

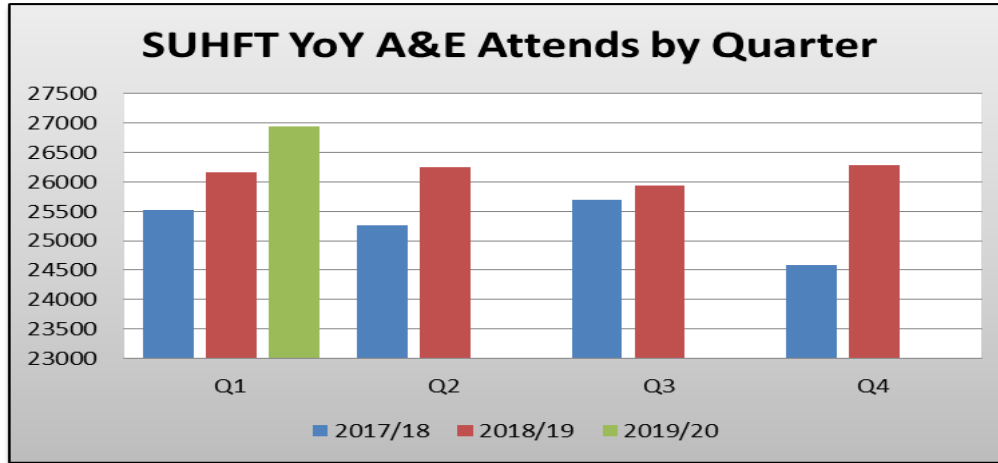
# A&E Pressures and Service Development

## Southend University Hospital NHS Foundation Trust

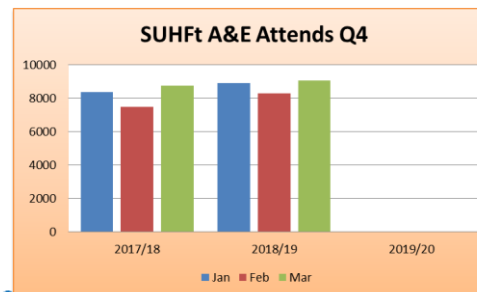
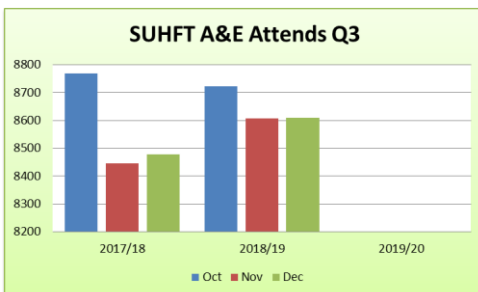
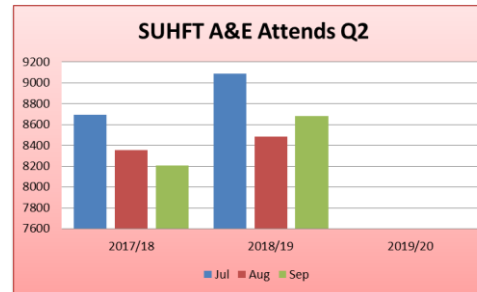
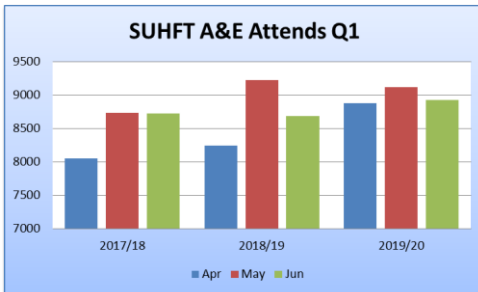
Mike Quinn

Director of Operations, Emergency and Unplanned Care

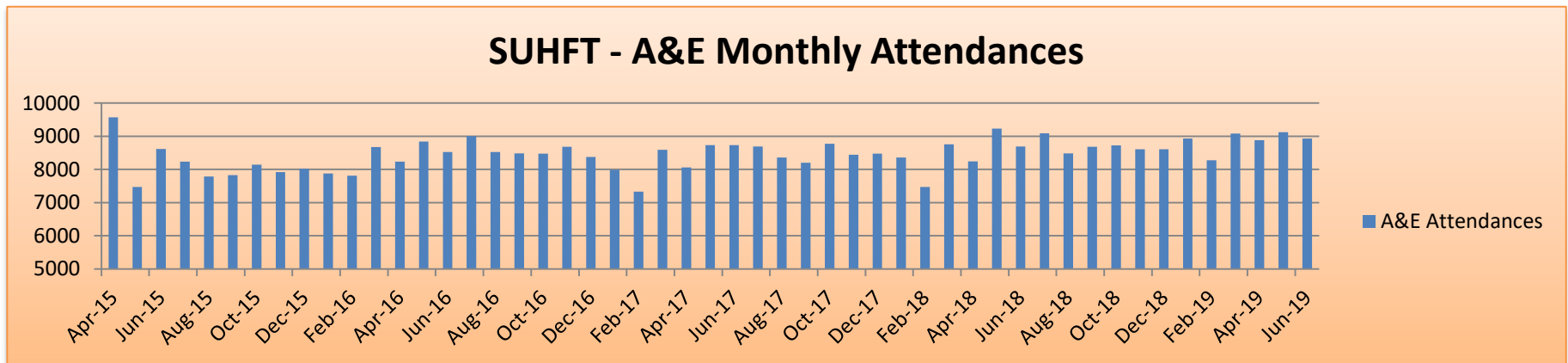
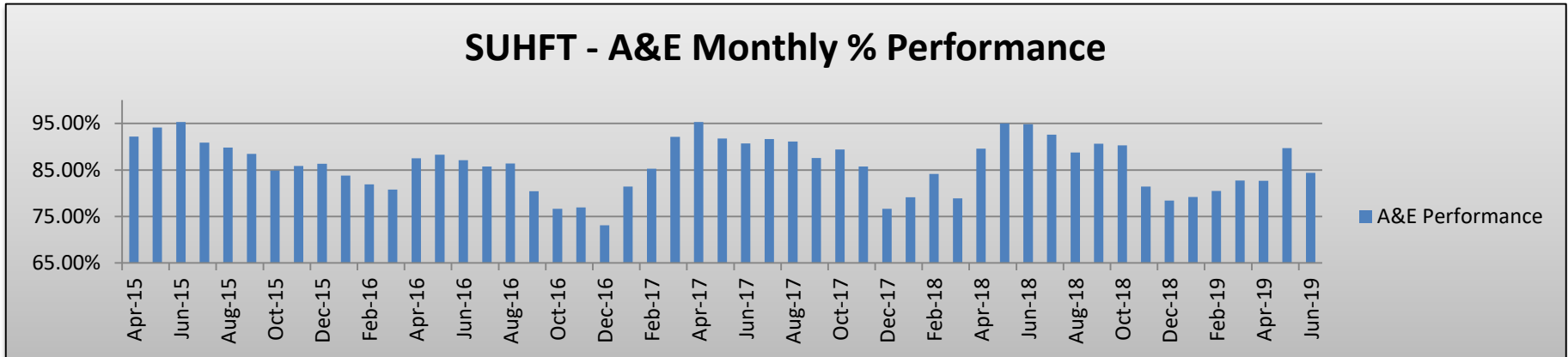
## A&E Performance – Southend University Hospital NHS Foundation Trust



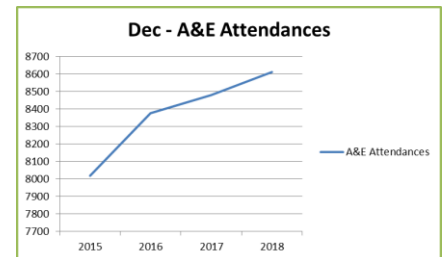
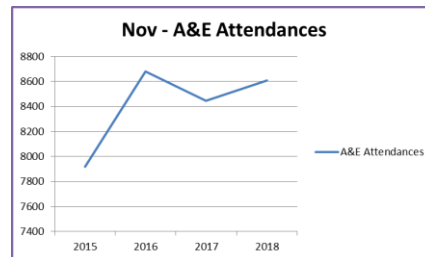
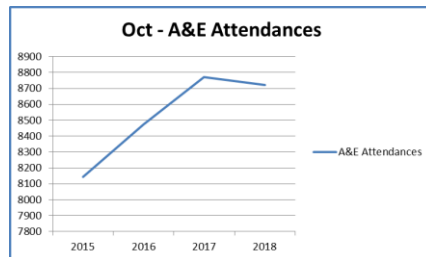
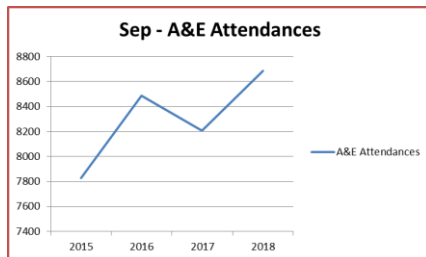
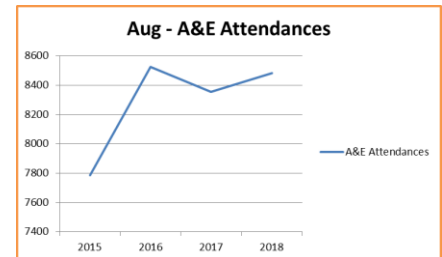
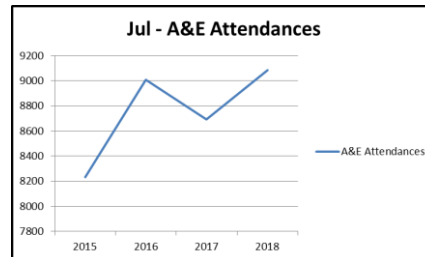
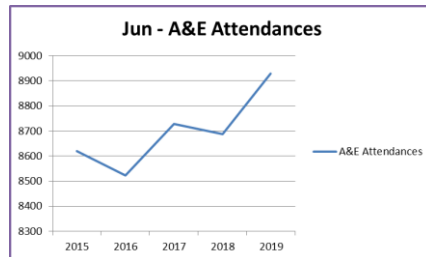
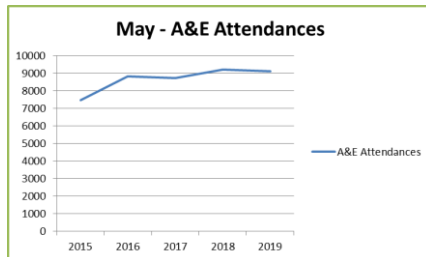
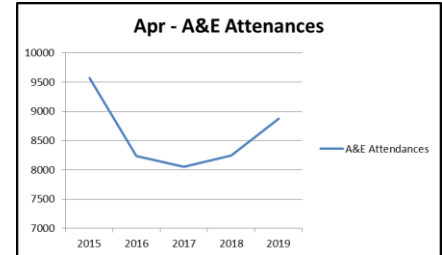
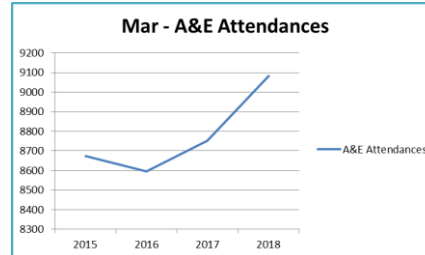
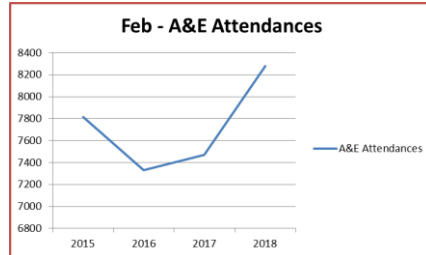
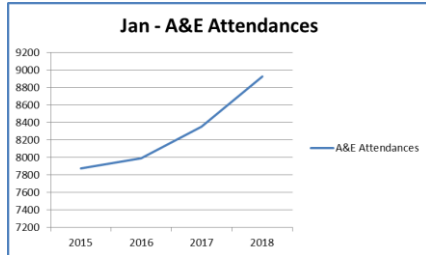
- Overall growth in A&E attendances of 3,601 (3.56%) in 2018/19 compared to 2017/18
- Each Quarter 2018/19 saw Year on Year growth in A&E attendances (Q1=2.51%; Q2=3.96%; Q3=0.96%; Q4=6.96%).
- Q1 2019/20 has seen Year on Year growth of 2.95% and 5.54% growth compared to Q1 17/18.
- There were 23,445 NEL Admissions in 2017/18 (conversion rate of 23.2%) compared to 22,982 in 2018/19 (conversion rate of 21.96%).



## A&E Performance – Southend University Hospital NHS Foundation Trust



# A&E Attendances – Southend University Hospital NHS Foundation Trust



# A&E Performance — Southend University Hospital NHS Foundation Trust

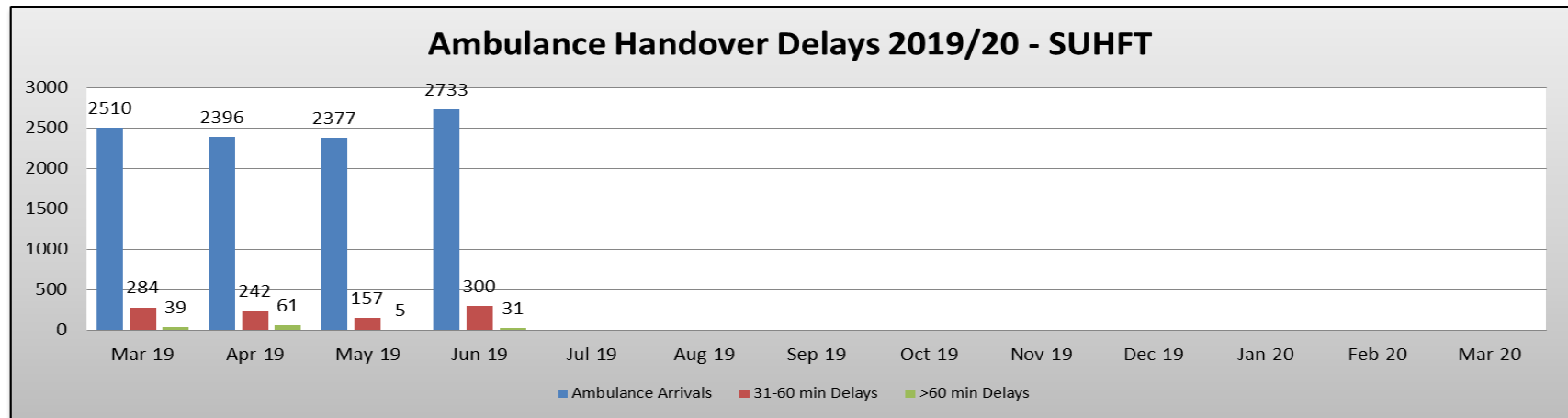
ED Attendance Change					
Total Attendances		Nov 17 - Jun 18	Nov 18 - Jun 19	Diff	%
	Nov	8,446	8,612	166	1.97%
	Dec	8,482	8,616	134	1.58%
	Jan	8,365	8,934	569	6.80%
	Feb	7,472	8,286	814	10.89%
	Mar	8,758	9,086	328	3.75%
	Apr	8,252	8,888	636	7.71%
	May	9,229	9,132	-97	-1.05%
	Jun	8,696	8,939	243	2.79%
ED Major Attendances		Nov 17 - Jun 18	Nov 18 - Jun 19	Diff	%
	Nov	2,922	2,717	-205	-7.02%
	Dec	3,350	2,705	-645	-19.25%
	Jan	3,435	2,190	-1,245	-36.24%
	Feb	2,972	1,944	-1,028	-34.59%
	Mar	3,286	2,216	-1,070	-32.56%
	Apr	2,903	2,106	-797	-27.45%
	May	2,952	2,109	-843	-28.56%
	Jun	2,667	2,054	-613	-22.98%
ED Minor Attendances		Nov 17 - Jun 18	Nov 18 - Jun 19	Diff	%
	Nov	5,524	5,895	371	6.72%
	Dec	5,132	5,911	779	15.18%
	Jan	4,930	6,744	1,814	36.80%
	Feb	4,500	6,342	1,842	40.93%
	Mar	5,472	6,870	1,398	25.55%
	Apr	5,349	6,782	1,433	26.79%
	May	6,277	7,023	746	11.88%
	Jun	6,029	6,885	856	14.20%

- In the period Nov 18 – Jun 19 ED attendances increased by 2,793 (4.13%) compared to Nov 17 – Jun 18
- In the same period, Majors attendances reduced by 6,446 (26.32%)
- By contrast Minors presentations increased by 9,239 (21.38%)

## A&E Attendances – Southend University Hospital NHS Foundation Trust

### Ambulance Conveyances and Handover Performance

Month / Year	Mar-19	Apr-19	May-19	Jun-19
<b>Ambulance Arrivals</b>	<b>2510</b>	<b>2396</b>	<b>2377</b>	<b>2733</b>
<b>31-60 min Delays</b>	<b>284</b>	<b>242</b>	<b>157</b>	<b>300</b>
<b>Above as a % of Arrivals</b>	<b>11.31</b>	<b>10.10</b>	<b>6.60</b>	<b>10.98</b>
<b>&gt;60 min Delays</b>	<b>39</b>	<b>61</b>	<b>5</b>	<b>31</b>
<b>Above as a % of Arrivals</b>	<b>1.55</b>	<b>2.55</b>	<b>0.21</b>	<b>1.13</b>
<b>Total Delays &gt;31mins</b>	<b>323</b>	<b>303</b>	<b>162</b>	<b>331</b>
<b>Above as a % of Arrivals</b>	<b>12.87</b>	<b>12.65</b>	<b>6.82</b>	<b>12.11</b>



## A&E Developments / Actions

### Southend University Hospital NHS Foundation Trust

- Workforce – workforce plan has been completed and is currently being reviewed by the Site Leadership Team. The plan recommends a further 2 A&E Consultant posts; and an increase in both triage nursing and minors nursing establishment. The workforce plan has been reviewed and is supported by ECIST.
- Social Worker at the Front Door – this post has been in place for since winter 2018 and has demonstrated a positive contribution in relation to admission avoidance.
- SDEC – 31% of current NEL take is admitted via SDEC (NHSI target is to achieve 30% by end March 2020). Project Group is in place to deliver an ambitious target of 50% by end 2020.
- Teletracking – commissioned in October 2018 has resulted in improved transparency of bed capacity and utilisation leading to improved patient flow across site.

## GP Streaming – Southend University Hospital Foundation Trust

- 21.3% (5,766 patients) of all A&E attendances were streamed to GP Streaming in Q1 2019/20 which makes Southend the second highest user of GP Streaming in East of England Region.
- The service operates from 08:00 to midnight, 7-days per week with a planned roster of two GP's per shift.
- The shift fill rate for Q1 is 99.73% (April - 96.25%; May - 103%; June - 100%).
- Performance data is collected daily and from this we are aware that 21.8% of those patients referred to GP Streaming are referred back to hospital for specialist review which is not too dissimilar to the conversion rate to hospital admission from A&E.
- We are planning a local clinical audit to ascertain what is informing this level of refer-back and to understand whether there need to be changes made to our clinical criteria and initial streaming processes at the front door.



## GP Streaming – Southend University Hospital Foundation Trust

	Mar-19	Apr-19	May-19	Jun-19	Q1
Number of GP's at 09:00	61	60	61	60	181
Number of GP's at 14:00	62	60	64	60	184
Number of GP's at 19:00	61	55	65	60	180
Number of GP's at 22:00	59	56	65	60	181
Number of Patients referred from ED	1942	1906	2062	1798	5766
Number of Patients seen and discharged from GPS	1395	1371	1528	1358	4257
Number exceeding 4 Hours from ED Attend to GPS Discharge	8	33	4	19	56
Number of Patients referred back to Specialty at SUHFT	472	432	467	357	1256
Number of Patients referred back to ED	7	0	0	3	3
Number of Patients referred to GPS conveyed to SUHFT by EEAST	169	189	208	170	567
Percentage of Patients referred to GPS conveyed to SUHFT by EEAST	8.7	9.9	10.1	9.5	9.8
Percentage of Patients referred back to Specialty at SUHFT	24.3	22.7	22.6	19.9	21.8
Number of Patients referred to other Provider**	11	32	0	0	32
Percentage of Patients referred to other Provider	0.6	1.7	0	0	0.6
Patients that left GPS before being seen	57	83	65	73	221
ED Attendances	9082	8945	9126	8956	27027
GPS Referred	1942	1906	2062	1798	5766
% of ED Attendances referred to GPS	21.4	21.3	22.6	20.1	21.3

# GP Streaming – Southend University Hospital Foundation Trust

Week Ending	Overall A&E Performance			Self-Presenting Patients		GP Streaming			
	Attendances	Breaches	%	Attendances	% of A&E Attendances	Attendances	Self Presenting	% Self Presenting	Ambulance Conveyed
07-Apr-19	2071	288	86.09	1545	74.60	464	426	91.81	38
14-Apr-19	2019	365	81.92	1443	71.47	412	369	89.56	43
21-Apr-19	2041	328	83.93	1436	70.36	418	374	89.47	44
28-Apr-19	2097	485	76.87	1543	73.58	463	404	87.25	59
05-May-19	2079	206	90.09	1565	75.28	445	411	92.35	34
12-May-19	2013	182	90.96	1497	74.37	490	442	90.2	48
19-May-19	2064	155	92.49	1547	74.95	458	416	90.82	42
26-May-19	2149	195	90.93	1581	73.57	474	419	88.39	55
02-Jun-19	2054	298	85.49	1423	69.28	359	313	87.16	46
09-Jun-19	2124	434	79.57	1596	75.14	451	413	91.57	38
16-Jun-19	2033	393	80.97	1494	73.49	404	367	90.84	37
23-Jun-19	2122	307	85.53	1538	72.48	440	389	88.41	51
30-Jun-19	2067	219	89.40	1534	74.21	388	356	91.75	32
07-Jul-19	2110	242	88.53	1606	76.11	422	381	90.28	41
14-Jul-19	2173	262	87.94	1645	75.70	445	408	91.68	37

GP Streaming	
% of All A&E	% of Self Presenting
22.4	27.6
20.4	25.6
20.5	26.0
22.1	26.2
21.4	26.3
24.3	29.5
22.2	26.9
22.1	26.5
17.5	22.0
21.2	25.9
19.9	24.6
20.7	25.3
18.8	23.2
20.0	23.7
20.5	24.8

## DTOC – Southend University Hospital Foundation Trust

<div> <div><b>NHS</b></div> <div>Mid and South Essex University Hospitals Group</div> </div>										
Total Delayed Transfers of Care										
Reason for delay	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
A) Awaiting Completion of Assessment	19	19	11	11	15	11	5	31	36	2
B) Awaiting Public fundng	14	17	5	1	2	1	5	5	14	5
C) Awaiting Further non-acute NHS care	116	124	73	91	55	76	102	93	173	146
D) Awaiting Placement	136	143	62	78	63	71	94	91	110	48
E) Awaiting care package in own home	84	81	40	20	22	16	53	59	98	65
F) Awaiting community equipment and adaptations	20	38	8	21	27	12	11	9	13	14
G) Patient or family choice	67	78	57	25	47	34	21	39	52	32
H) Disputes	0	0	0	0	0	0	0	0	0	0
I) Housing – patients not covered by the Care Act	1	5	2	0	0	0	0	0	0	3
<b>Total</b>	<b>457</b>	<b>505</b>	<b>258</b>	<b>247</b>	<b>231</b>	<b>221</b>	<b>291</b>	<b>327</b>	<b>496</b>	<b>315</b>

