






















## WHHT A&E Clinical Quality Indicators

Site	CQI Indicator	Target	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	2022/23 YTD	Trend
WGH**	Unplanned re-attendances <= 7 days	< 5%	✗ 9.7%	✗ 9.1%	✗ 8.8%	✗ 9.1%	✗ 8.7%	✗ 8.2%	✗ 9.4%	✗ 8.6%	✗ 8.8%	✗ 9.2%	✗ 9.1%	✗ 9.0%	✗ 9.0%	
	95 %ile Time in Department	<04:00 hrs	✗ 12:01	✗ 12:40	✗ 12:57	✗ 12:51	✗ 13:10	✗ 11:46	✗ 12:58	✗ 13:17	✗ 13:58	✗ 13:37	✗ 11:53	✗ 11:10	✗ 12:48	
	Left without being Seen	< 5%	✓ 2.3%	✓ 2.2%	✓ 2.4%	✓ 2.6%	✓ 1.7%	✓ 0.6%	✓ 1.4%	✓ 2.3%	✓ 2.5%	✓ 0.5%	✓ 1.1%	✓ 0.6%	✓ 1.7%	
	95 %ile Time to Initial Assessment (Ambulances)	< 00:15 mins	✗ 00:42	✗ 01:05	✗ 01:09	✗ 00:48	✗ 00:39	✗ 00:32	✗ 00:33	✗ 00:37	✗ 00:44	✗ 00:35	✗ 00:31	✗ 00:27	✗ 00:39	
	Median Time to Treatment	< 01:00 hrs	✗ 01:58	✗ 02:15	✗ 01:58	✗ 01:40	✗ 01:41	✗ 01:22	✗ 01:49	✗ 02:19	✗ 01:52	✗ 01:06	✗ 01:22	✗ 01:29	✗ 01:42	
	Unplanned re-attendances within 7 days (excl. 12" departure method)	< 5%	✗ 9.5%	✗ 8.7%	✗ 8.5%	✗ 8.7%	✗ 8.5%	✗ 8.1%	✗ 9.2%	✗ 8.4%	✗ 8.5%	✗ 9.1%	✗ 8.8%	✗ 8.9%	✗ 8.7%	
	% <4hr in Department	>= 95%	✗ 50.8%	✗ 45.9%	✗ 49.5%	✗ 52.8%	✗ 55.2%	✗ 60.3%	✗ 53.7%	✗ 49.0%	✗ 51.1%	✗ 60.1%	✗ 59.8%	✗ 58.4%	✗ 52.0%	
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%	✗ 8.4%	✗ 9.8%	✗ 9.8%	✗ 9.5%	✗ 8.2%	✗ 6.6%	✗ 8.5%	✗ 7.6%	✗ 8.7%	✗ 7.6%	✗ 8.5%	✗ 9.6%	✗ 8.6%	
	95 %ile Time in Department	<04:00 hrs	✗ 04:07	✗ 04:40	✗ 04:45	✗ 04:41	✗ 05:13	✓ 03:43	✗ 04:06	✗ 04:03	✗ 05:43	✗ 04:21	✓ 03:51	✓ 03:36	✗ 04:23	
	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	✗ 01:17	✗ 01:21	✗ 01:25	✗ 01:33	✗ 01:34	✗ 01:05	✗ 01:20	✗ 01:21	✗ 01:26	✗ 01:07	✗ 01:21	✗ 01:12	✗ 01:18	
	Unplanned re-attendances within 7 days (excl. 12" departure method)	< 5%	✗ 8.4%	✗ 9.8%	✗ 9.8%	✗ 9.5%	✗ 8.2%	✗ 6.6%	✗ 8.5%	✗ 7.6%	✗ 8.7%	✗ 7.6%	✗ 8.5%	✗ 9.6%	✗ 8.6%	
	% <4hr in Department	>= 95%	✓ 96.9%	✗ 94.3%	✗ 93.1%	✗ 94.8%	✗ 93.4%	✓ 99.3%	✓ 96.8%	✓ 97.3%	✗ 88.5%	✓ 96.2%	✓ 98.5%	✓ 99.3%	✗ 94.8%	

\*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: 1. 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.

2. WGH 95 %ile Time to initial assessment (Ambulances), is currently derived from the earliest tracking step time of Triage assessment and Initial assessment, and further work is underway to include the first clinical event in STARR location in the logic.