

Agenda Item:

10

# Dorset Health Scrutiny Committee

**Dorset County Council**



Date of Meeting	22 May 2015
Officer	Director for Adult and Community Services
<b>Subject of Report</b>	<b>Snapshot of current activity and performance in Accident and Emergency Units and Out of Hours Services</b>
Executive Summary	<p>There has been a significant increase in the numbers of patients attending Accident and Emergency units and using the Out of Hours service. The pressure across the system has increased over the last year. Plans have been put into place to reduce the impact of this pressure as far as possible. Learning has been taken from initiatives introduced over the last six months to inform ongoing planning for 2015-16.</p> <p>The System Resilience Dashboard (Appendix 1) reflects the current position within Dorset and provides details in relation to NHS111, Acute providers, Community provider, ambulance services and delayed transfers of care.</p>
Impact Assessment:  <i>Please refer to the <a href="#">protocol</a> for writing reports.</i>	<p>Equalities Impact Assessment: Not applicable.</p> <p>Use of Evidence: Report provided by NHS Dorset Clinical Commissioning Group.</p> <p>Budget: Not applicable.</p>

	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as:          Current Risk: <del>HIGH/MEDIUM/LOW</del> (Delete as appropriate)          Residual Risk <del>HIGH/MEDIUM/LOW</del> (Delete as appropriate)  <i>(i.e. reflecting the recommendations in this report and mitigating actions proposed)</i></p>
	<p>Other Implications:</p> <p>None.</p>
<p>Recommendation</p>	<p>The Committee is asked to consider and comment on this report setting out the current position within Accident and Emergency units and Out of Hours Services in Dorset.</p>
<p>Reason for Recommendation</p>	<p>The work of the Committee contributes to the County Council's aim to protect and improve the health, wellbeing and safeguarding of Dorset's citizens.</p>
<p>Appendices</p>	<p>1      System Resilience Dashboard April 2015</p>
<p>Background Papers</p>	<p>None.</p>
<p>Report Originator and Contact</p>	<p>Name: Anna Doherty          Tel: 01305 213545          Email: <a href="mailto:anna.doherty@dorsetccg.nhs.uk">anna.doherty@dorsetccg.nhs.uk</a></p>

**Mike Wood**  
**Deputy Director for Review Design and Delivery,**  
**Dorset Clinical Commissioning Group**  
 May 2015

NHS Dorset Clinical Commissioning Group - Business Intelligence

## System Resilience Dashboard

Produced by: Phil Dove  
Data source: SUS/National Data  
Date published: 04/04/2015



Supporting people in Dorset to lead healthier lives

SYSTEM RESILIENCE DASHBOARD

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### Headlines:-

#### Weekly Sit Rep Comparison

- Delayed discharges remain high at DCH when compared to the same week last year
- Number of escalation beds open is significantly higher at PHT. No Urgent Ops cancelled 2nd time
- 25 beds closed due to norovirus in the week ending 22nd March (13 RBH, 12 SFT)

#### 111 Service (Whole Dorset Service)

- 9% increase in calls received and triaged by 111 service with a 40% increase in ambulance dispatches compared to 2013/14
- The total number and rate of Ambulances dispatched by the 111 service in week ending 22nd March is in line with the same week in 2014. Recent trend in dispatch rate is increasing
- Current recommendations to attend A&E remain consistent, but above average (Small spike at the beginning of March)
- Recommendations to attend primary care has dropped back down to early December levels and remains constant
- Calls answered within 60 seconds was notably below target in December 2014, with performance dropping again following the increase in early January

#### Ambulance Service

- Hear & Treat outcomes continue to be significantly above last years levels (up 47%). Total calls are 9% above the same period in 2013/14
- See & Conveys have increased by 8% resulting in on average an extra 450 conveyances per month compared to same period in 2013/14. However as a percentage of total calls, See & Convey is on target to match 2013/14 around 50%
- Red 1 performance is above Target at 76% for Feb-14 for Dorset CCG patients (SWAST is just below target at 74.8%)
- National benchmarking indicates excellent levels of Non Conveyance

#### Emergency Department

- Delivery of the 95% seen in 4 hours standard in Quarter 4 is proving to be challenging across all providers: DCH 90.6%, PHT 91.2% and RBH 92.4%
- Attendances year to date 2014/15 remain above levels seen in 2013/14 (DCH 3%, PHT 7%, RBH 3%) however comparison with the last 6 weeks from 2013/14 and 2014/15 show an increase for DCH (9%) and a decrease for RBH (1%)

#### Emergency Admissions

- Conversion rate of A&E attendances to Emergency Admissions (30.9% Avg) higher than the National average (27%)
- Emergency admissions remain significantly higher than 2013/14 levels - RBH 10%; DCH 4%; PHT 13%, along with an increase of 18% in emergency admissions Via A&E at RBH
- Comparison of Emergency Admissions in the past six weeks (compared to 2013) show increases at all 3 providers: RBH 2%, DCH 12%, PHT 4%
- Short stay admissions via A&E (defined as zero length of stay) are up 19% at RBH and 7% at DCH. Overall length of stay as a result is down by approx 1 day at all providers.

#### Referrals and Waiting List

- Referrals have increased at all local providers (5%) in 2014/15 with RBH up 6%, DCH 5% and PHT 3% higher than the same period last year
- All 3 providers have increase in backlog at the 22nd March, well above the 30th March 2014 position

#### Delayed Transfers of Care

- Largest cause of patient delay in February was Residential Care Home (30 patients) and Nursing home placements (29 patients), followed by Further Non Acute Care (25 patients)

#### Dorset Health

- Community hospitals ran at 95% occupancy during January 2015, with St Leonards at 99% and Westminster at 87%
- Downward trend of step-down bed usage over the current financial year
- Bed days lost in February 2015 compared with last year up 18% overall
- Completion of Assessment up 167%, Patient or Family Choice up 96%, Residential Care Home Placement up 65% and Care Package in Own Home up 23%

## SYSTEM RESILIENCE DASHBOARD

### Triage & Conveyance

	Nov-14	Dec-14	Jan-15	Feb-15
SWAST Red1(8)	74.7%	69.6%	73.4%	74.8%
W/Ending:	08-Mar	15-Mar	22-Mar	29-Mar
111 Calls 60secs	70.3%	75.7%	64.4%	65.0%

### Emergency Admission Conversion

	DCH	PHT	RBH	ENG.
2013-14 Q3	32.3%	32.0%	26.4%	27.6%
2014-15 Q3	31.1%	29.3%	28.1%	27.6%

### 4hr Breaches

	2014-15 Q3	8-Mar	15-Mar	22-Mar
DCH	96.4%	85.2%	94.4%	92.7%
PHT	92.0%	89.8%	88.7%	95.1%
RBH	92.3%	96.4%	98.5%	97.6%

### Routes into ED:

#### 111 Service

Ave. Diff per Week (2013/14 - 2014/15.YTD)

Data to 29-Mar-15	% Diff	Diff
Calls Triaged	↑ 8%	292
Ambulance Dispatches	↑ 40%	117
<b>Recommended to Attend:</b>		
A& E	↑ 23%	43
Primary Care	↑ 6%	131

#### SWASFT (Dorset CCG)

2013/14 - 2014/15 (YTD period)

Data to Feb	% Diff	Diff
Calls	↑ 9%	10,424
Hear&Treat	↑ 47%	3,984
See&Treat	↑ 3%	1,408
Convey	↑ 8%	5,032
<b>SCASFT*</b>	<b>#VALUE!</b>	<b>#VALUE!</b>

\*Conv. To RBH  
(Jul-Oct Comparison.)

#### ED Attendances by Referral Source - % Difference to 2013/14

(DCCG Patients)	DCH	PHT	RBH	MIU
<b>All Attendances</b>	3%(1,013)	7%(3,487)	3%(1,397)	2%(691)
<b>Self Referral</b>	-2%(-479)	2%(767)	0%(83)	
<b>Emerg. Services</b>	-	11%(1,811)	9%(1,227)	
<b>OOHs Attendances</b>	6%(1,075)	7%(2,276)	5%(1,542)	

ED Outcome	DCH	PHT	RBH
<b>Disch. (No GP Fol.Up)</b>	6%(954)	22%(1,854)	4%(548)
<b>Admitted</b>	4%(424)	10%(1,523)	12%(1,710)
<b>Transferred</b>	-15%(-35)	-11%(-57)	1%(68)

### Emergency Admissions

Apr-Feb13/14 to Apr-Feb 14/15

#### Emergency Admissions Via A&E with 0 days LoS

	2013-14	2014-15	Diff	% Diff
DCH	2,229	2,692	463	21%
PHT	4,056	3,796	-260	-6%
RBH	4,035	5,193	1,158	29%

#### Emergency Admissions by Source

	DCH		PHT		RBH	
	%	Diff	%	Diff	%	Diff
<b>All EM Admiss.</b>	10%	1,480	4%	1,081	13%	2,708
<b>Via ED</b>	7%	692	4%	557	19%	2,249
<b>Via GP</b>	14%	306	2%	161	4%	259

#### Emergency Admissions with OLoS

Conditions	DCH	trend	PHT	trend	RBH	trend
Respiratory	22% (486)		16% (623)		25% (610)	
Skin	13% (288)		2% (85)		19% (341)	
Circulation	7% (105)		-1% (-31)		17% (473)	
Neurological	6% (164)		2% (100)		-2% (-128)	

### Referrals

Data up to : Feb-15

	Diff to YTD 2014-15	% Diff
<b>All Providers*</b>	9,741	(5%)
<b>DCH</b>	1,623	(5%)
<b>PHT</b>	1,970	(3%)
<b>RBH</b>	4,714	(6%)

\*All providers includes RBH, PHT, DCH, SFT, YDH, BMI, Ramsey

### Delayed Transfers of Care

#### Number of Bed Days Lost in Month

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
DCH	253	202	187	354	339	541	312	493
PHT	606	630	626	817	861	868	1,138	797
RBH	386	415	600	625	586	575	637	114
SFT	715	581	621	543	519	628	689	604
YDH	349	556	873	1,036	1,008	912	636	528
DHUFT	1,335	1,570	1,423	1,811	1,549	1,363	2,016	1,491

### Weekly Sit Rep Comparison

	Escalation Beds Open /day		Delayed Discharges /day		Norovirus - Beds Closed /day		Elective Ops Cancelled (week)		Urgent Ops 2nd Cancel (week)	
	23-Mar-14	22-Mar-15	23-Mar-14	22-Mar-15	23-Mar-14	22-Mar-15	23-Mar-14	22-Mar-15	23-Mar-14	22-Mar-15
DCH	8	19	11	26	0	0	5	3	0	0
PHT	57	86	17	46	0	0	3	4	0	0
RBH	2	3	15	27	0	13	3	18	0	0
SFT	25	30	19	25	11	12	3	1	0	0
YDH	16	16	12	18	0	0	0	3	0	0

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# 111 Service

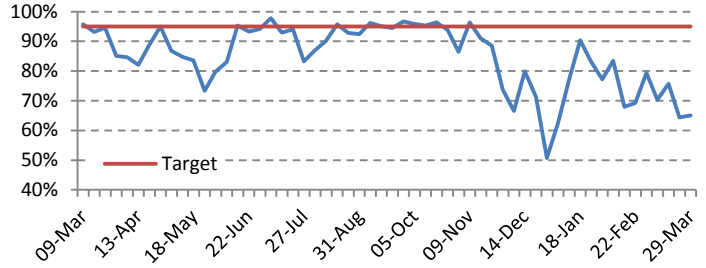
## Calls Answered within 60 seconds

W/E:	1-Mar	8-Mar	15-Mar	22-Mar	29-Mar
% Calls	79.4%	70.3%	75.7%	64.4%	65.0%

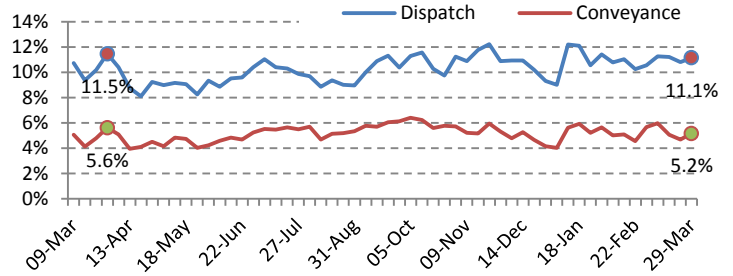
## Comparison of 2013/14 YTD to 2013/14

Weekly Ave.	2013-14	2014-15	Diff	% Diff
Calls Answered	3,907	4,273	365	9%
Calls Triage	3,725	4,017	292	8%
Ambulance dispatches Attend A&E	292	410	117	40%
Attend primary care	183	226	43	23%
Attend Other Service Not recommended to	835	827	-9	-1%

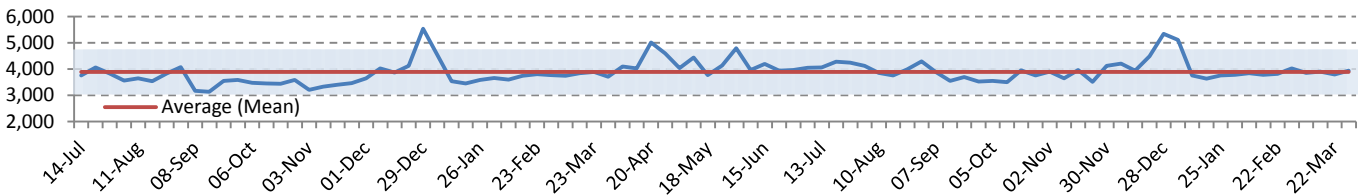
## % Calls Answered within 60 seconds



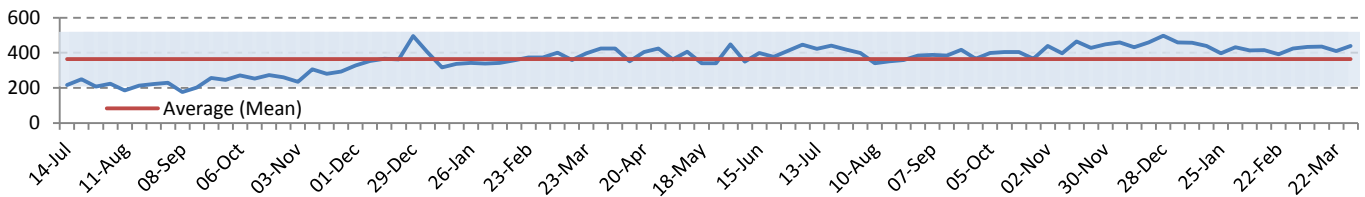
## % Calls Dispatch / Convey



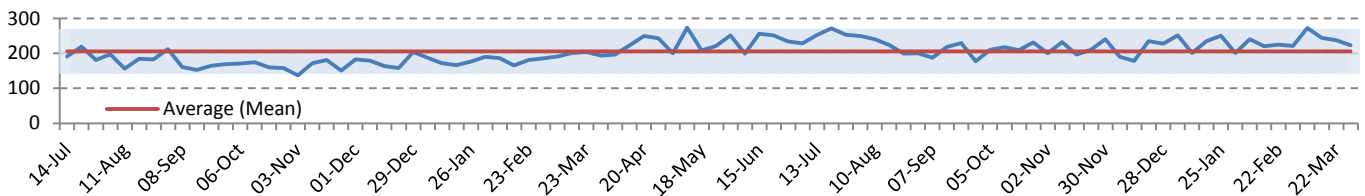
## Number of Calls Triage



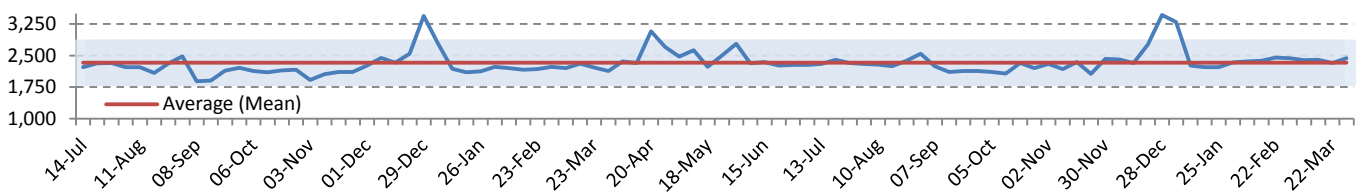
## Ambulance Dispatches



## Recommended to Attend A&E



## Recommended to Attend Primary Care





# Ambulance Service

## SWAST Red 1 Performance (Target 75%)

	Nov-14	Dec-14	Jan-15	Feb-15
Dorset CCG	85.0%	82.6%	81.2%	76.0%
SWAST	74.7%	69.6%	73.4%	74.8%

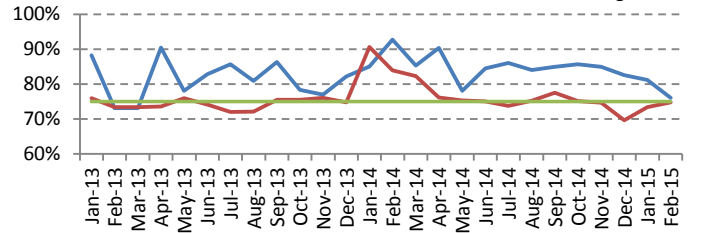
## Comparison of 2014/15 YTD to 2013/14 (Apr - Feb)

(Dorset CCG)	2013-14	2014-15	Diff	% Diff
<b>Calls</b>	119,528	129,952	10,424	9%
<b>Hear &amp; Treat</b>	8,474	12,458	3,984	47%
<b>See &amp; Treat</b>	51,130	52,538	1,408	3%
<b>See &amp; Convey</b>	59,924	64,956	5,032	8%
<b>Handovers</b>				
DCH	694	525	-169	-24%
PHT	677	935	258	38%
RBH	410	952	542	132%

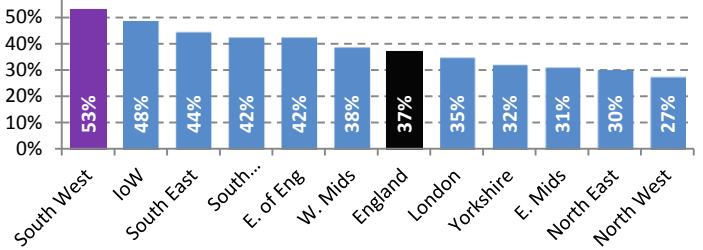
## Percentage of Calls Categorised as See & Convey

(Dorset CCG)	Total	See & Convey	%
<b>2013-14</b>	130,936	65,761	50.2%
<b>2014-15 YTD</b>	129,952	64,956	50.0%

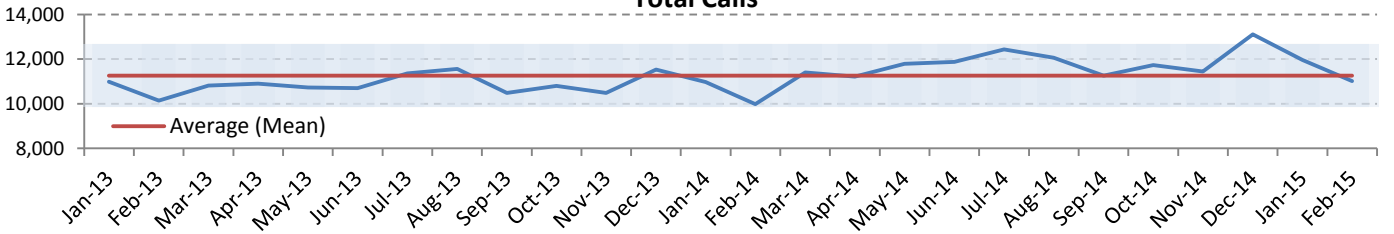
## SWAST Red 1 Performance



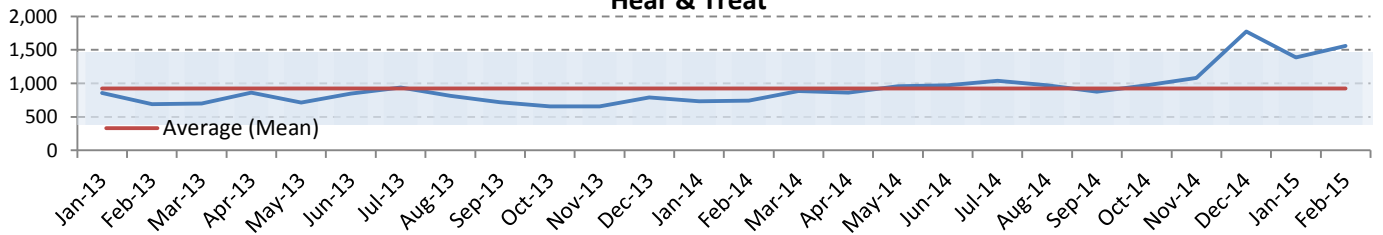
## Non-Conveyances % of Total (Monthly)



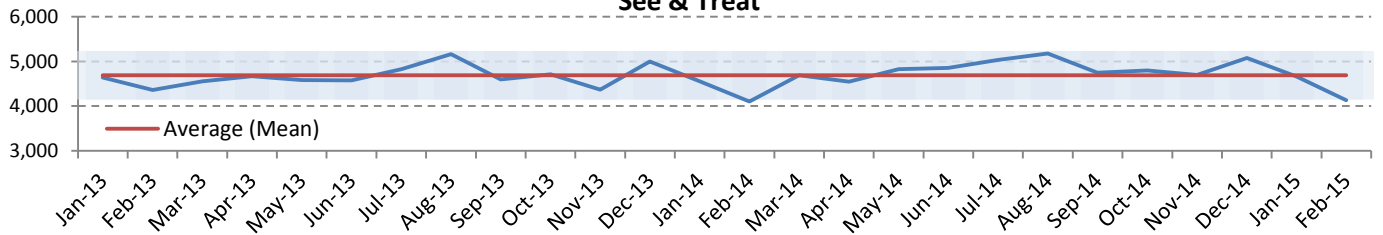
## Total Calls



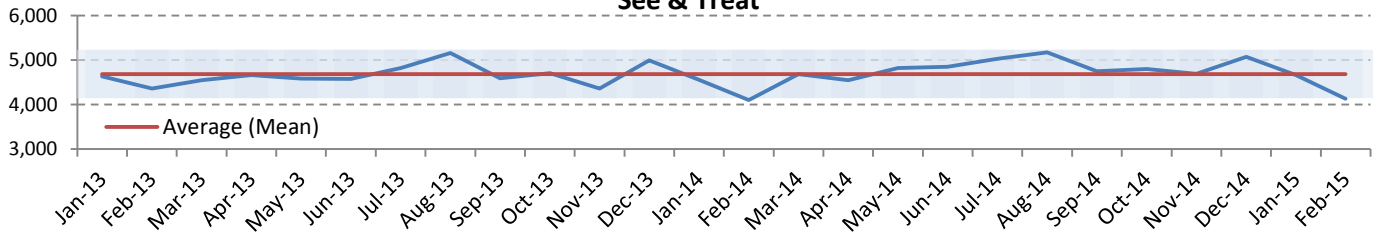
## Hear & Treat



## See & Treat



## See & Convey



# Emergency Department (A&E)

Activity data = Dept Type ED; First & Unplanned Follow Up attendances

## 4 Hour Wait in ED

% Seen in 4 Hours

	22-Feb	1-Mar	8-Mar	15-Mar	22-Mar	2014-15 Q3
DCH	87.8%	83.0%	85.2%	94.4%	92.7%	96.4%
PHT	94.1%	89.8%	89.8%	88.7%	95.1%	92.0%
RBH	89.6%	91.3%	96.4%	98.5%	97.6%	92.3%

## ED Attendances

Comparison of 2014/15 to 2013/14 (Apr - Feb)

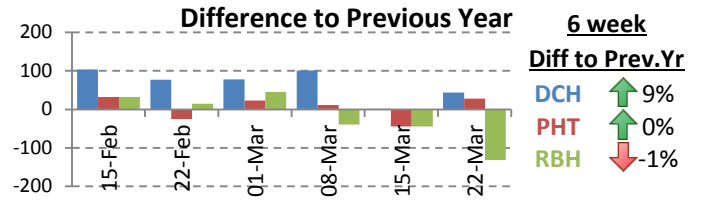
	13-14	14-15	Diff	% Diff
DCH	32,962	33,975	1,013	3%
PHT	52,524	56,011	3,487	7%
RBH	50,698	52,095	1,397	3%

## Emergency Departments Weekly Attendances

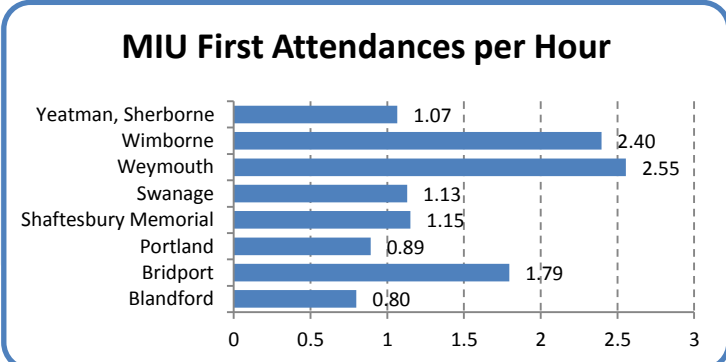
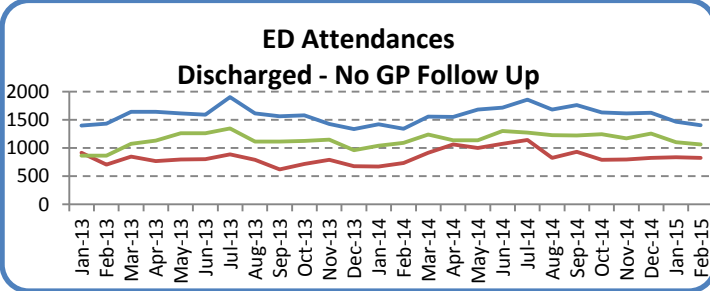
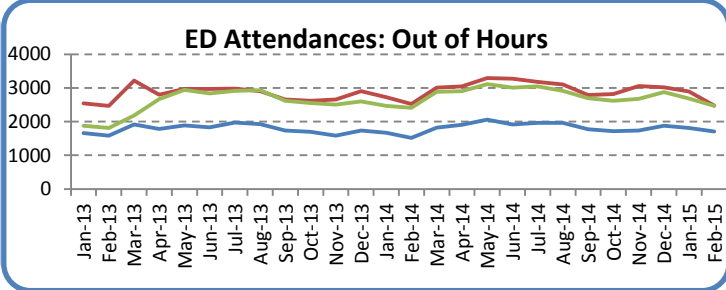
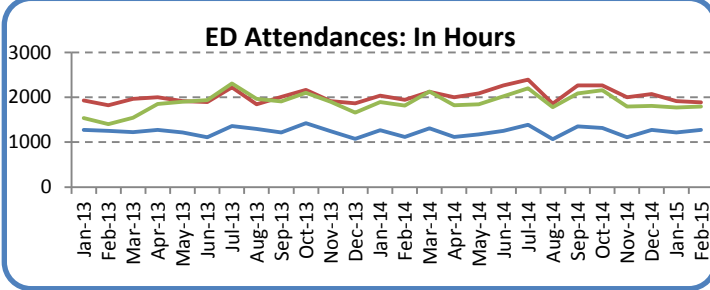
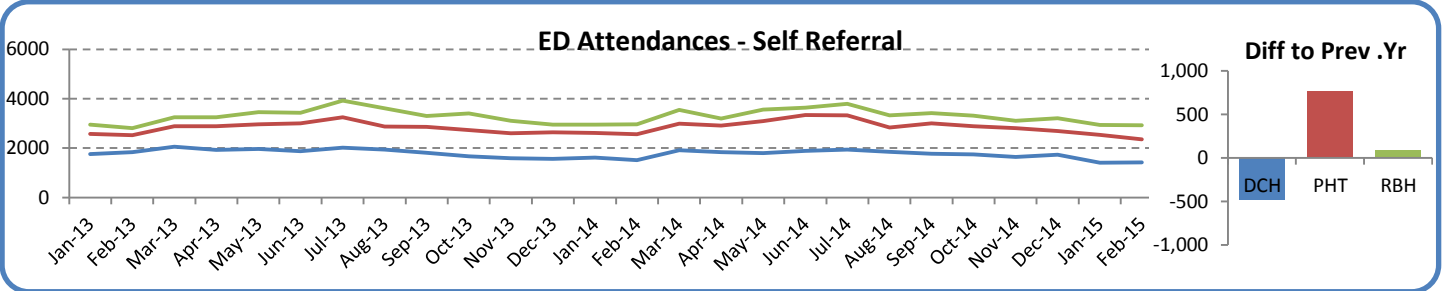
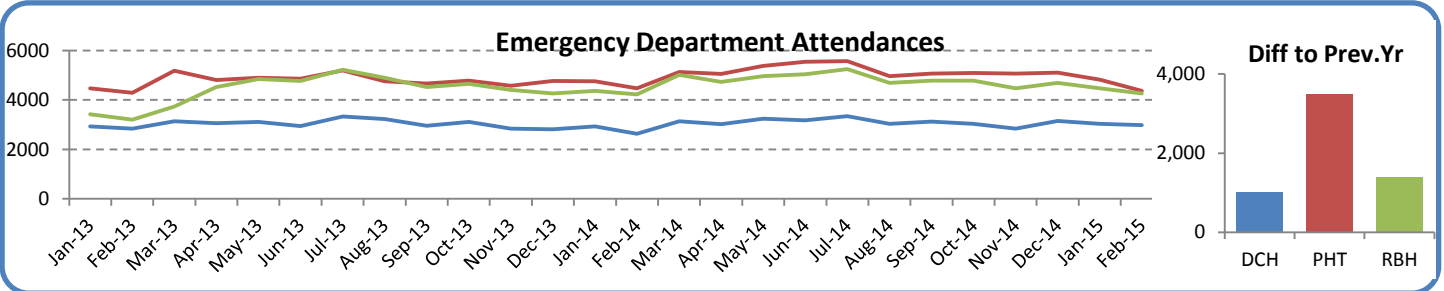
14-15:	15-Feb	22-Feb	1-Mar	8-Mar	15-Mar	22-Mar
DCH	798	787	886	820	784	813
PHT	1,219	1,129	1,191	1,249	1,182	1,270
RBH	1,582	1,590	1,584	1,605	1,546	1,592

13-14:	16-Feb	23-Feb	2-Mar	9-Mar	16-Mar	23-Mar
DCH	694	710	808	719	783	769
PHT	1,187	1,154	1,168	1,238	1,226	1,242
RBH	1,550	1,575	1,539	1,644	1,590	1,724



## Monthly SUS Data, YTD based on Apr - Feb



# Emergency Admissions

## Emergency Admission Conversion Rates

(from A&E Type 1 attendances)

	DCH	PHT	RBH	England
2013-14 Q3	32.3%	32.0%	26.4%	27.6%
2013-14 Q4	33.1%	31.5%	27.9%	27.7%
2014-15 Q1	30.2%	28.2%	28.0%	26.4%
2014-15 Q2	28.4%	27.4%	26.2%	26.4%
2014-15 Q3	31.1%	29.3%	28.1%	27.6%
Latest Week				
22-Mar-15	35.8%	27.6%	29.2%	27.0%

## Emergency Admissions

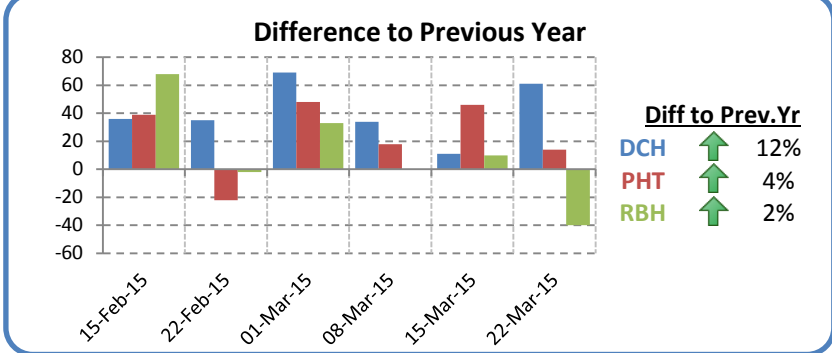
	22-Feb	1-Mar	8-Mar	15-Mar	22-Mar
DCH	390	434	381	397	396
PHT	598	659	638	656	630
RBH	596	611	602	565	601

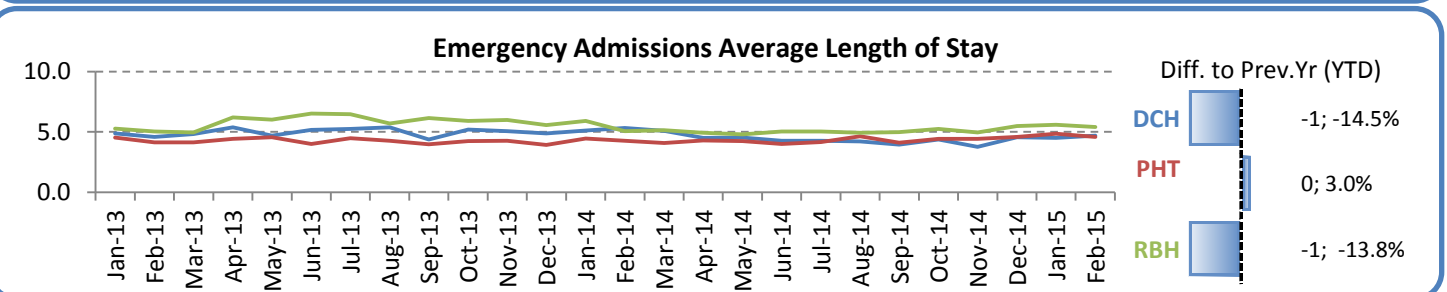
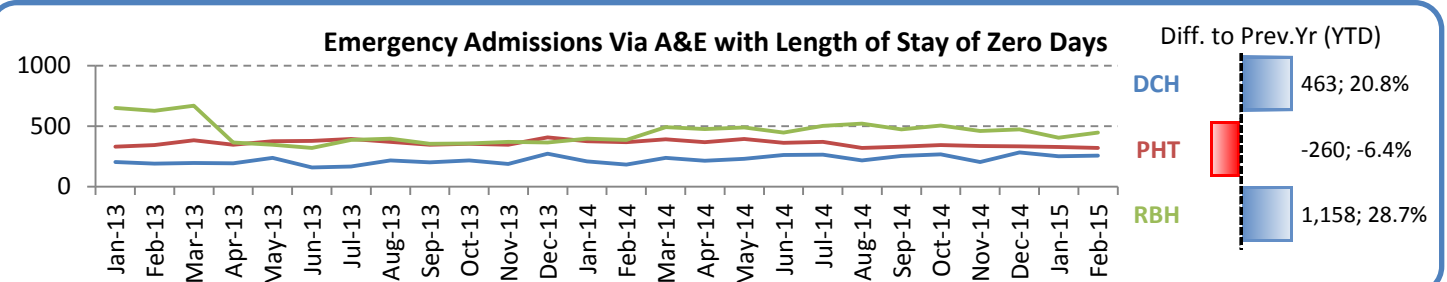
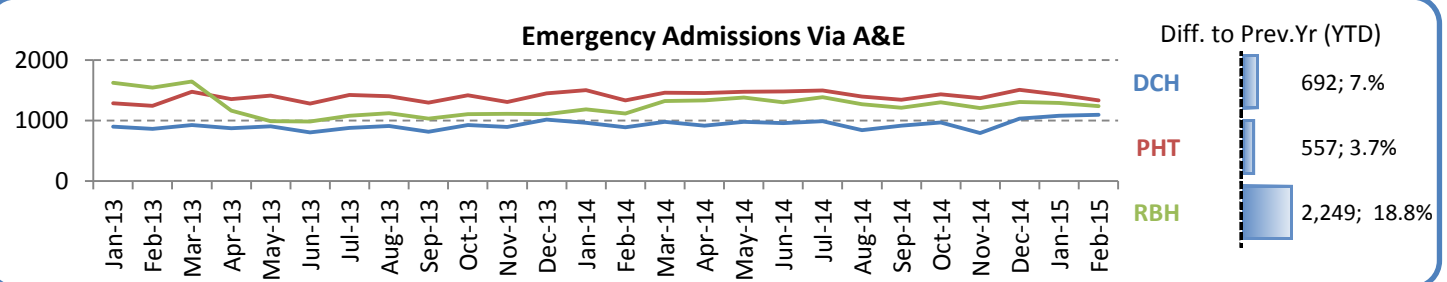
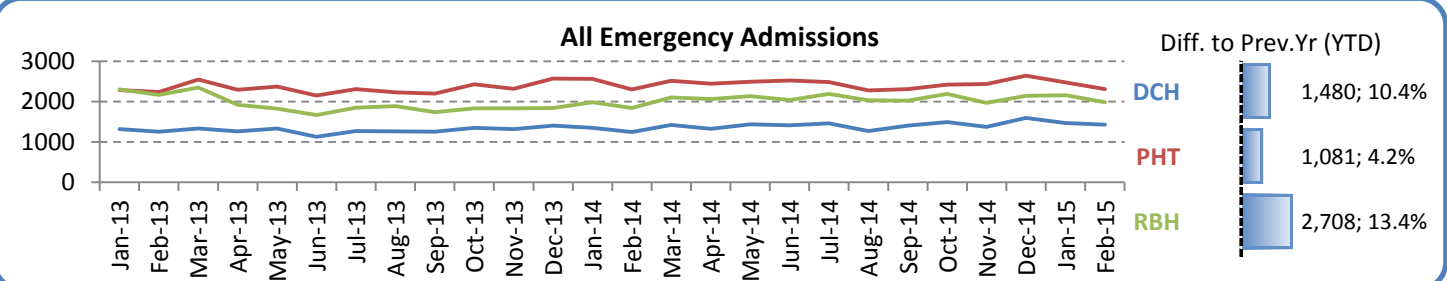
	23-Feb	2-Mar	9-Mar	16-Mar	23-Mar
DCH	355	365	347	386	335
PHT	620	611	620	610	616
RBH	598	578	602	555	641

## Comparison of 2014/15 to 2013/14 (Apr - Feb)

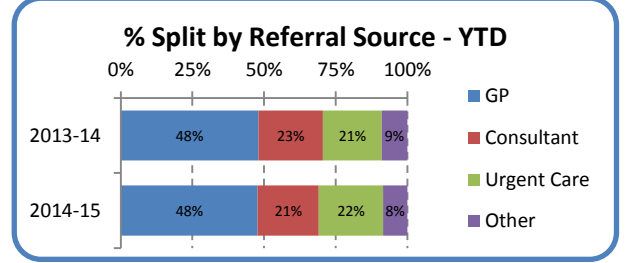
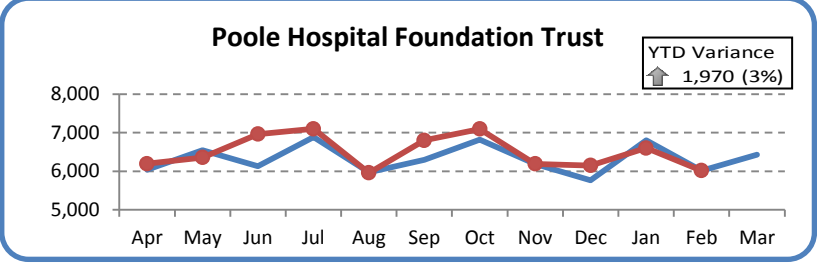
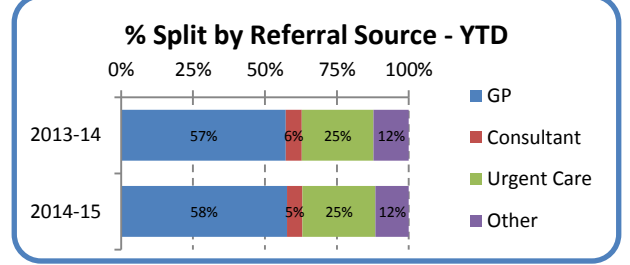
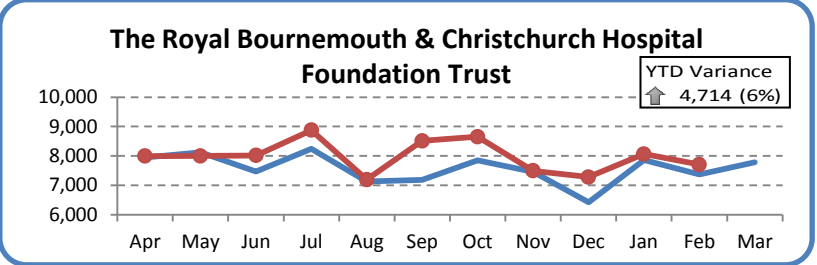
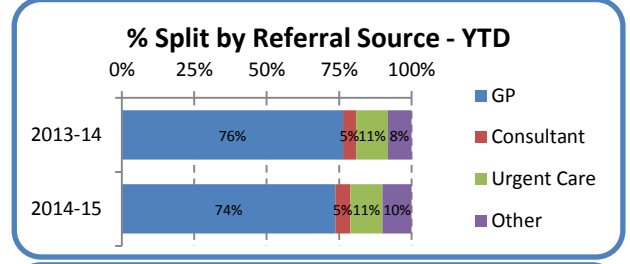
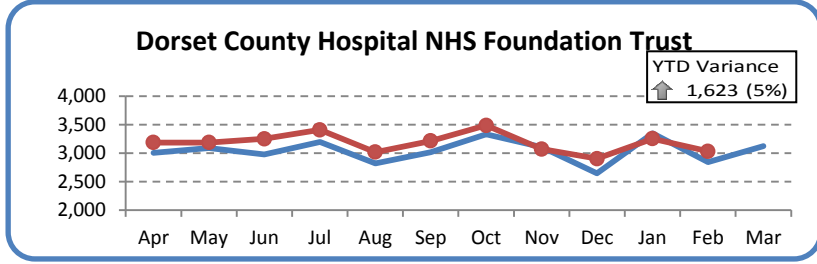
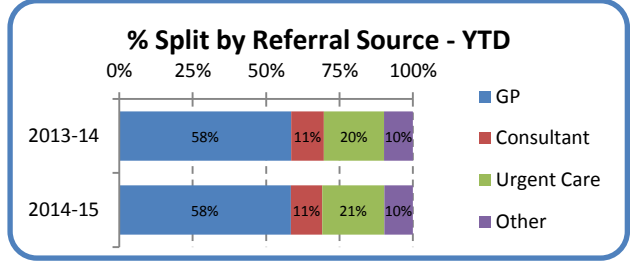
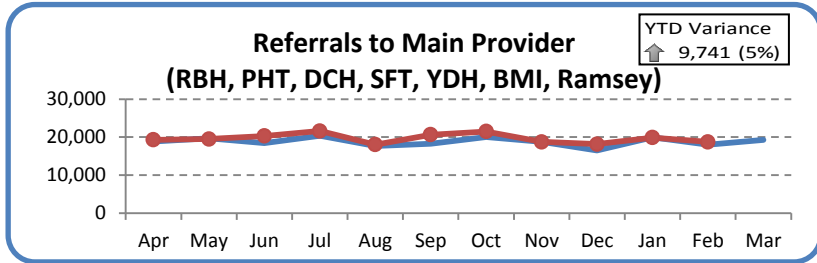
	13-14	14-15	Difference	
<b>Emerg Admiss</b>				
DCH	14,194	15,674	1,480	10%
PHT	25,739	26,820	1,081	4%
RBH	20,222	22,930	2,708	13%
<b>Via A&amp;E</b>				
DCH	9,857	10,549	692	7%
PHT	15,158	15,715	557	4%
RBH	11,966	14,215	2,249	19%



## Monthly SUS Data, YTD based on Apr - Feb



# Referrals & Waiting List



## 18 Week RTT Planned Care

### Pathway Performance (Dorset CCG Patients) Jan-15

Pathway	Admitted Adjusted	Non-Admitted	Incomplete Pathways
DCH	91%	96%	93%
PHT	93%	96%	96%
RBH	90%	92%	92%
DHUFT	98%	98%	98%
SFT	92%	99%	96%
YDH	92%	95%	92%

### Diagnostic Performance (Dorset CCG Patients) Jan-15

Pathway	Total Waiting List	Over 6 Weeks	% Seen in 6 Weeks
DCH	2,875	12	99.6%
PHT	3,820	36	99.1%
RBH	4,076	237	94.2%
DHUFT	1,303	127	90.3%
SFT	4,176	2	100.0%
YDH	1,768	20	98.9%

## 18 Week RTT Backlog

### Dorset County Hospital NHS Foundation Trust

Total PTL	30-Mar	11-Jan	18-Jan	25-Jan	1-Feb	8-Feb	15-Feb	22-Feb	1-Mar	8-Mar	15-Mar	22-Mar
Admitted	445	417	429	431	476	492	488	493	515	502	512	522
Non-Ad.	371	432	404	344	397	403	413	393	388	398	415	401

### Poole Hospital NHS Foundation Trust

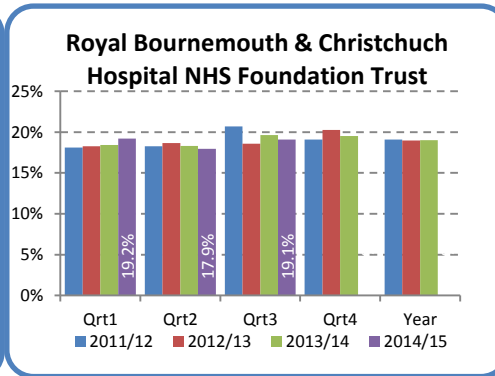
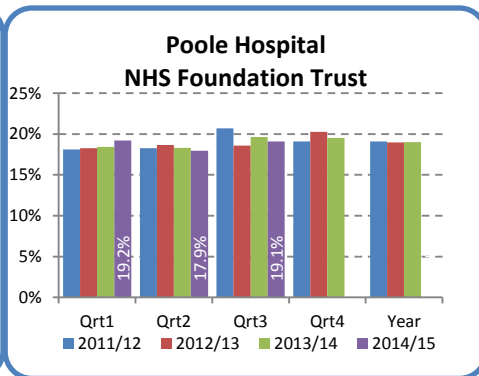
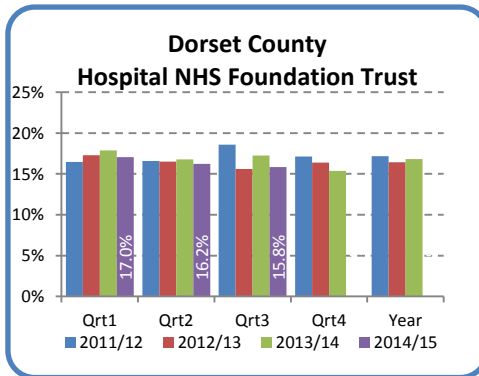
Total PTL	30-Mar	11-Jan	18-Jan	25-Jan	1-Feb	8-Feb	15-Feb	22-Feb	1-Mar	8-Mar	15-Mar	22-Mar
Admitted	54	106	93	108	113	114	116	127	117	129	132	137
Non-Ad.	193	208	211	194	200	195	205	223	230	219	219	216

### Royal Bournemouth Hospital NHS Foundation Trust

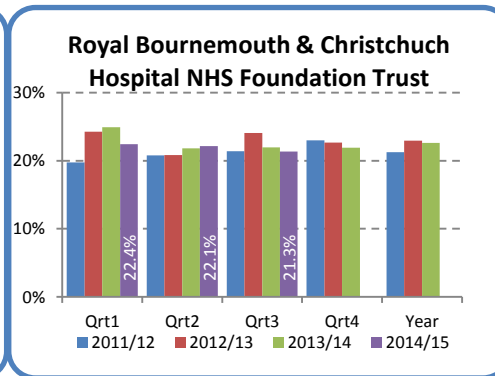
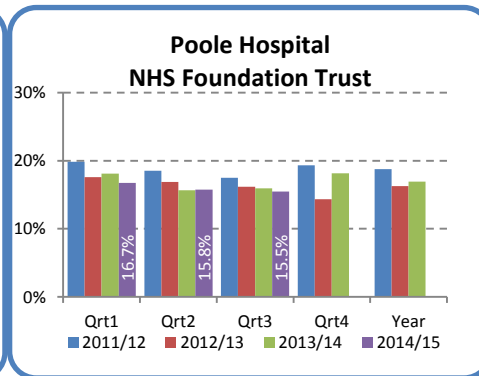
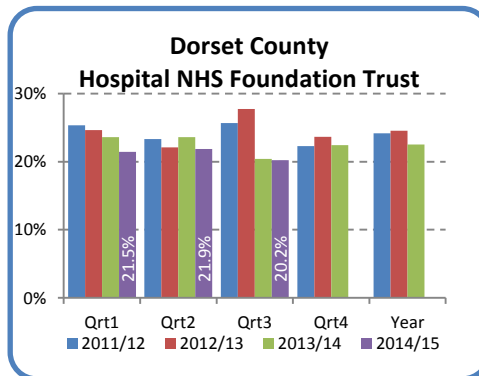
Total PTL	30-Mar	11-Jan	18-Jan	25-Jan	1-Feb	8-Feb	15-Feb	22-Feb	1-Mar	8-Mar	15-Mar	22-Mar
Combined	679	991	1,030	1,070	1,084	1,109	1,113	1,143	1,115	1,155	1,018	1,057

# Patient Flow

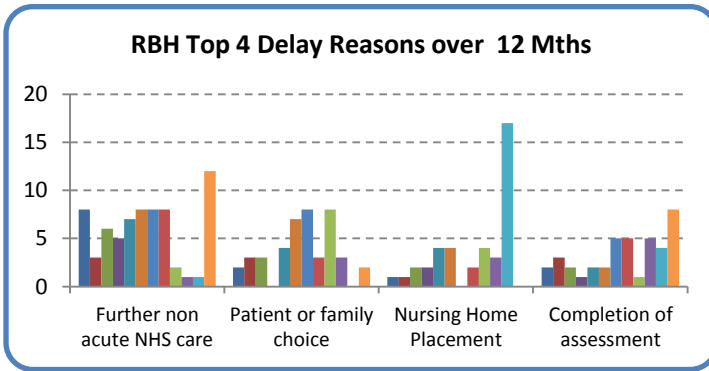
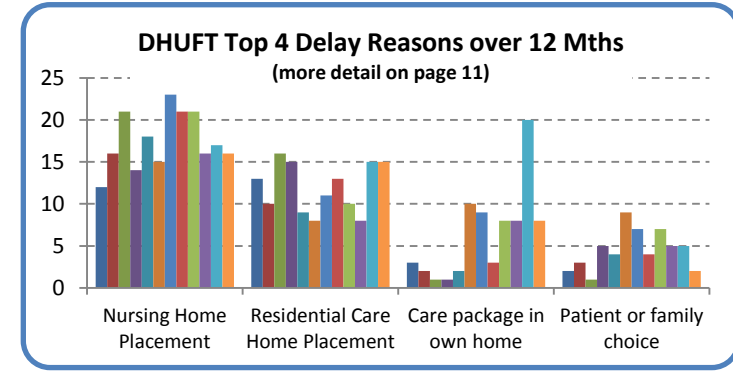
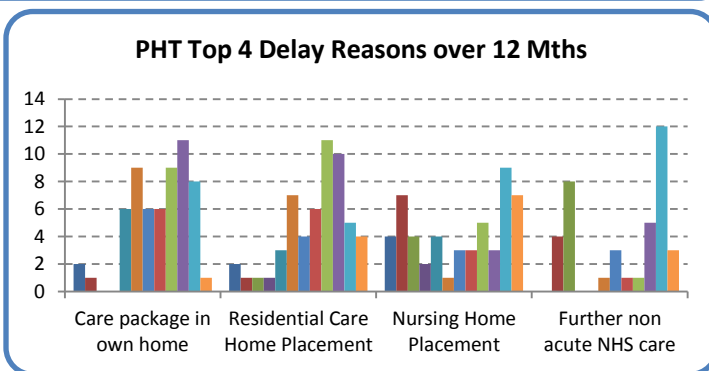
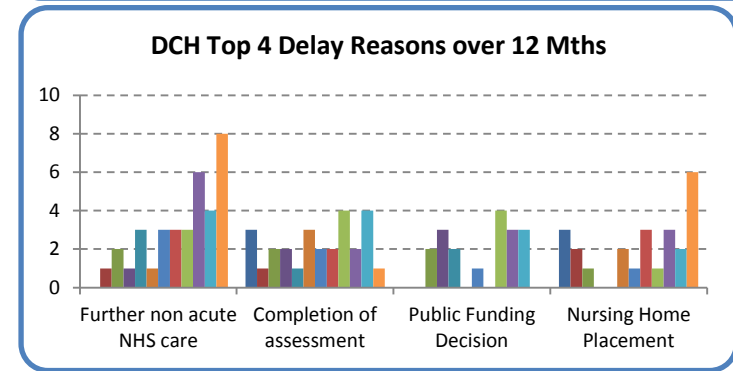
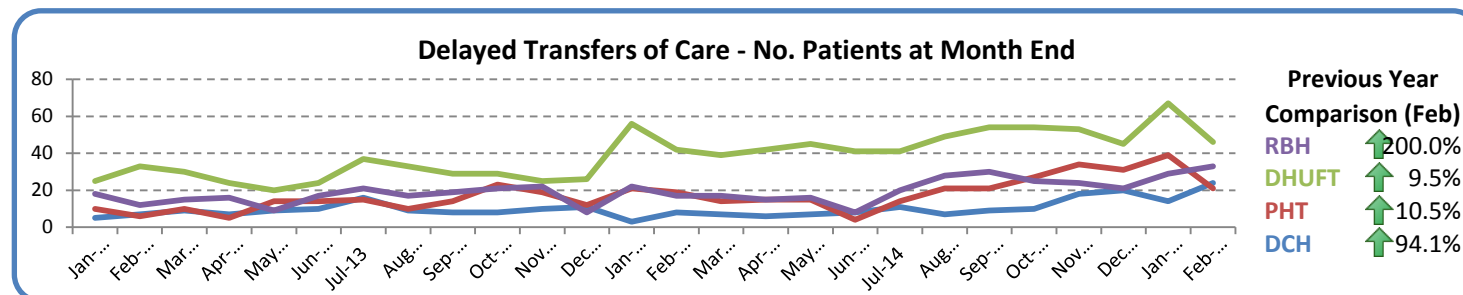
## Emergency Admission Discharges (excluding 0 Days LoS): % Discharged Sat - Sun



## Elective Admission Discharges (excluding Day Cases): % Discharged Sat - Sun



## Delayed Transfers of Care



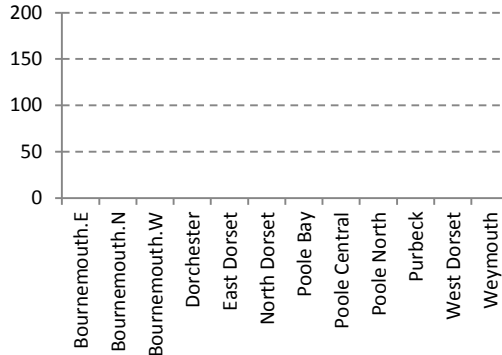
# Dorset Health

Data: Jan-14

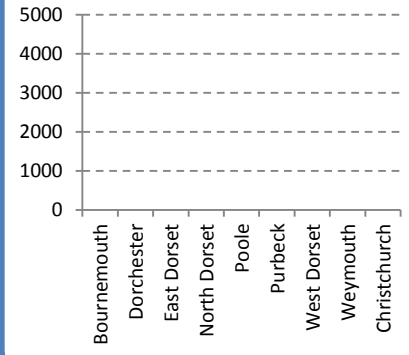
## Community Hospital Beds Days

Hosp (Beds)	Avail. Days	Occupied Bed Days	%
Alderney (48)	1,488	1,434	96%
Blandford (24)	744	709	95%
Bridport (44)	1,364	1,278	94%
Portland (16)	496	479	97%
St.Leonards (22)	682	675	99%
Swanage (15)	465	432	93%
Wareham (18)	558	498	89%
Westhaven (34)	1,054	1,003	95%
Westminster (16)	496	433	87%
Wimborne (25)	775	743	96%
Yeatman (31)	961	916	95%
<b>TOTAL (293)</b>	<b>9,083</b>	<b>8,600</b>	<b>95%</b>

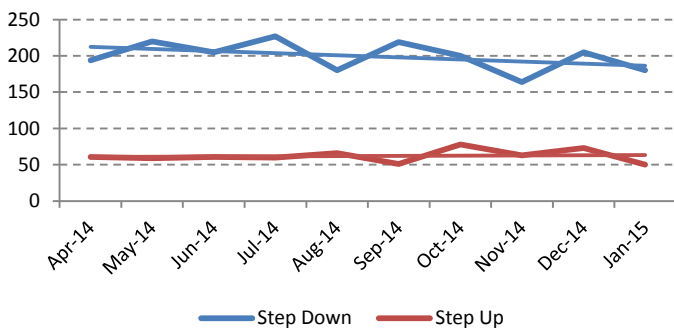
## Dorset Community Matron Caseload



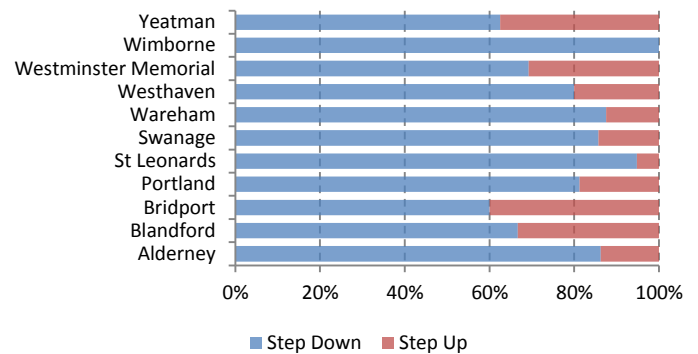
## Dorset District Nurse Caseload



## Community Hospital Discharges Step Up/Down Analysis



## Jan-15 Step-Up, Step-Down Bed Split

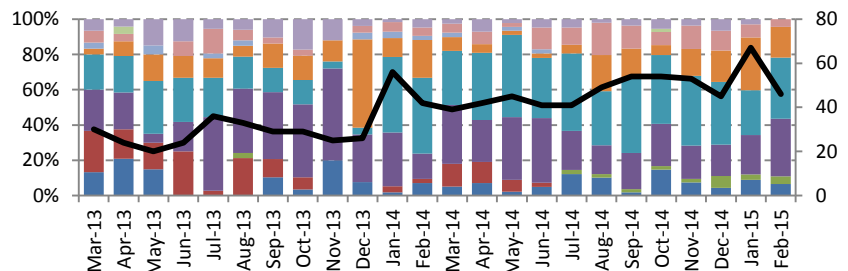


## February Growth by Reason \*

### Patients Delayed @ Month End

Reason	% Diff	Feb-15
Completion of assessment	0.0%	3
Public Funding Decision	-100.0%	0
Further non acute NHS care	#DIV/0!	2
Residential Care Home Place	150.0%	15
Nursing Home Placement	-11.1%	16
Care package in own home	-11.1%	8
Community Equipment	-100.0%	0
Patient or family choice	0.0%	2
Disputes	#DIV/0!	0
Housing not under NHS & C	-100.0%	0

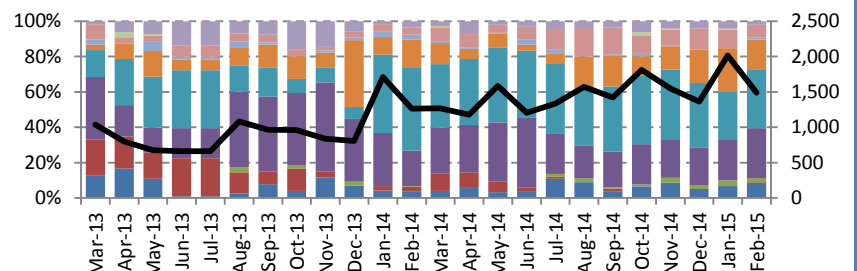
## DHUFT Delayed Patients (EoM) by Reason



## Bed Days Lost

Reason	% Diff	Feb-15
Completion of assessment	166.7%	128
Public Funding Decision	-81.8%	6
Further non acute NHS care	#N/A	35
Residential Care Home Place	650.0%	419
Nursing Home Placement	-15.3%	498
Care package in own home	23.2%	250
Community Equipment	-41.1%	18
Patient or family choice	96.3%	106
Disputes	#DIV/0!	0
Housing not under NHS & C	-29.5%	31

## DHUFT Lost Bed Days



\* Care needs to be taken with small volumes