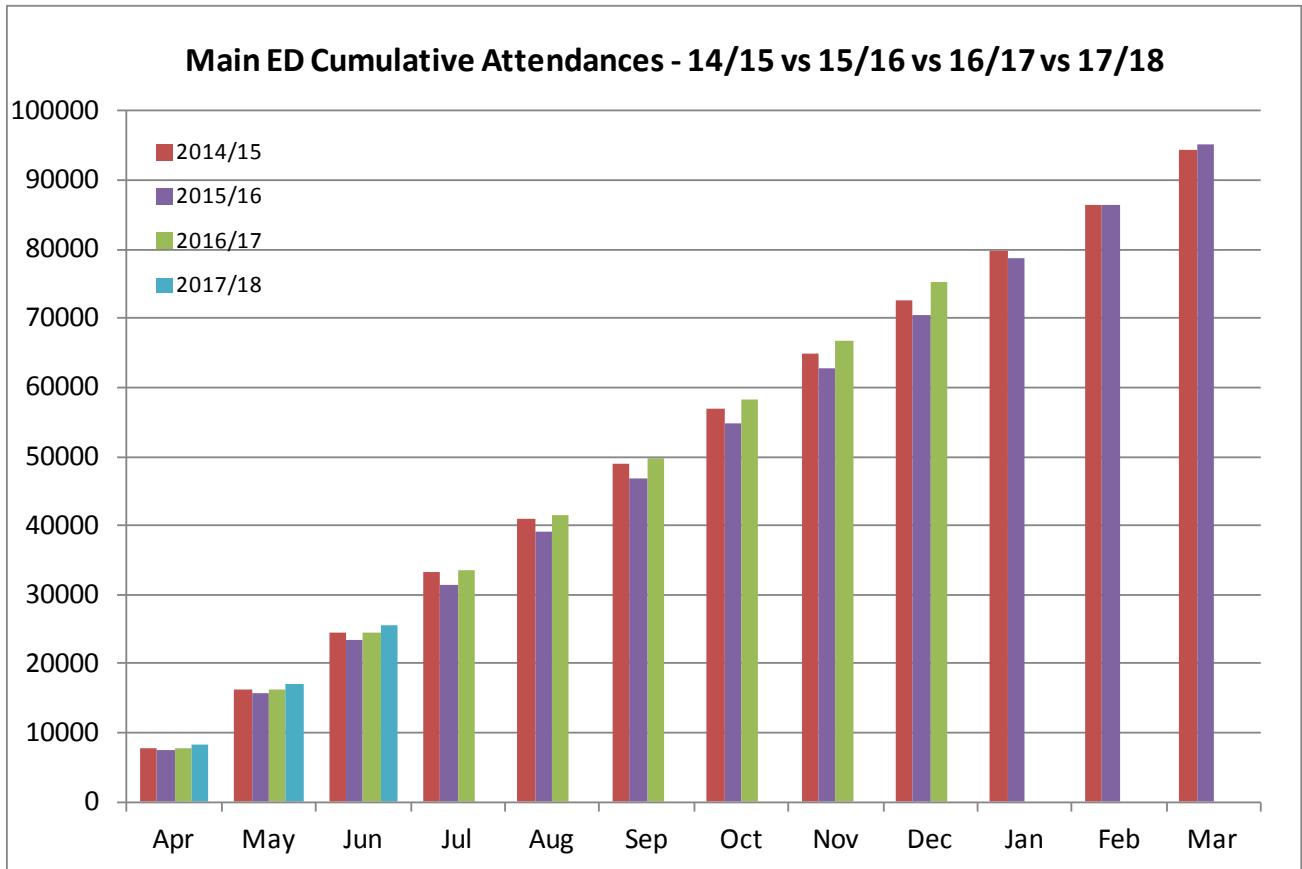


Update on Emergency Flow in University Hospital Southampton

Activity

The table below shows the demand for Main ED (ie excluding Minor Injuries Unit and Eye Casualty) over the current and previous 3 financial years:



Year-on-year monthly Emergency Department attendances are up for each month in 2017/18 when compared to previous years. The increase in demand is not equal and we are seeing a reduction in minor attendances (small injuries/minor illnesses) and an increase in patients arriving by ambulance to our majors department (severe trauma/major illness). This increase in the complexity of the patients is having a detrimental impact on performance.

Performance

The four-hour Emergency Department target states that at least 95% of patients attending the department must be **seen, treated, and admitted or discharged** in under four hours. It is recognised that this is not being achieved across the County and Trusts have been asked to deliver at least 90% for the first three quarters of the year and 95% by March 2018.

The performance by Main ED (excludes eye casualty) against the 95% target for can be seen in Table 1, along with the 95th centile, mean and median treatment times.

Table 1:

		April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance: Main ED	2016/17	85.5 %	91.4 %	92.9 %	91.2 %	93.6 %	93.1 %	86.9 %	83.8 %	84.9 %	82.1 %	79.2 %	88.3 %
	2017/18	87.9 %	85.5 %	84.7 %									
Performance: Main & Eye ED Combined	2016/17	87.8 %	92.7 %	94.0 %	92.5 %	94.6 %	94.1 %	88.8 %	85.9 %	86.9 %	84.4 %	82.1 %	89.7 %
	2017/18	89.5 %	87.4 %	86.7 %									
Wait: 95 th Centile (Main ED)	2016/17	07:15	05:20	05:13	05:34	05:03	05:02	06:54	07:09	06:34	08:04	08:22	06:04
	2017/18	06:25	06:05	06:18									
Wait: Mean (Main ED)	2016/17	03:21	03:07	03:04	03:11	02:41	02:26	03:20	03:30	03:26	03:39	03:46	03:16
	2017/18	03:27	03:22	03:22									
Wait: Median (Main ED)	2016/17	03:15	03:15	03:10	03:18	03:07	03:12	03:15	03:18	03:21	03:26	03:29	03:20
	2017/18	03:17	03:21	03:04									

In the first quarter the Trust has not delivered the performance it planned but did meet the 90% target once the performance in the MIU at the RSH and the MIU at Lymington are taken into account, this is allowed within the national rules.

Next Steps

The Trust has an agreed action plan in place. A monthly monitoring meeting is in place with the CCGs and a fortnightly internal meeting chaired by Fiona Dalton.

The action plan focuses on 5 key areas:

- Create new services within or near ED, this includes a new GP led service, a new 'on the day' service for patients who do not require a bed overnight for treatment and a new service for elderly care patients.
- Reduce length of stay in hospital to ensure there is always a bed for admission.
- Create new facilities in ED including the new GP hub, specialist beds for mental health patients and start the build of the children's ED (subject to charitable funding).
- Implement a new IT system to collect more detailed data on the types of patients presenting to ED and the treatment given.
- Ensuring there is robust special event planning throughout the year.

Conclusions

The ED continues to see a sustained and unprecedented rise in attendance levels. The Trust must improve performance in the remaining 7 months of the year to ensure the 95% target is delivered in March 2018.