance June 2019: 95.7%
Pure Minors Performance June 2019, excluding those requiring admission: 97.1%
Pure Minors Performance June 2019, excluding those requiring admission or receiving specialist review: 98.0%

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GP Streaming - Basildon

A total reduction of approximately 70 minors breaches a month would ensure pure Minors Performance of >98%. In order to achieve this, three key initiatives are underway:

1. Urgent and emergency care front door service delivery redesign including implementation of increased Primary care support during times of peak demand, and the implementation of a three trolley RATT from August 2019.
2. Remodelling of inpatient bed-base in order to minimise capacity breaches.
3. Streamline speciality pathways and Surgical/Trauma SDEC facilities

Future state of Front door model is being led as part of the A&E Delivery board work plan.

Total Delayed Transfers of Care - BTUH									
Month	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
A) Awaiting completion of assessment	5	0	12	4	0	0	19	16	0
B) Awaiting public funding	0	0	0	1	2	0	0	2	0
C) Awaiting further non-acute NHS care	347	266	219	345	341	289	66	104	125
Di) Awaiting residential home placement or availability	178	99	129	81	71	101	12	23	15
Dii) Awaiting nursing home placement or availability	0	0	0	0	0	14	0	0	0
E) Awaiting care package in own home	101	71	33	24	105	91	46	35	5
F) Awaiting community equipment and adaptations	0	0	1	2	0	2	0	0	2
G) Patient or family choice	35	20	20	40	56	51	25	21	17
H) Disputes	0	0	0	0	0	0	0	0	0
I) Housing - patients not covered by Care Act	0	0	0	0	0	0	0	0	0
O) Other	0	0	0	0	0	0	0	0	0
Total	666	456	414	497	575	548	168	201	164

BTUH Total DTOC by Month

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