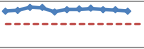
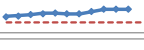


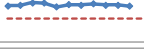









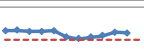
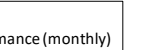







Site	CQI Indicator	Target	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	2021/22 YTD	Trend
WGH**	Unplanned re-attendances <= 7 days	< 5%	✗ 8.3%	✗ 8.4%	✗ 9.3%	✗ 9.2%	✗ 8.1%	✗ 8.7%	✗ 8.8%	✗ 9.0%	✗ 8.7%	✗ 8.6%	✗ 8.3%		✗ 8.7%	
	95 %ile Time in Department	<04:00 hrs	✗ 07:37	✗ 08:10	✗ 08:46	✗ 09:39	✗ 09:47	✗ 09:14	✗ 09:21	✗ 10:41	✗ 12:09	✗ 12:02	✗ 12:00		✗ 10:11	
	Left without being Seen	< 5%	✓ 0.8%	✓ 1.3%	✓ 1.8%	✓ 2.6%	✓ 1.7%	✓ 1.4%	✓ 2.2%	✓ 1.4%	✓ 1.2%	✓ 1.0%	✓ 1.6%		✓ 1.6%	
	95 %ile Time to Initial Assessment (Ambulances)	< 00:15 mins	✗ 00:45	✗ 00:43	✗ 01:29	✗ 01:52	✗ 01:19	✗ 01:19	✗ 02:16	✗ 02:27	✗ 02:18	✗ 01:15	✗ 01:04		✗ 01:38	
	Median Time to Treatment	< 01:00 hrs	✗ 01:03	✗ 01:17	✗ 01:29	✗ 01:34	✗ 01:23	✗ 01:21	✗ 01:29	✗ 01:40	✗ 01:29	✗ 01:39	✗ 01:54		✗ 01:27	
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%	✗ 8.1%	✗ 8.2%	✗ 9.0%	✗ 8.9%	✗ 7.9%	✗ 8.5%	✗ 8.4%	✗ 8.6%	✗ 8.4%	✗ 8.4%	✗ 8.1%		✗ 8.4%	
	% <4hr in Department	>= 95%	✗ 81.1%	✗ 76.9%	✗ 71.6%	✗ 64.7%	✗ 68.0%	✗ 71.0%	✗ 66.8%	✗ 62.4%	✗ 53.4%	✗ 55.8%	✗ 51.9%		✗ 65.7%	
SACH*	Unplanned re-attendances <= 7 days	< 5%														
	95 %ile Time in Department	<04:00 hrs														
	Left without being Seen	< 5%														
	Median Time to Treatment	< 01:00 hrs														
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%														
	% <4hr in Department	>= 95%														
HHGH	Unplanned re-attendances <= 7 days	< 5%	✗ 9.6%	✗ 7.7%	✗ 8.4%	✗ 7.7%	✗ 6.5%	✗ 7.7%	✗ 5.9%	✗ 6.6%	✗ 6.9%	✗ 7.6%	✗ 6.2%		✗ 7.4%	
	95 %ile Time in Department	<04:00 hrs	✓ 03:50	✓ 03:31	✓ 03:55	✓ 03:52	✓ 03:43	✗ 04:30	✗ 04:19	✗ 04:11	✓ 03:57	✓ 03:43	✓ 03:51		✓ 03:58	
	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			
	Median Time to Treatment	< 01:00 hrs	✗ 01:13	✗ 01:04	✗ 01:23	✗ 01:17	✗ 01:15	✗ 01:32	✗ 01:34	✗ 01:31	✗ 01:22	✗ 01:09	✗ 01:18		✗ 01:19	
	Unplanned re-attendances within 7 days (excl. 12* departure method)	< 5%	✗ 9.6%	✗ 7.7%	✗ 8.4%	✗ 7.7%	✗ 6.5%	✗ 7.7%	✗ 5.9%	✗ 6.6%	✗ 6.9%	✗ 7.6%	✗ 6.2%		✗ 7.4%	
	% <4hr in Department	>= 95%	✓ 99.6%	✓ 99.8%	✓ 99.3%	✓ 99.2%	✓ 99.5%	✓ 96.6%	✓ 95.5%	✓ 96.3%	✓ 97.1%	✓ 98.8%	✓ 98.4%		✓ 98.2%	

*St Albans Minor Injuries Unit (SACH MIU) closed temporarily from Friday, 4th April 2020 as part of the COVID-19 response.

**Including WGH UTC AE Attendances

Trend Key:
 Actual Performance (monthly)
 Target

Please note: HHGH %<4hrs is a validated position whereas the time in department metric is derived from unvalidated departure times. Initial assessment time is being used as a proxy for arrival time for the HHGH time in department metric and HHGH time to treatment metric due to data quality issues with the capture of arrival times.