



the very best care for every patient, every day

WHHT A&E Clinical Quality Indicators

Site	CQI Indicator	Target	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	2020/21 YTD	Trend
WGH**	Unplanned re-attendances <= 7 days	< 5%	✗ 8.9%	✗ 9.2%	✗ 9.1%	✗ 9.3%	✗ 9.8%	✗ 9.1%	✗ 9.2%	✗ 9.7%	✗ 9.5%	✗ 10.1%	✗ 9.0%	✗ 9.0%	✗ 9.3%	
	95 %ile Time in Department	<04:00 hrs	✗ 08:40	✗ 07:34	✗ 07:10	✗ 07:34	✗ 08:52	✗ 08:06	✗ 08:36	✗ 08:56	✗ 14:01	✗ 14:27	✗ 09:35	✗ 08:26	✗ 09:37	
	Left without being Seen	< 5%	✓ 0.3%	✓ 0.7%	✓ 1.3%	✓ 0.6%	✓ 0.7%	✓ 0.7%	✓ 0.4%	✓ 0.5%	✓ 0.9%	✓ 0.7%	✓ 0.3%	✓ 0.5%	✓ 0.6%	
	95 %ile Time to Initial Assessment (Ambulances)	< 00:15 mins	✓ 00:12	✓ 00:10	✗ 00:16	✗ 00:19	✗ 00:58	✗ 00:40	✗ 00:28	✗ 00:47	✗ 03:02	✗ 01:52	✗ 00:44	✗ 00:56	✗ 00:53	
	Median Time to Treatment	< 01:00 hrs	✓ 00:35	✓ 00:51	✗ 01:01	✓ 00:49	✓ 00:55	✓ 00:53	✓ 00:46	✓ 00:48	✓ 00:58	✓ 00:44	✓ 00:41	✓ 00:59	✓ 00:50	
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%	✗ 8.6%	✗ 9.0%	✗ 8.6%	✗ 8.9%	✗ 9.5%	✗ 8.9%	✗ 9.0%	✗ 9.5%	✗ 9.3%	✗ 9.9%	✗ 8.9%	✗ 8.8%	✗ 9.1%	
	% <4hr in Department	>= 95%	✗ 71.9%	✗ 78.6%	✗ 82.7%	✗ 81.2%	✗ 77.1%	✗ 78.8%	✗ 77.9%	✗ 76.5%	✗ 59.0%	✗ 54.9%	✗ 72.6%	✗ 77.7%	✗ 74.4%	
SACH*	Unplanned re-attendances <= 7 days	< 5%	✗ 8.6%												✗ 8.6%	
	95 %ile Time in Department	<04:00 hrs	✓ 01:43												✓ 01:43	
	Left without being Seen	< 5%	✓ 0.0%												✓ 0.0%	
	Median Time to Treatment	< 01:00 hrs	✓ 00:05												✓ 00:05	
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%	✗ 8.6%												✗ 8.6%	
	% <4hr in Department	>= 95%	✓ 100.0%												✓ 100.0%	
HHGH	Unplanned re-attendances <= 7 days	< 5%	✗ 9.3%	✗ 9.4%	✗ 8.6%	✗ 7.9%	✗ 8.2%	✗ 8.6%	✗ 8.1%	✗ 9.0%	✗ 10.8%	✗ 11.0%	✗ 11.2%	✗ 11.6%	✗ 9.2%	
	95 %ile Time in Department	<04:00 hrs	✗ 04:29	✗ 04:53	✗ 04:05	✗ 04:06	✗ 04:41	✗ 04:32	✗ 04:29	✗ 04:06	✗ 04:16	✗ 04:24	✗ 04:33	✗ 05:07	✗ 04:24	
	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		
	Median Time to Treatment	< 01:00 hrs	✗ 01:07	✗ 01:02	✗ 01:06	✗ 01:09	✗ 01:26	✗ 01:23	✗ 01:11	✗ 01:05	✓ 00:57	✓ 00:53	✗ 01:03	✗ 01:32	✗ 01:09	
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%	✗ 9.2%	✗ 9.3%	✗ 8.5%	✗ 7.9%	✗ 8.0%	✗ 8.4%	✗ 8.0%	✗ 8.8%	✗ 10.5%	✗ 11.0%	✗ 11.1%	✗ 11.6%	✗ 9.0%	
	% <4hr in Department	>= 95%	✓ 99.9%	✓ 100.0%	✓ 100.0%	✓ 99.9%	✓ 99.6%	✓ 99.9%	✓ 100.0%	✓ 100.0%	✓ 99.9%	✓ 100.0%	✓ 100.0%	✓ 99.8%	✓ 99.9%	

*St Albans Minor Injuries Unit (SACH MIU) closed temporarily from Friday, 4th April as part of the COVID-19 response. 35 A&E Attendances from 1-4 April.

**Including WGH UTC AE Attendances

Trend Key:
— Actual Performance (monthly)
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