



the very best care for every patient, every day

WHHT A&E Clinical Quality Indicators

Site	CQI Indicator	Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	2018/19 YTD	Trend
WGH	Unplanned re-attendances <= 7 days	< 5%	✗ 7.8%	✗ 7.8%	✗ 7.6%	✗ 7.4%	✗ 7.1%	✗ 8.0%	✗ 7.4%	✗ 7.7%	✗ 8.2%	✗ 8.2%	✗ 7.3%	✗ 7.3%	✗ 7.6%	
	95 %ile Time in Department	<04:00 hrs	✗ 07:49	✗ 07:59	✗ 07:27	✗ 08:26	✗ 08:07	✗ 09:28	✗ 07:46	✗ 09:36	✗ 09:25	✗ 11:44	✗ 10:18	✗ 10:58	✗ 09:12	
	Left without being Seen	< 5%	✓ 0.3%	✓ 0.6%	✓ 2.3%	✓ 1.6%	✓ 1.1%	✓ 2.0%	✓ 1.7%	✓ 2.6%	✓ 2.5%	✓ 3.2%	✓ 4.1%	✓ 4.1%	✓ 2.2%	
	95 %ile Time to Initial Assessment (Ambulances)	< 00:15 mins	✗ 00:17	✓ 00:12	✓ 00:09	✓ 00:11	✓ 00:10	✓ 00:10	✓ 00:09	✗ 00:15	✗ 00:22	✗ 01:05	✗ 01:06	✗ 01:15	✗ 00:35	
	Median Time to Treatment	< 01:00 hrs	✗ 01:00	✗ 01:09	✗ 01:23	✗ 01:29	✗ 01:14	✗ 01:39	✗ 01:23	✗ 01:36	✗ 01:37	✗ 01:38	✗ 01:56	✗ 01:56	✗ 01:29	
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%	✗ 7.4%	✗ 7.3%	✗ 7.3%	✗ 6.9%	✗ 6.7%	✗ 7.6%	✗ 6.9%	✗ 7.3%	✗ 7.9%	✗ 7.5%	✗ 6.9%	✗ 6.8%	✗ 7.2%	
	% <4hr in Department	>= 95%	✗ 82.0%	✗ 79.8%	✗ 78.9%	✗ 75.5%	✗ 74.5%	✗ 69.6%	✗ 77.5%	✗ 69.7%	✗ 66.8%	✗ 61.8%	✗ 59.5%	✗ 64.7%	✗ 71.6%	
SACH	Unplanned re-attendances <= 7 days	< 5%	✗ 10.8%	✗ 7.3%	✗ 6.0%	✗ 7.3%	✗ 8.3%	✗ 8.1%	✗ 7.3%	✗ 5.2%	✗ 9.3%	✗ 6.0%	✗ 7.7%	✗ 6.9%	✗ 7.5%	
	95 %ile Time in Department	<04:00 hrs	✓ 02:35	✓ 02:47	✓ 02:44	✓ 03:07	✓ 02:30	✓ 03:10	✓ 03:12	✓ 02:55	✓ 02:28	✓ 02:28	✓ 02:50	✓ 02:35	✓ 02:48	
	Left without being Seen	< 5%	✓ 2.0%	✓ 2.1%	✓ 3.2%	✓ 3.9%	✓ 1.1%	✓ 1.6%	✓ 1.7%	✓ 1.5%	✓ 0.2%	✓ 0.4%	✓ 1.5%	✓ 0.6%	✓ 1.7%	
	Median Time to Treatment	< 01:00 hrs	✓ 00:36	✓ 00:36	✓ 00:40	✓ 00:53	✓ 00:25	✓ 00:43	✓ 00:48	✓ 00:43	✓ 00:18	✓ 00:22	✓ 00:30	✓ 00:37	✓ 00:36	
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%	✗ 10.6%	✗ 7.2%	✗ 5.8%	✗ 7.1%	✗ 8.2%	✗ 7.6%	✗ 6.9%	✓ 4.8%	✗ 9.2%	✗ 6.0%	✗ 7.5%	✗ 6.7%	✗ 7.3%	
	% <4hr in Department	>= 95%	✓ 100.0%	✓ 99.7%	✓ 99.2%	✓ 99.8%	✓ 99.8%	✓ 99.6%	✓ 99.0%	✓ 100.0%	✓ 99.9%	✓ 99.8%	✓ 100.0%	✓ 99.8%	✓ 99.7%	
HHGH	Unplanned re-attendances <= 7 days	< 5%	✗ 7.2%	✗ 7.3%	✗ 7.5%	✗ 8.7%	✗ 9.8%	✗ 8.8%	✗ 8.3%	✗ 8.7%	✗ 7.9%	✗ 7.4%	✗ 7.5%	✗ 8.3%	✗ 8.1%	
	95 %ile Time in Department	<04:00 hrs	✗ 05:48	✗ 04:12	✓ 03:52	✗ 04:19	✗ 04:23	✗ 04:28	✗ 04:32	✗ 04:20	✗ 04:41	✗ 04:40	✓ 03:52	✓ 03:54	✗ 04:21	
	Left without being Seen	< 5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Median Time to Treatment	< 01:00 hrs	✗ 01:18	✗ 01:19	✗ 01:26	✗ 01:41	✗ 01:05	✗ 01:15	✗ 01:08	✗ 01:20	✗ 01:32	✗ 01:14	✗ 01:12	✗ 01:23	✗ 01:20	
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%	✗ 7.2%	✗ 7.3%	✗ 7.5%	✗ 8.2%	✗ 9.7%	✗ 8.6%	✗ 8.0%	✗ 8.4%	✗ 7.5%	✗ 7.0%	✗ 7.3%	✗ 8.1%	✗ 7.9%	
	% <4hr in Department	>= 95%	✓ 99.8%	✓ 99.6%	✓ 99.4%	✓ 99.7%	✓ 99.8%	✓ 100.0%	✓ 100.0%	✓ 99.6%	✓ 99.5%	✓ 99.9%	✓ 99.7%	✓ 99.3%	✓ 99.7%	

Trend Key:
— Actual Performance (monthly)
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