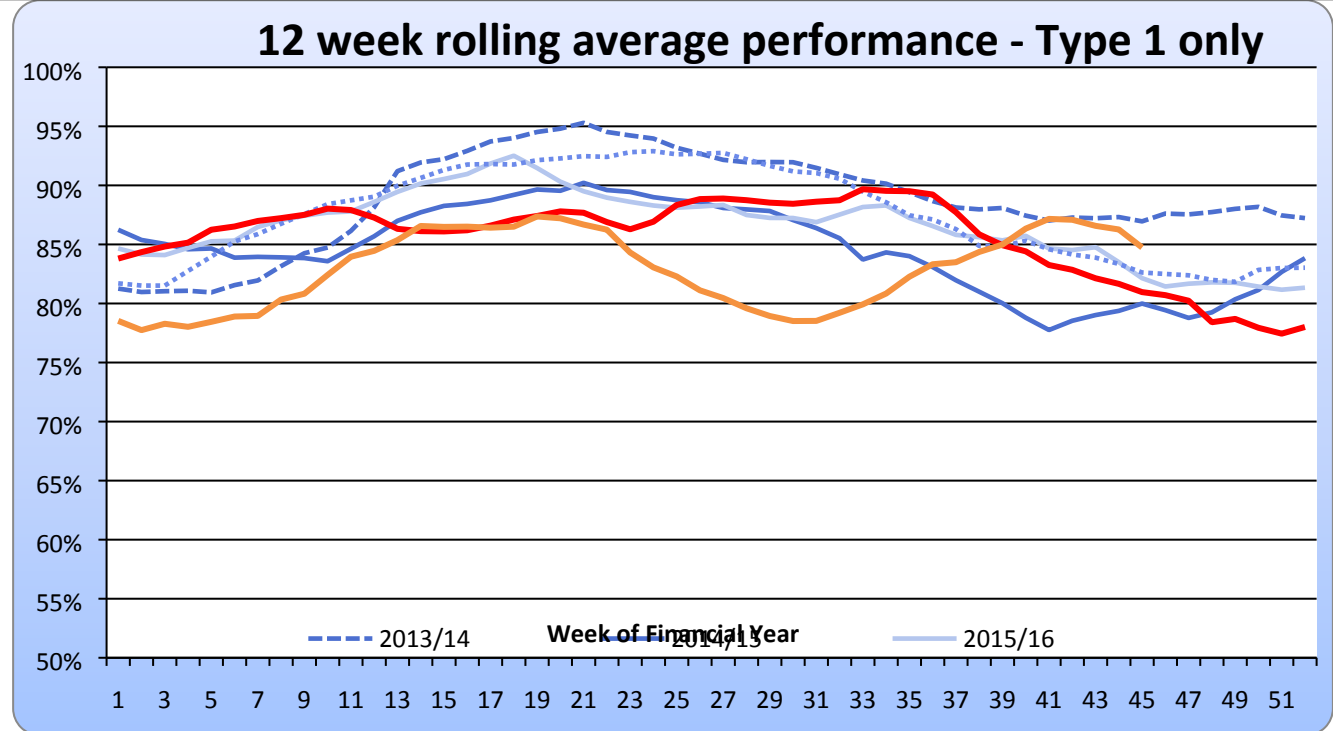


6. Performance has continued to remain challenging:

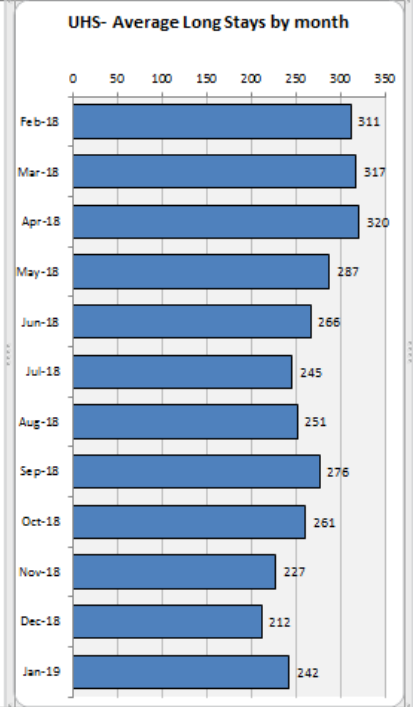
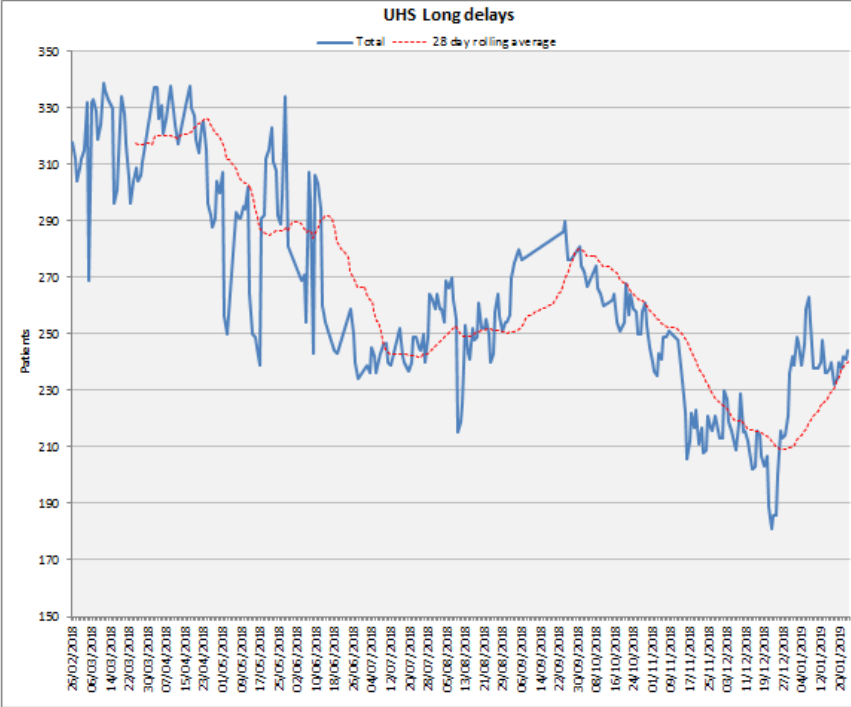


7. As well as the national 95% target, individual organisations were set local targets by NHS Improvement. At a local delivery system level these were: 90.83% for Quarter 1 (April-June 2018), 92.53% for Quarter 2 (July-September 2018) and 90.45% for Quarter 3 (October-December 2018). A significant proportion of the Provider Sustainability Money was tied to meeting these targets. UHS has met the targets in all 3 quarters of this year.

8. A substantial amount of work is taking place to improve ED performance and patient experience. This includes:
- Opening a new dedicated Children’s Emergency Department in December 2018;
 - Opening a new Frailty Unit in December 2018 to provide a ‘wrap-around’ service for frail patients who may need admission;
 - Appointing 4 new ED consultants in 2018;
 - Significant work to re-design pathways to ensure that patients only remain in the ED when it is clinically necessary and value adding;
 - Extending the hours of ambulatory care, to provide a 7 day service; and
 - Work to reduce both length of stay and the number of patients in our beds because of delays in transfer of care.
9. Over Christmas we saw significantly better performance than the national average. That has since deteriorated with the ED seeing both very high volumes (including the 3 busiest days ever) and also high acuity. Significant work has taken place to keep the department safe and effectively running.
10. All of this is dependent on good bed flow. This is achieved by shortening length of stay for patients going home directly and independently and for those who need onward care. The Trusts has been focused on both aspects.
11. In 2018/19 the length of stay for medical patients in the Hospital has reduced. In particular the Trust was targeted to reduce patients with a stay of >21 days from 270 to 200 by Christmas. This was achieved but has bounced back up again in January.

Data as of: 24/01/19

Data Source: Unvalidated UHS Sit-rep



12. DTOCs have also improved throughout the year and a new low of 44 was recorded before Christmas, this is a figure for the whole Hospital. This is was an excellent achievement. There has been an agreed change in the counting in January, which should reduce the count by 13%, but even after this the figures in January and February have been considerably higher again. The Trust continues to work with all partners to minimise this figure to benefit patients and the system as a whole.

