



APPENDIX D
The Princess
Alexandra Hospital

Emergency Care
December 2019

Winter 19/20

Winter pressures across West Essex and East and North Herts population was higher than predicted. Demand and attendances increased approx. 5.6% compared to 18/19 and 4% higher than planned growth. Robust winter planning was undertaken across the Trust and healthcare system with a number of systemwide planning events and input from all parts of health and social care. The Trust Local Delivery Group chaired by Chief Executive / Chief Operating Officer has been the forum to engage and agree additional capacity schemes to support patient flow.

The Princess Alexandra Hospital achievement of the 4 hour standard has fallen below the national standard, however progress has been made across a range of indicators.

- **Capacity Planning**

Through the Trust Local Delivery Board chaired by CEO/COO an additional 18 inpatient beds were opened on the 30th December 2019 at PAH. During the period 3rd – 13th January 2020, a further 29 beds were also occupied during increased additional pressure. This resulted in postponement of planned elective activity for a period of 7 days. In addition a further 6 beds were commissioned and opened at Herts and Essex Hospital on the 6th January 2020 with a further 19 intermediate care beds opened on the 20th January 2020 (phased opening 4 x weekly admissions).

- **Ambulance Handovers**

The Trust received support from EEAST and the CCG ensure a HALO (Hospital Ambulance Liaison Officer) was in post 7 days a week across winter. This has proven to be extremely effective in the management of ambulance handovers, delays and flow of patients. The Trust had seen improvement in ambulance handover times, however have also experienced pressures throughout December and January which have resulted in longer than expected delays. The Trust have worked closely with EEAST colleagues to minimise impact on patients. No serious incidents have occurred during these periods.

Winter Planning 2020/21

- **Frailty Schemes**

The Trust have extended the frailty service in November to cover 7 days a week, 12 hours per day with additional consultant, therapy and nursing support. The teams are working closely on admission avoidance and reducing length of stay. Part of the system capacity and demand schemes has focussed on those patients with 4 or more admissions and how this can be reduced. Additional intermediate care and social care support has been commissioned throughout winter.

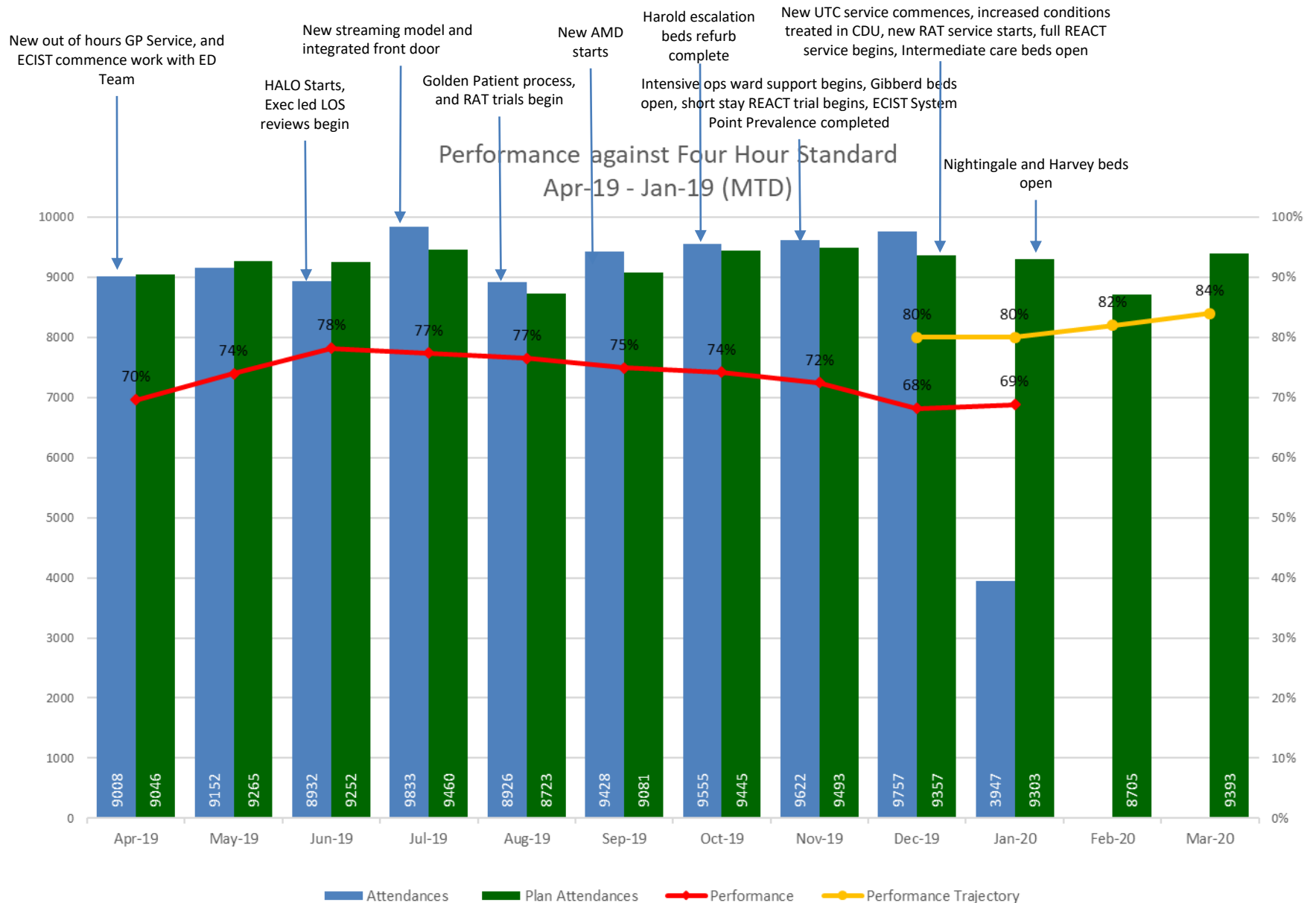
- **Urgent Treatment Centre & Same Day Emergency Care Schemes**

The Trust went live with the new Urgent Treatment Centre and SDEC in December 2019. Working in collaboration with Herts Urgent Care GPs, the Trust now has 7 day, 12 hour GPs dealing with all non urgent attendances. Streaming services have been strengthened, pre bookable GP appointments are now accessible and in excess of 45% of all walk in patients can be re directed through SDEC where appropriate.

- **Winter Planning 20/21**

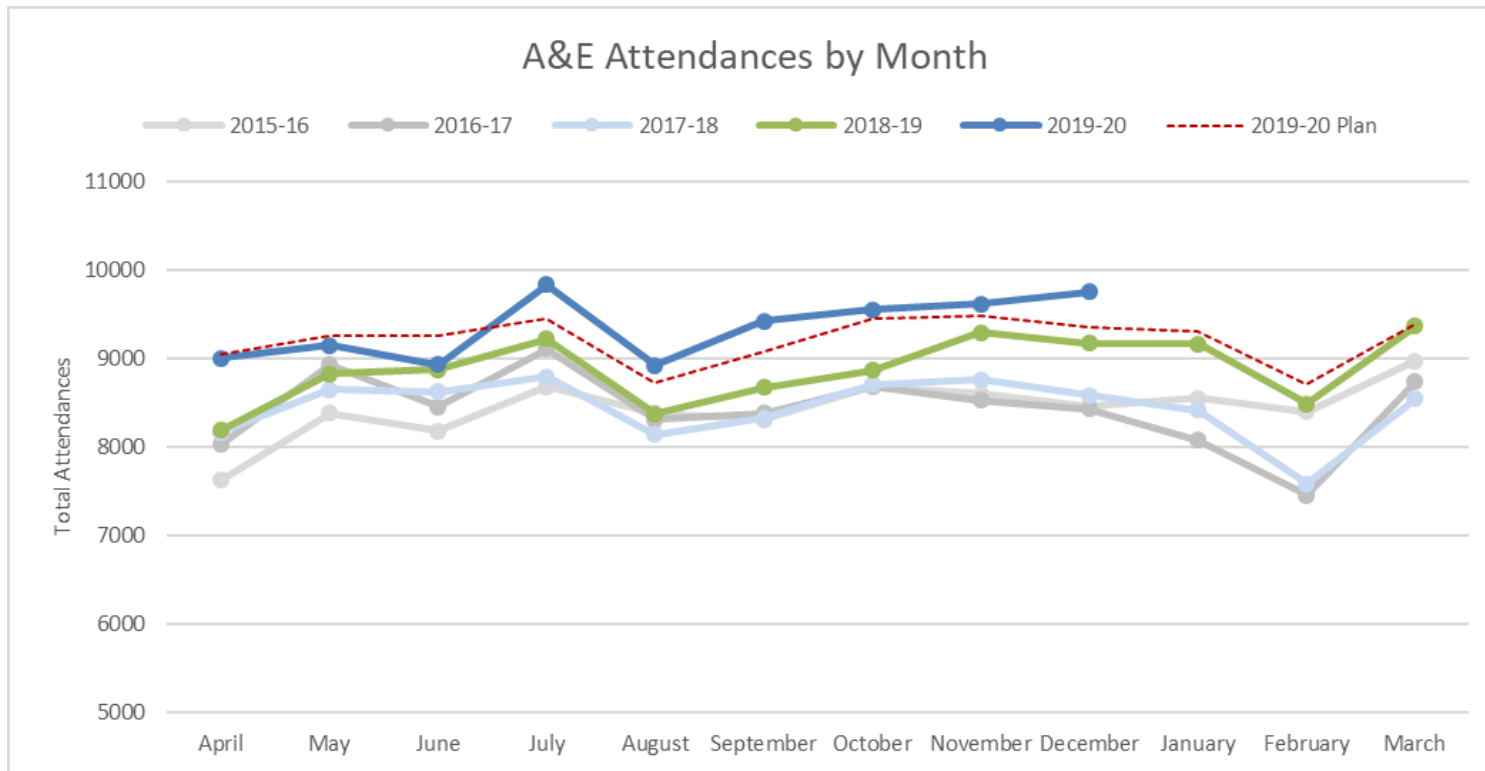
A bid for additional capital monies was submitted to NHSI in 2018/19 for approx. £9.5m capital. This was part of NHS wave 4 capital bids. The bid has been supported by the STP and is in the final approval stages. The bid would support the development and creation of additional inpatient, assessment and urgent care capacity at Princess Alexandra Hospital. The business case is based on an additional 30 assessment spaces, additional frailty and same day emergency care spaces. We would envisage the building subject to planning approvals commencing at the end of March / early April 2020 with handover and occupation from August 2020. This will provide sufficient time for commissioning of the unit, additional workforce and recruitment schemes to be operational and clear pathway redesign.

4 hour Performance



A&E Growth and Planning

	April	May	June	July	August	September	October	November	December	January	February	March
2017-18	8164	8649	8625	8794	8141	8328	8707	8767	8583	8419	7584	8547
2017-18 %	79.0%	78.1%	75.0%	73.3%	75.0%	70.4%	68.3%	71.8%	67.3%	66.4%	63.1%	64.5%
2018-19	8192	8829	8875	9226	8373	8678	8868	9296	9173	9168	8487	9368
2018-19 %	73.7%	75.8%	77.9%	74.0%	81.6%	78.8%	85.1%	72.8%	73.1%	67.9%	60.8%	72.4%
% Change (17-18 to 18-19)	0.3%	2.0%	2.8%	4.7%	2.8%	4.0%	1.8%	5.7%	6.4%	8.2%	10.6%	8.8%
2019-20 YTD	9008	9152	8932	9833	8926	9428	9555	9622	9757			
2019-20 YTD %	69.6%	74.0%	78.2%	78.3%	76.5%	75.0%	74.2%	72.4%	68.2%			
% Change (18-19 to 19-20)	9.1%	3.5%	0.6%	6.2%	6.2%	8.0%	7.2%	3.4%	6.0%			

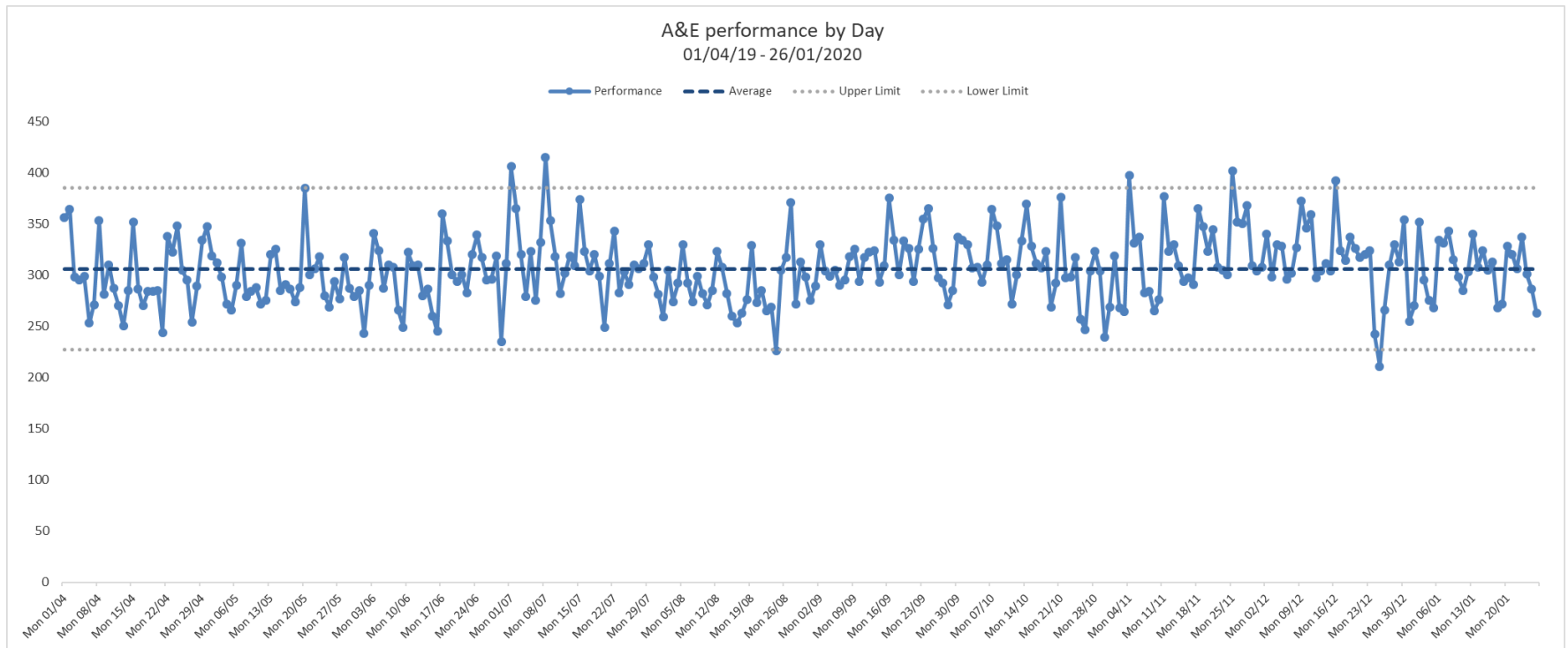


Comparative Performance

Month	Type 1 Performance	Type 1 Ranking	All Ranking	All Type Performance
Aug-18	81.6%	87	113	83.4%
Sep-18	78.8%	94	124	80.7%
Oct-18	85.1%	63	90	86.8%
Nov-18	72.8%	112	128	75.3%
Dec-18	73.1%	106	126	75.2%
Jan-19	67.9%	106	128	70.9%
Feb-19	60.8%	121	133	64.5%
Mar-19	72.4%	107	128	75.1%
Apr-19	69.6%	108	127	72.4%
May-19	74.0%	82	110	76.7%
Jun-19	78.2%	65	101	80.4%
Jul-19	78.3%	66	98	80.5%
Aug-19	76.5%	73	107	78.8%
Sep-19	74.9%	77	105	77.3%
Oct-19	74.2%	72	101	76.7%
Nov-19	72.2%	60	99	74.7%
Dec-19	68.2%	64	104	70.4%

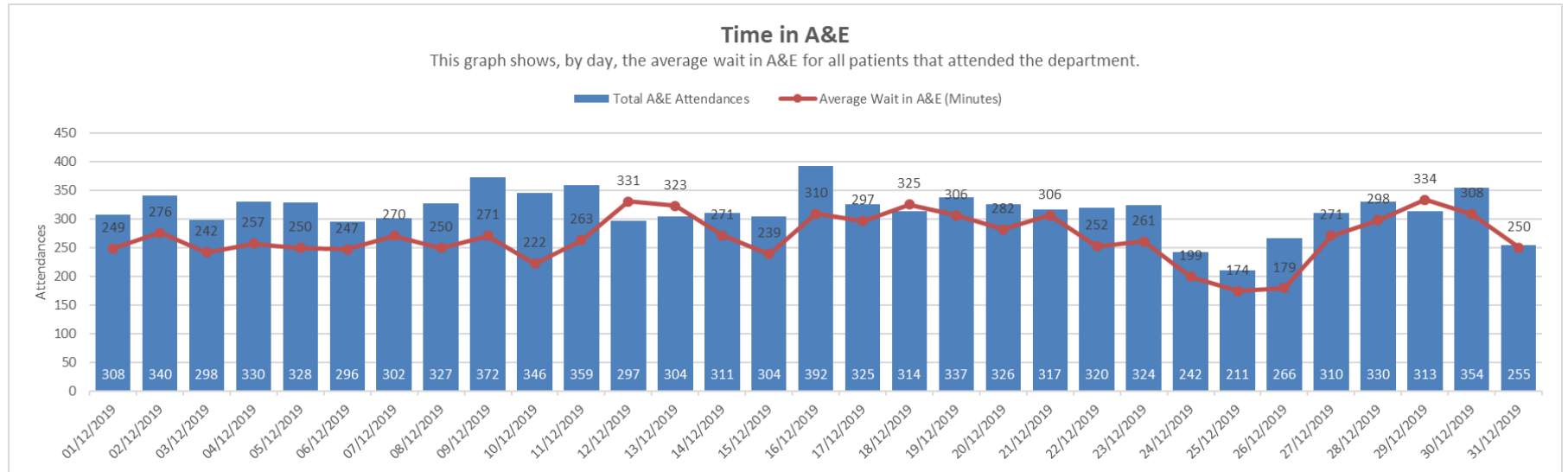
Whilst our performance against the four hour standard has remained relatively static, our performance compared to other providers has improved since last spring

Daily Attendance Chart



Our attendances for 19/20 (year to date) are 5.6% higher than the comparative period in 18/19

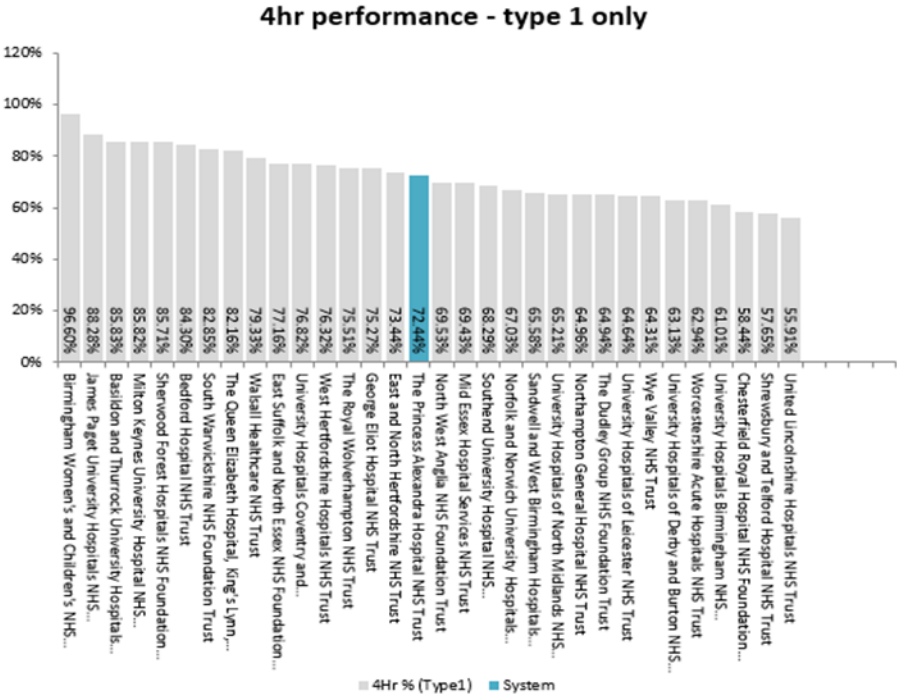
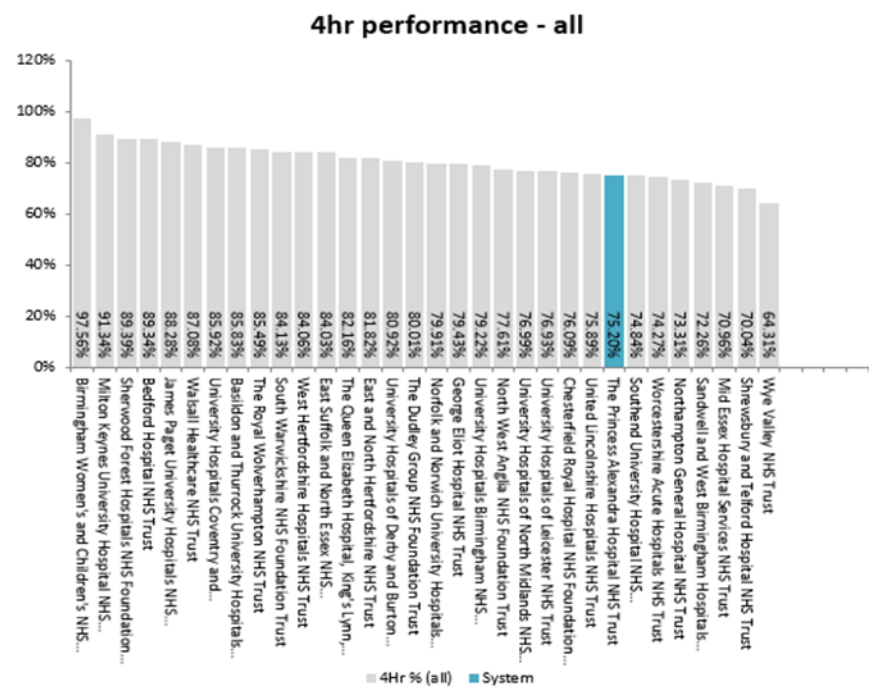
Daily A&E Waiting Times



Regional and National Benchmarking Picture

4hr performance weekly rank (all Types)	
National	Region
95/123	29/40

4hr performance weekly rank (Type 1)	
National	Region
57/123	18/40



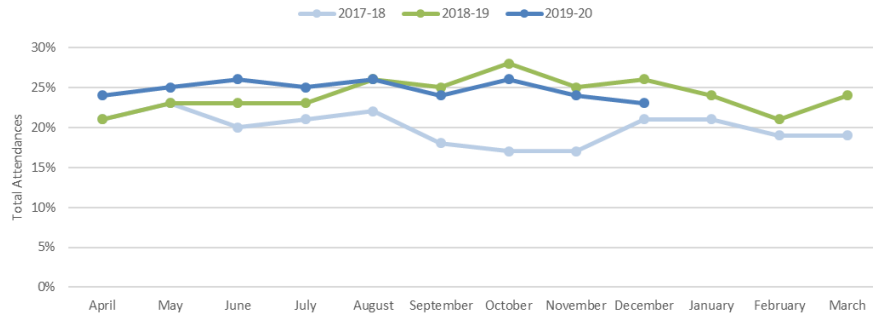
Local Comparison

	PAH	Basildon	East & North Herts	Colchester	Ipswich	Broomfield	Southend
Monday	17.07%	15.01%	15.61%	15.72%	14.91%	15.32%	15.24%
Tuesday	15.37%	14.65%	14.29%	14.12%	13.51%	14.12%	14.23%
Wednesday	14.28%	14.37%	14.01%	13.19%	13.22%	13.77%	13.66%
Thursday	14.01%	13.79%	13.78%	13.63%	13.35%	13.57%	13.97%
Friday	14.19%	13.65%	13.49%	13.34%	13.48%	13.67%	13.25%
Saturday	11.98%	14.05%	14.10%	15.02%	15.33%	14.32%	14.29%
Sunday	13.10%	14.48%	14.73%	14.97%	16.20%	15.24%	15.38%
Minimum	11.98%	13.65%	13.49%	13.19%	13.22%	13.57%	13.25%
Maximum	17.07%	15.01%	15.61%	15.72%	16.20%	15.32%	15.38%
Variation	5.10%	1.35%	2.11%	2.52%	2.98%	1.75%	2.13%

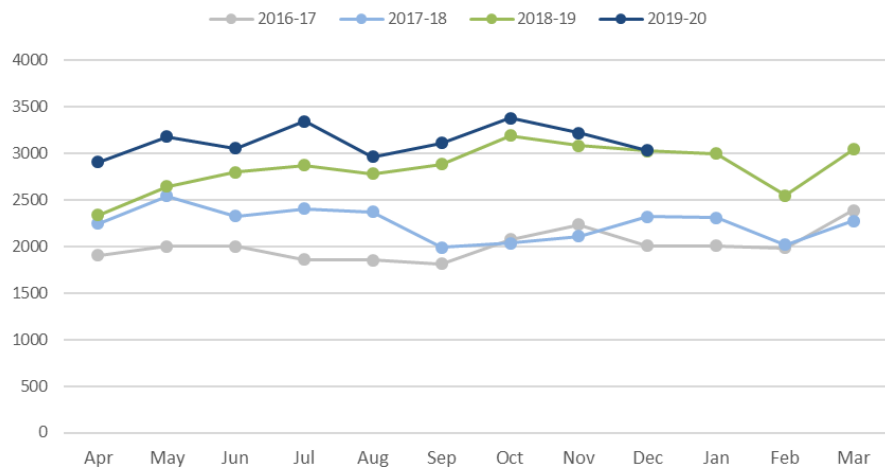
This chart shows the relative percentage of weekly attendances by day of the week, comparing PAH with local providers (as at Oct-19). You will see our variation between our busiest and quietest days is significantly higher than other local providers

Admissions

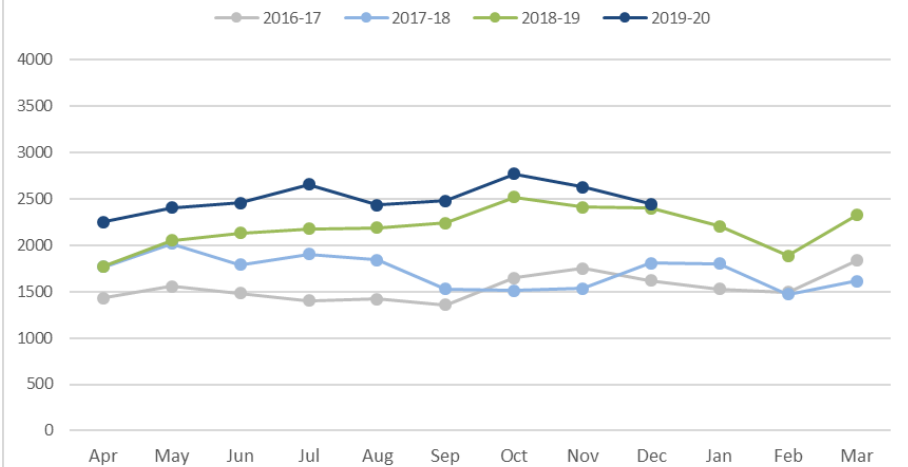
A&E Conversion Rate by Month
2019-20



Total Non-Elective Admissions
Year on Year comparison

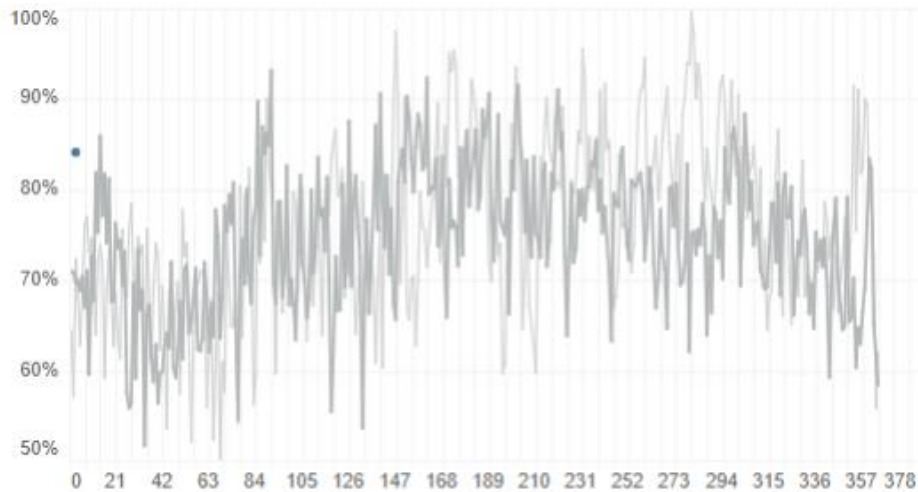


Non-Elective Admissions via A&E
Year on Year comparison



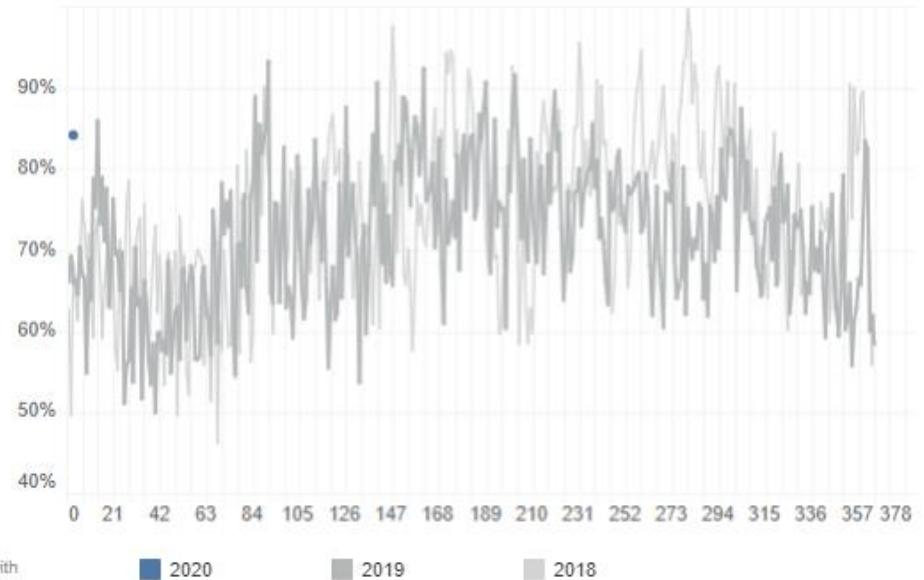
Part 1: daily performance and attendances

**The Princess Alexandra Hospital NHS Trust
A&E Performance**

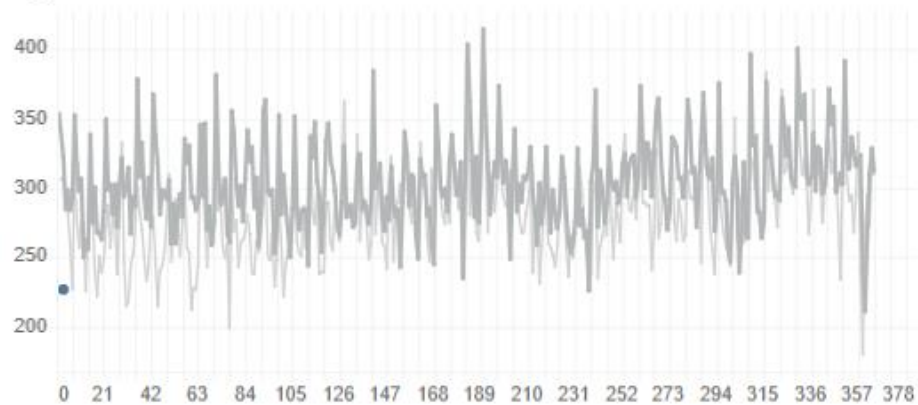


The comparison lines in these graphs reflect all acute providers with a type 1 A&E department, by day of the week, with number 3 on the x-axis representing Wednesday 1st January 2020 and Wednesday 2nd January 2019 and Wednesday 3rd January 2018.

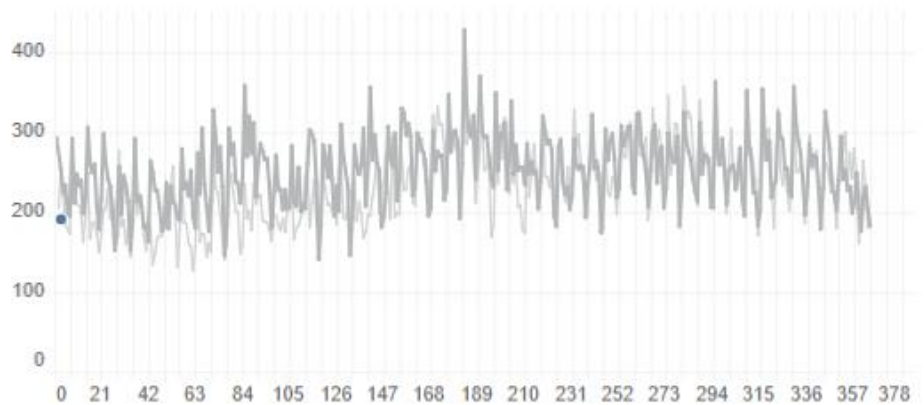
Type 1 Performance



Type 1 Attendances

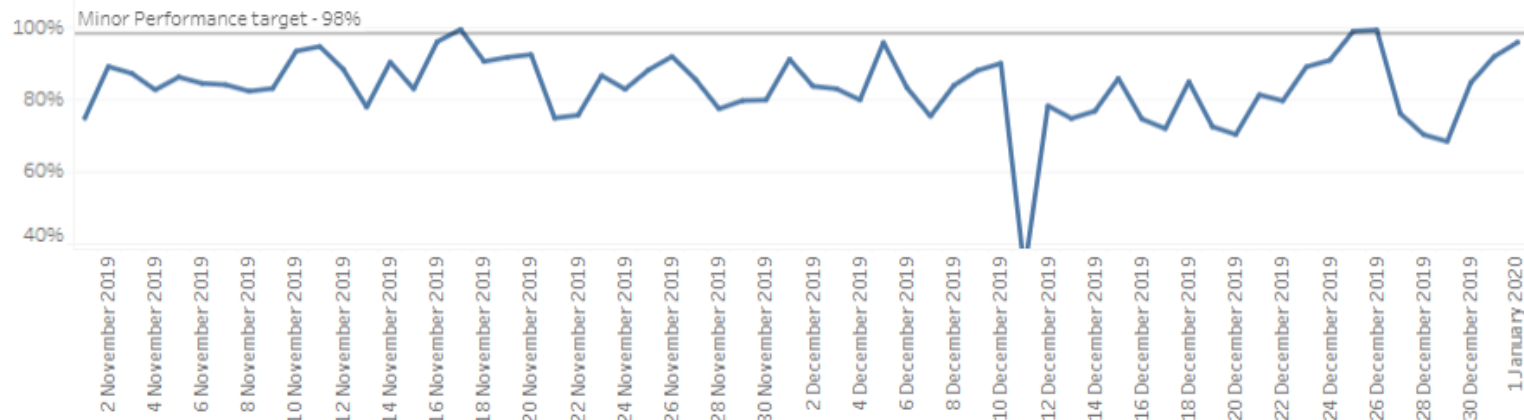


Treated within 4 hours



Part 1: minors performance

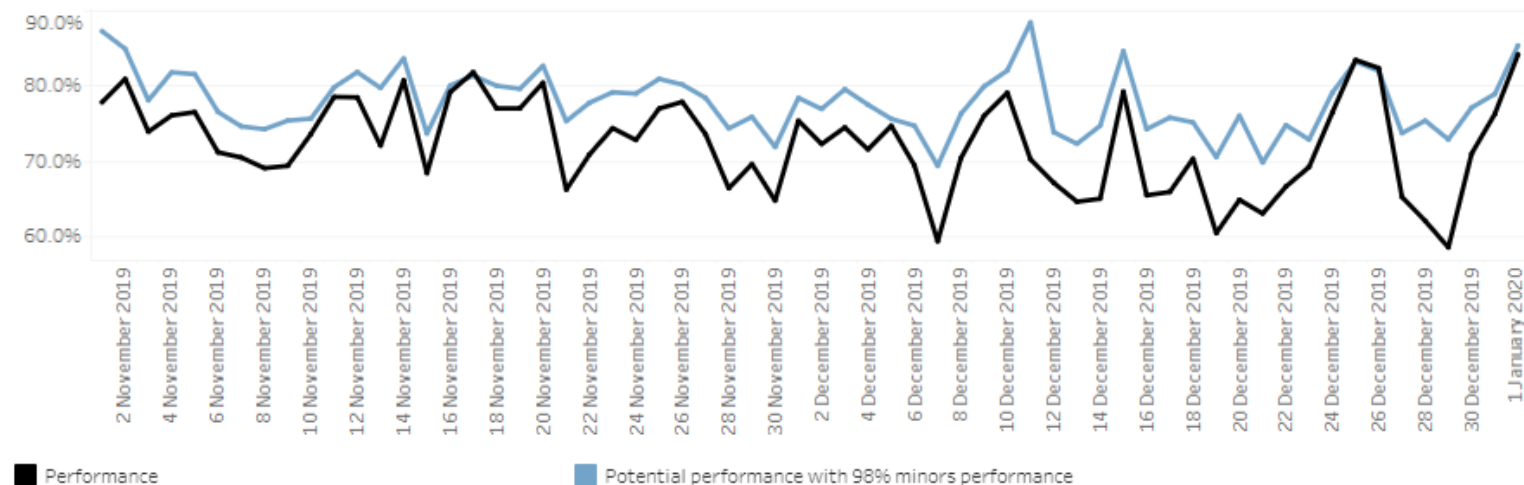
Type 1 minors performance -All The Princess Alexandra: All site(s)



Difference in performance over the past 3 months (if minors performance was 98% every day)

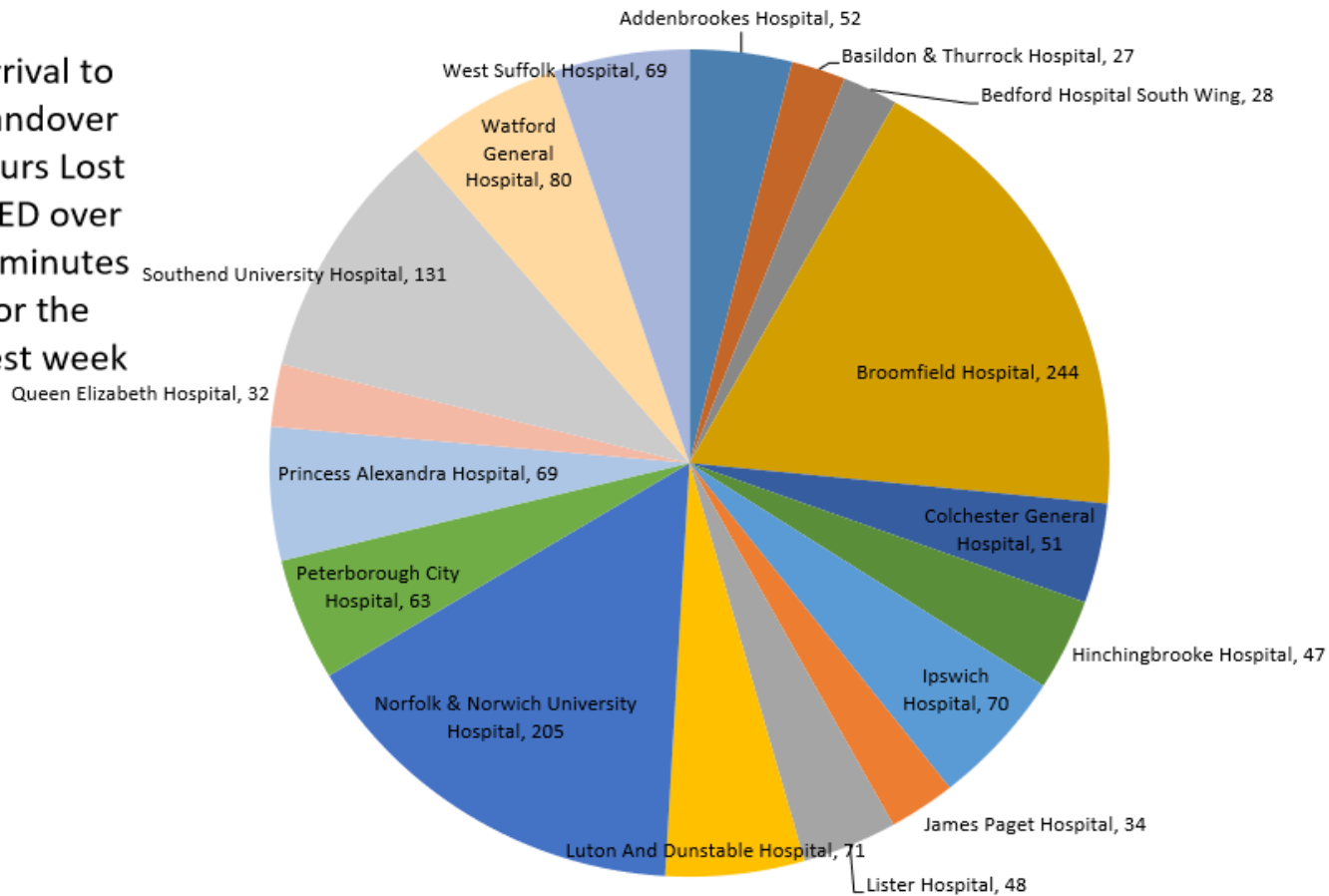
Performance	72.1%
Potential performance with 98% minors performance	77.8%

Adjusted performance if minors performance was 98%

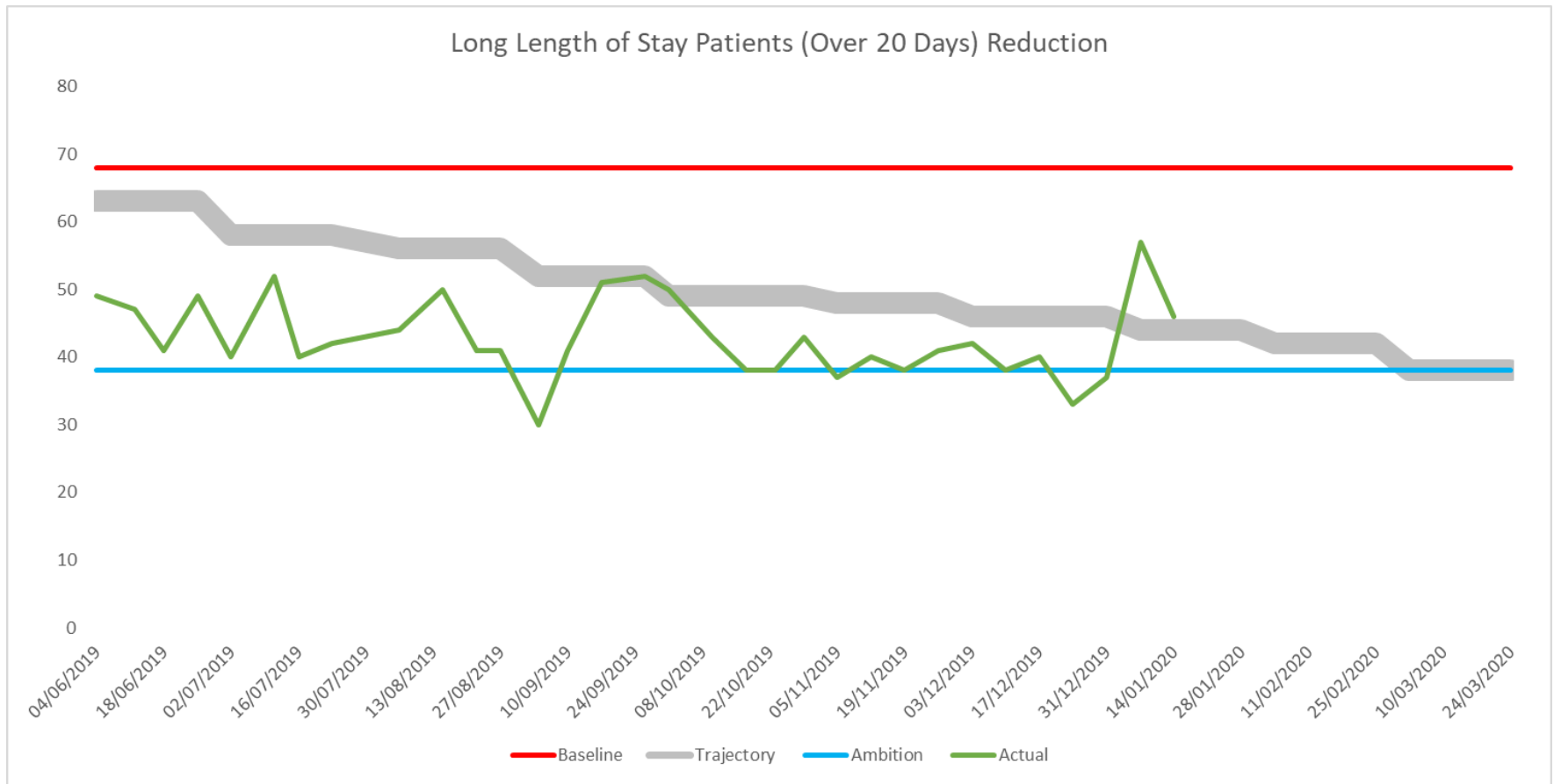


Ambulance Conveyance and Lost Minutes

Arrival to
Handover
Hours Lost
In ED over
15 minutes
for the
latest week



Long Length of Stay Trajectory



Our long length of stay patients (over 20 days) have stayed on or below trajectory (other than the spike for the Christmas period)

Part 3: long stay patients

