

URGENT & EMERGENCY CARE PROGRAMME DASHBOARD

APPENDIX D

Sector	Freq	Provider	KPI	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Annual		
Outcomes	Monthly	BHRUT/PELC	A&E 4 Hour Wait (BHRUT)	Actual	81.37%	81.37%	82.43%	85.01%										
				Trajectory	77.00%	80.00%	82.00%	84.00%	86.00%	90.00%	90.00%	90.00%	90.00%	91.50%	91.50%	91.50%	87%	
				National Standard	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
				Queens	77.39%	78.19%	77.78%	81.34%										
				KGH	87.33%	86.23%	89.62%	90.73%										
	Monthly	BHRUT	4hour - Type 1	BHRUT	78.27%	78.43%	79.49%	82.63%										
				Queens	76.43%	77.32%	76.74%	80.57%										
				KGH	82.06%	80.71%	85.24%	86.99%										
	Monthly		A&E to admission Conversion Ratio	BHRUT	15.37%	14.23%	14.90%	14.43%										
				Queens	17.62%	16.42%	16.75%	16.36%										
				KGH	12.01%	10.85%	12.05%	11.43%										
	Monthly		DTC	Actual	25	14	20	24										
target				20	20	20	20	20	20	20	20	20	20	20	20	<20		
Monthly		UCC Utilisation	Total Trust (inc Pelc)	23.77%	25.47%	23.07%	26.08%											
			Standard	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	>45%		
			KGH	30.39%	28.97%	29.94%	29.87%											
			Queens	19.34%	23.19%	18.63%	23.65%											

Sector	Freq	Provider	KPI	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Annual
Demand	Daily	BHRUT	A&E Attendances by Site - All attendances, all commissioners	Total Trust (inc KGH UCC)	22,036	24,144	22,793	24,471	-	-	-	-	-	-	-	-
				Total UCC	5,238	6,149	5,258	6,382								
				Queens (All Types)	13,197	14,642	13,845	14,902								
				Queens (Types 1&2)	10,645	11,246	11,266	11,378								
				UCC - Queens	2,552	3,396	2,579	3,524								
				KGH (All Types)	8,839	9,502	8,948	9,569								
				KGH (Type 1)	6,153	6,749	6,269	6,711								
	Daily		UCC - Pelc	2,686	2,753	2,679	2,858									
	Monthly	LAS	Number of ambulance conveyances	Queens	3,097	3,171	2,922	2,895								
				KGH	1,132	1,148	1,104	1,105								
Monthly	NHS111	NHS 111 Referral Destination - Recommended to attend Primary Care	NHS 111	57.79%	58.15%	57.61%	56.80%									
		NHS 111 Referral Destination - Ambulance Dispatches	NHS 111	9.76%	10.31%	11.05%	11.18%									
		NHS 111 Referral Destination - Recommended to attend A&E	NHS 111	9.73%	9.49%	9.94%	10.84%									
Monthly	BHRUT	% of attenders that were self referred to A&E	BHRUT	80.81%	82.11%	82.34%	83.65%									
			BHRUT	A&E Attendances - BHR CCGs at All Providers (Operating Plan EM6)	Actuals	24,091	27,674	25,853								
	BHRUT	A&E Attendances - BHR CCGs at BHRUT (excl. attendances KGH UCC) (Operating Plan EM6)	Trajectory (All prov)	26,230	26,363	26,667	26,803	26,055	26,667	26,800	26,667	26,603	26,363	24,657	27,673	317,548
			Actuals	16,294	18,672	17,508										
			Trajectory	17,070	17,639	17,070	17,639	17,639	17,070	17,639	17,070	17,639	17,639	15,932	17,639	207,680
Monthly	BHRUT	Non Elective Admissions - BHR CCGs at All Providers (Operating Plan EM 5)	Actuals	6,503	6,926	7,051										
			Trajectory (All prov)	6,997	7,096	7,076	7,175	7,057	7,076	7,175	7,076	7,135	7,096	6,561	7,332	84,851
Monthly		Non Elective Admissions - BHR CCGs at BHRUT (Operating Plan EM 5)	Actuals	4,801	4,994	5,131										
			Trajectory (BHR)	5,336	5,514	5,336	5,514	5,514	5,336	5,514	5,336	5,514	5,514	4,980	5,514	64,921

Sector	Freq	Provider	KPI	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Annual
	Weekly	CTT/ LAS	LAS/CTT number of conveyances avoided	52	72	75	89									

URGENT & EMERGENCY CARE PROGRAMME DASHBOARD

Out of Hospital	Monthly		Walk In Centres -activity	Haroldwood poly clinic, Loxford WIC, South	8,547	8,918	8,346										
	Monthly	BHRUT	UCC 4 Hour Waits	Queens	98.67%	99.29%	98.98%	98.48%									
		PELC		KGH	99.40%	99.78%	99.85%	99.51%									
	Monthly	BHRUT	UCC Target Activity	Standard	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
				Queens	87.5	99.8	91.4	101.8									
	Monthly	Prime Minister's Challenge Fund - Access Hubs (All BHR CCGs)	Total no. of Patients Seen (Actual)	Standard	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100
% of appointments utilised				4,701	6,398	4,299	5,094										

Sector	Freq	Provider	KPI	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Annual
Integrated Urgent Care			10 National standards published May 2016 - implementation requires discussion/agreement with provider													

Sector	Freq	Provider	KPI	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Annual
Front Door	Weekly	BHRUT	Majors Lite Performance - seen within 4hours	Queens	71.24%	70.53%	72.07%	76.51%								
			Standard	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	
	Weekly	BHRUT	Majors Lite Average Daily Activity	Queens	108.8	118.1	119.7	121.7								
			Standard	85	85	85	85	85	85	85	85	85	85	85		
	Weekly	NHS 111	% calls answered within 60 seconds	NHS 111	95.02%	98.07%	98.68%	96.69%								
			LONDON - % calls answered within 60 seconds		91.50%	95.30%	95.70%	95.40%								
	Weekly	CTT	Referrals received vs plan	Community Hub	711	799	661									
				Acute Hub	301	371	309									
	Weekly	CTT	Referrals from LAS		62	76	77									
				Barking & Dagenham	Community Hub	165	213	202								
Weekly	CTT	Havering	Community Hub	352	389	306										
			Acute Hub	190	243	178										
Weekly	CTT	Redbridge	Community Hub	185	192	148										
			Acute Hub	28	25	20										
Front Door	Weekly	BHRUT	UCC 4 Hour Waits	Queens	98.67%	99.29%	98.98%	98.48%								
				KGH	99.40%	99.78%	99.85%	99.51%								
	Weekly	PELC	UCC 4 Hour Waits	Standard	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	
				BHRUT	Queens	87.5	99.8	91.4	101.8							
	Weekly	BHRUT	UCC Target Activity	Standard	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	>100	
				Ambulance Handovers Within 15mins	Queens	32.80%	33.33%	32.84%	34.27%							
	Weekly	BHRUT/ Pelc	Ambulance Handovers Within 15mins	KGH	31.13%	27.89%	30.00%	27.48%								
				London	41.51%	44.07%	44.96%	45.01%								
	Weekly	BHRUT/ Pelc	Ambulance Handovers Within 30mins	Queens	84.12%	87.06%	84.30%	82.72%								
				KGH	88.87%	87.15%	87.08%	88.19%								
Weekly	BHRUT/ Pelc	Time to Assessment (number of minutes 95th percentile of patients waited from arrival to initial assessment)	KGH	26	29	28	30									
			Queens	144	121	128	143									
Weekly	BHRUT/ Pelc	Time to Treatment (median number of minutes patients waited from arrival to treatment)	KGH	88	87	88	94									
			Queens	79	79	81	75									

URGENT & EMERGENCY CARE PROGRAMME DASHBOARD

			Patients waiting > 4 hrs from decision to admit to admission	BHRUT	69	81										
			12 hour trolley waits	BHRUT	1	2	0	1								
	Weekly	NELFT	Enhanced Psychiatric Liaison Scheme - Beds Saved	NELFT	17	6	18	17								
			Target		20	20	20	20	20	20	20	20	20	20	20	
			End of Life Scheme - Beds Saved	BHRUT	7	9	9	8								
			Target		6	6	6	6	6	6	6	6	6	6	6	
			Frail Older Persons Advice & Liaison service Scheme - Beds Saved	BHRUT	37	33	15	14								
			Target		15	15	15	15	15	15	15	15	15	15	15	

Sector	Freq	Provider	KPI		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Annual		
In Hospital (decision to admit)	Weekly	BHRUT	MRU same day discharge/Demand	Queens	11.13%	10.58%	11.48%	11.40%									30%		
				Target	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%			
	Weekly		ERU <48hr Discharge/Demand	Queens	8.05%	10.66%	10.40%	10.10%										30%	
				Target	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%				
	Weekly		CAU same day discharge/Demand	KGH	10.13%	10.30%	14.75%	14.30%											30%
				Target	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%			

Sector	Freq	Provider	KPI		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Annual
In Hospital Capacity/ Pressure	Monthly		Bed Occupancy (% beds occupied)	Queens	90.16%	92.10%	93.23%	88.71%									
				KGH	83.87%	74.55%	81.36%	77.06%									
				Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	<90%	

Sector	Freq	Provider	KPI		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Annual
Hospital back Door	Weekly	IRS	IRS New Referrals		177	185	147										
				IRS % Stepdown from Acute Beds		79.10%	68.11%	80.27%									
	Weekly		IRS New Referrals	B&D CCG	42	37	27										
				Havering CCG	70	81	68										
				Redbridge CCG	64	67	52										
	Weekly		IRS % Stepdown from Acute Beds	B&D CCG	76.19%	70.27%	77.78%										
				Havering CCG	82.86%	60.49%	86.76%										
				Redbridge CCG	78.13%	76.12%	73.08%										