



the very best care for every patient, every day

WHHT A&E Clinical Quality Indicators

Site	CQI Indicator	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	2019/20 YTD	Trend
WGH	Unplanned re-attendances <= 7 days	< 5%	✗ 7.2%	✗ 7.6%	✗ 7.6%	✗ 8.3%	✗ 8.0%	✗ 8.6%	✗ 8.1%	✗ 7.8%	✗ 8.7%	✗ 8.7%	✗ 7.9%	✗ 8.2%	✗ 8.1%	
	95 %ile Time in Department	<04:00 hrs	✗ 09:47	✗ 10:51	✗ 09:27	✗ 09:26	✗ 10:30	✗ 09:20	✗ 10:07	✗ 09:06	✗ 09:37	✗ 09:17	✗ 09:13	✗ 09:34	✗ 09:41	
	Left without being Seen	< 5%	✓ 2.3%	✓ 2.6%	✓ 3.5%	✓ 3.1%	✓ 2.2%	✓ 2.1%	✓ 1.8%	✓ 3.6%	✓ 3.5%	✓ 2.1%	✓ 2.6%	✓ 2.9%	✓ 2.7%	
	95 %ile Time to Initial Assessment (Ambulances)	< 00:15 mins	✗ 00:56	✗ 01:17	✗ 00:50	✗ 00:54	✗ 01:38	✗ 01:28	✗ 01:02	✗ 00:53	✗ 01:37	✗ 01:23	✗ 00:51	✗ 00:46	✗ 01:08	
	Median Time to Treatment	< 01:00 hrs	✗ 01:28	✗ 01:31	✗ 01:37	✗ 01:48	✗ 01:27	✗ 01:35	✗ 01:25	✗ 01:38	✗ 01:32	✗ 01:31	✗ 01:39	✗ 01:19	✗ 01:32	
	Unplanned re-attendances within 7 days (excl. 12" departure method)	< 5%	✗ 6.8%	✗ 7.3%	✗ 7.3%	✗ 7.8%	✗ 7.5%	✗ 8.1%	✗ 7.8%	✗ 7.6%	✗ 8.3%	✗ 8.4%	✗ 7.6%	✗ 7.8%	✗ 7.7%	
	% <4hr in Department	>= 95%	✗ 71.5%	✗ 68.8%	✗ 72.1%	✗ 70.9%	✗ 70.4%	✗ 74.0%	✗ 75.0%	✗ 73.6%	✗ 69.9%	✗ 73.3%	✗ 71.5%	✗ 71.9%	✗ 71.5%	
SACH	Unplanned re-attendances <= 7 days	< 5%	✓ 4.7%	✗ 7.2%	✗ 5.3%	✓ 4.6%	✗ 5.9%	✓ 4.3%	✗ 6.4%	✗ 6.9%	✗ 7.3%	✗ 6.7%	✗ 6.0%	✗ 6.5%	✗ 5.9%	
	95 %ile Time in Department	<04:00 hrs	✓ 02:45	✓ 02:46	✓ 02:43	✓ 03:13	✓ 03:05	✓ 02:54	✓ 02:50	✓ 02:41	✓ 02:54	✓ 03:03	✓ 03:14	✓ 03:13	✓ 02:57	
	Left without being Seen	< 5%	✓ 0.9%	✓ 0.5%	✓ 1.2%	✓ 0.8%	✓ 0.9%	✓ 1.5%	✓ 1.6%	✓ 0.5%	✓ 0.7%	✓ 0.9%	✓ 0.7%	✓ 0.4%	✓ 0.9%	
	Median Time to Treatment	< 01:00 hrs	✓ 00:39	✓ 00:32	✓ 00:47	✓ 00:42	✓ 00:48	✓ 00:47	✓ 00:40	✓ 00:40	✓ 00:39	✓ 00:42	✓ 00:54	✓ 00:34	✓ 00:42	
	Unplanned re-attendances within 7 days (excl. 12" departure method)	< 5%	✓ 4.6%	✗ 6.9%	✗ 5.3%	✓ 4.4%	✗ 5.9%	✓ 4.3%	✗ 6.1%	✗ 6.9%	✗ 7.3%	✗ 6.7%	✗ 6.0%	✗ 6.5%	✗ 5.9%	
	% <4hr in Department	>= 95%	✓ 100.0%	✓ 99.9%	✓ 100.0%	✓ 99.7%	✓ 99.9%	✓ 100.0%	✓ 100.0%	✓ 99.7%	✓ 100.0%	✓ 99.7%	✓ 99.7%	✓ 99.7%	✓ 99.9%	
HHGH	Unplanned re-attendances <= 7 days	< 5%	✗ 11.4%	✗ 10.6%	✗ 9.9%	✗ 12.0%	✗ 11.6%	✗ 10.5%	✗ 10.5%	✗ 10.1%	✗ 8.7%	✗ 8.6%	✗ 9.5%	✗ 9.5%	✗ 10.3%	
	95 %ile Time in Department	<04:00 hrs	✗ 04:07	✓ 03:56	✓ 03:57	✓ 03:59	✗ 04:14	✗ 04:16	✓ 03:57	✗ 04:36	✗ 04:23	✗ 04:20	✗ 04:34	✗ 04:33	✗ 04:11	
	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	✗ 01:39	✗ 01:36	✗ 01:34	✗ 01:33	✗ 01:43	✗ 01:39	✗ 01:35	✗ 01:50	✗ 01:41	✗ 01:42	✗ 01:38	✗ 01:23	✗ 01:38	
	Unplanned re-attendances within 7 days (excl. 12" departure method)	< 5%	✗ 11.1%	✗ 10.2%	✗ 9.6%	✗ 11.7%	✗ 11.4%	✗ 10.2%	✗ 10.2%	✗ 9.8%	✗ 8.4%	✗ 8.4%	✗ 9.3%	✗ 9.4%	✗ 10.0%	
	% <4hr in Department	>= 95%	✓ 99.5%	✓ 99.7%	✓ 99.8%	✓ 99.9%	✓ 98.9%	✓ 99.4%	✓ 99.7%	✓ 99.7%	✓ 99.8%	✓ 99.7%	✓ 99.5%	✓ 99.5%	✓ 99.6%	

Trend Key:
— Actual Performance (monthly)
... Target