



Worcestershire Health Overview and Scrutiny Committee

November 2022

Home First Aims: Reduce Over 60 Minute Handovers

Latest Month (October 2022)

- ❖ Worcestershire Royal Hospital (WRH): **958 Over 60 minute** handovers in October 2022. An increase of **+198** from the previous month
- ❖ The Alex: **422 Over 60 minute** Handovers in October 2022. An increase of **+157** from the previous month

Chart 1: Weekly >60 min Handovers: WRH

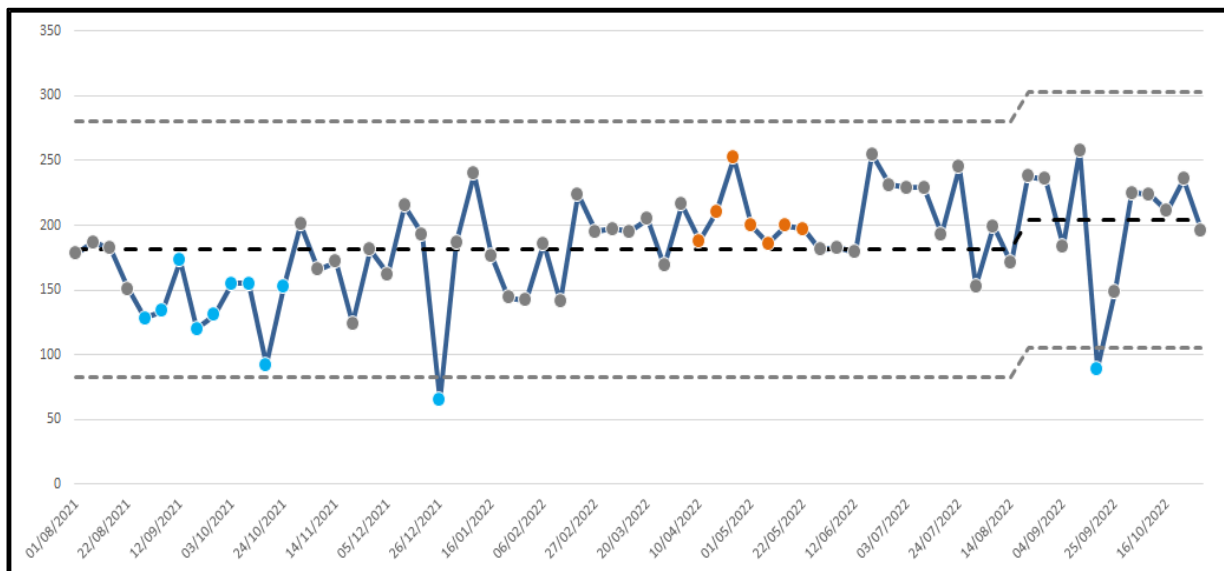
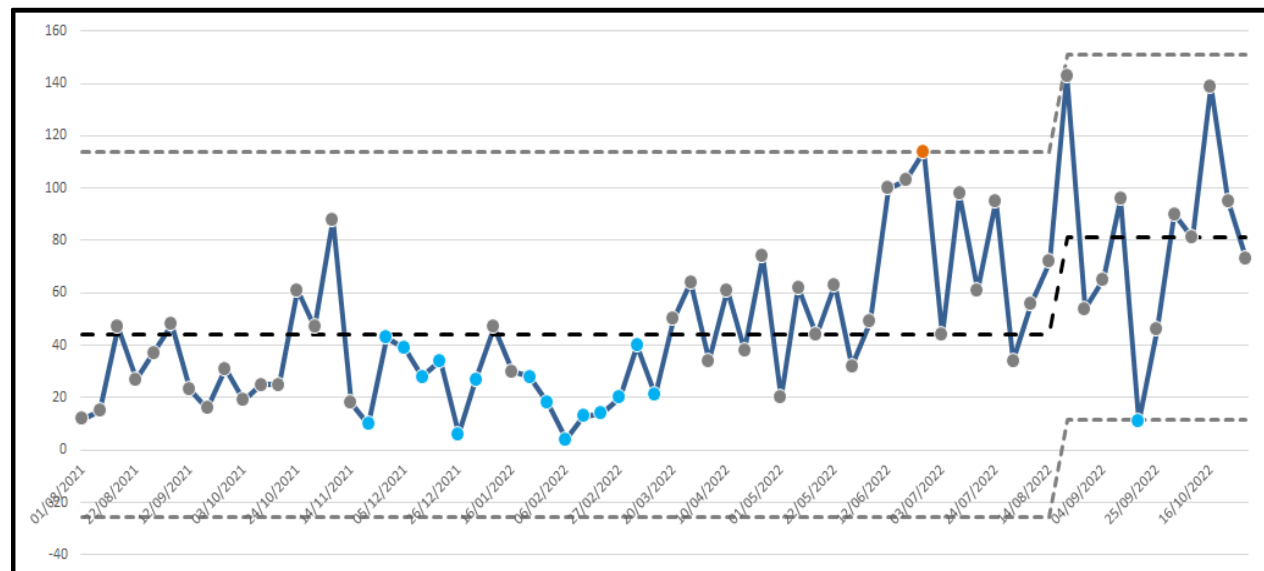


Chart 2: Weekly >60 min Handovers: AGH

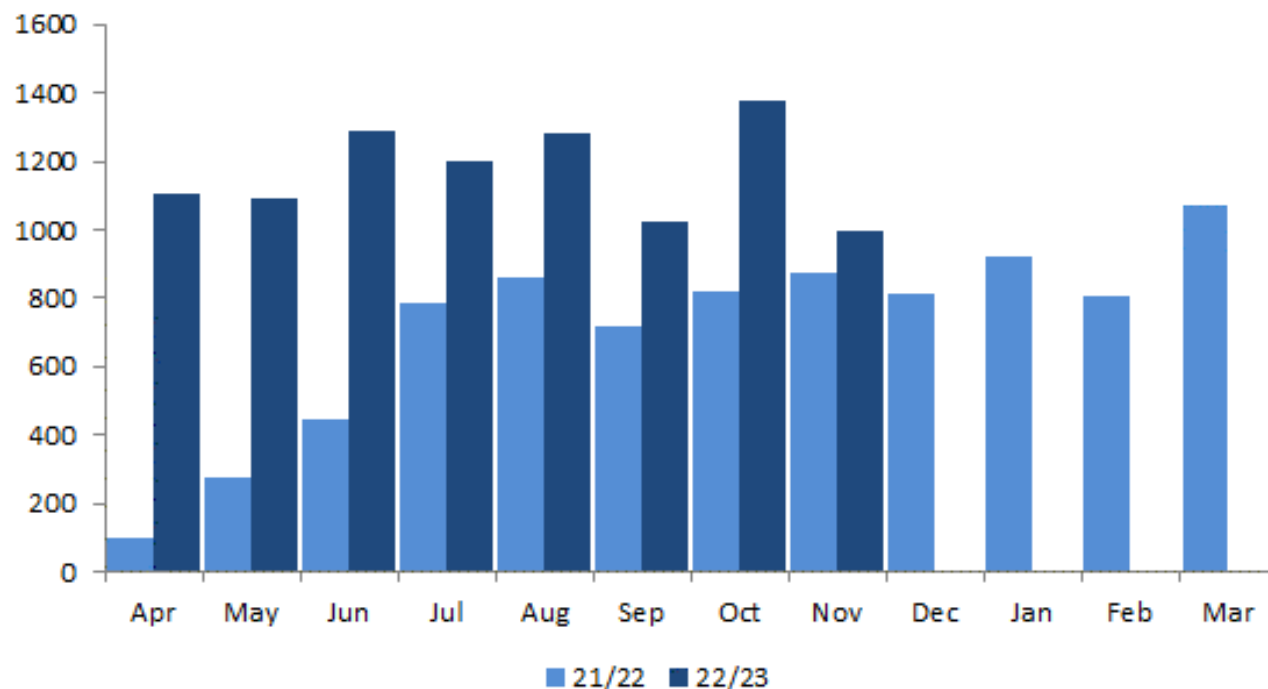


Date is up until the w/e 30th October 2022

Home First Aims: Reduce Over 60 Minute Handovers

- ❖ Table below shows the monthly number of >60 minutes ambulance Handovers
- ❖ Data is up to and including the 23rd November 2022

Month	WRH	AGH	Total
Apr-21	99	2	101
May-21	255	18	273
Jun-21	406	38	444
Jul-21	692	97	789
Aug-21	718	144	862
Sep-21	603	112	715
Oct-21	658	165	823
Nov-21	691	181	872
Dec-21	706	105	811
Jan-22	791	130	921
Feb-22	753	51	804
Mar-22	876	198	1074
Apr-22	904	204	1108
May-22	854	240	1094
Jun-22	928	360	1288
Jul-22	903	299	1202
Aug-22	930	351	1281
Sep-22	760	265	1025
Oct-22	958	422	1380
Nov-22	713	286	999



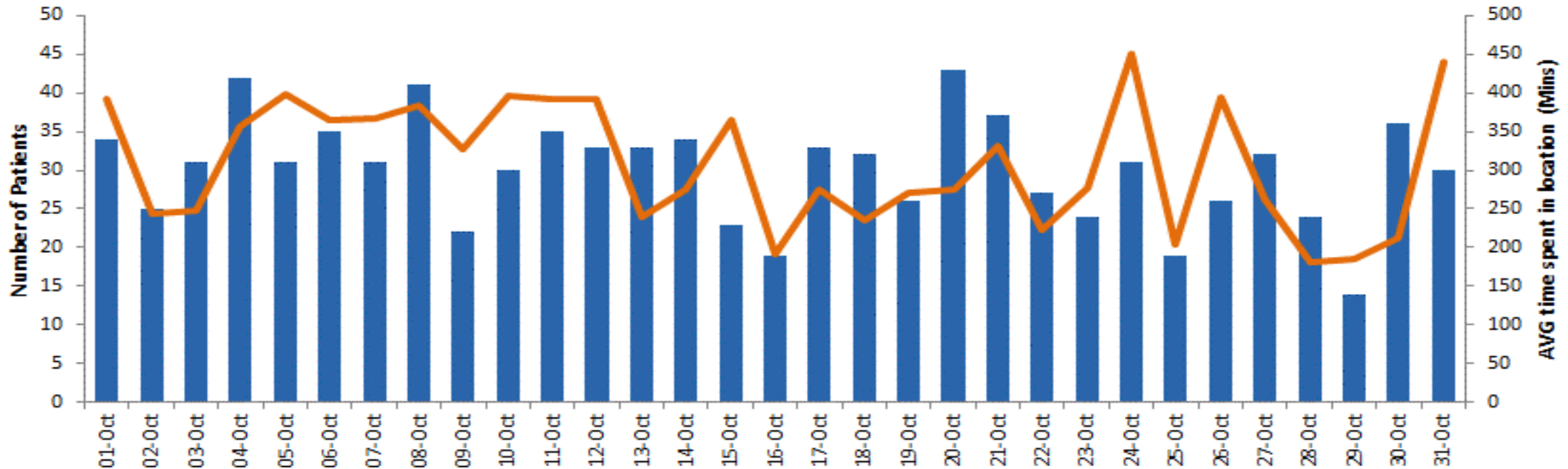
Home First Aims: Reduce Over 60 Minute Handovers

The information below looks at how long patients at WRH are recorded in the Location *"At ED on WMAS vehicle"* showing the AVG time spent in this Location for **those patients that spent over 1 hour in the location**. The first table shows AVG time per month for this cohort while the graph shows **October 2022** by day against the number of pts recorded in that location who spent over 1 hour in there.

Not all ambulance arrivals will be recorded in this location.

Month	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
AVG time	114	153	170	149	164	183	212	222	200	250	276	268	285	271	253	248	315

Number of Patients recorded in location of at **ED on WMAS vehicle > 60 mins** vs the **AVG time** spent in that location:
Oct 2022



Urgent Emergency Care (UEC) Metrics Bundle: Introduction

- ❖ Clinically led review and consultation carried out on UEC metrics
- ❖ New intention to measure what is both important to both the public and clinically meaningful.
- ❖ Metrics developed and refined with clinicians and patient representatives and tested at 14 pilot sites.
- ❖ There is a desire to move away from both the 4 hour EAS and the 12 hour DTA target, each of which, only focussed on part of the patient care journey.
- ❖ Emphasis that these are just NOT A&E metrics but ones that cover the whole UEC system.
- ❖ There have recently been a number of virtual conferences for the region pushing the use of the new Clinical standards.
- ❖ The measures are outlined below

Service	Measure
	Response times for Ambulances
Pre Hospital	Reducing avoidable trips (conveyances Rates) to ED by 999 Ambulance
	Proportion of contacts via NHS 111 that receive clinical input
	Percentage of Ambulances Handovers within 15 minutes
A&E	Time to initial Assessment - percentage within 15 minutes
	Average (mean) time in Department - Non Admitted Patients
Hospital	Average (mean) time in Department - Admitted Patients
	Clinically ready to proceed - % within 60 minutes CRTP to departure
Whole System	Patients spending more than 12 hours in A&E from Arrival
	Critical time standards

UEC Metrics Bundle: Worcestershire Royal: October 2022

19.3%

↓
28.0%

Percentage of Ambulance Handovers
within 15 Minutes

58.3%

↓
62.7%

Time to Initial Assessment - % within
15 minutes (All)

316

↑
305

Average (mean) time in Dept for Non
Admitted Patients

979

↑
741

Average (mean) time in Dept for
Admitted Patients

510

↑
421

AVG time CRTP to Departure (Adm
Patients)

39.3%

↑
29.8%

CRTP to Departure % < 60 mins (Adm
Pts)

1,417

↑
1322

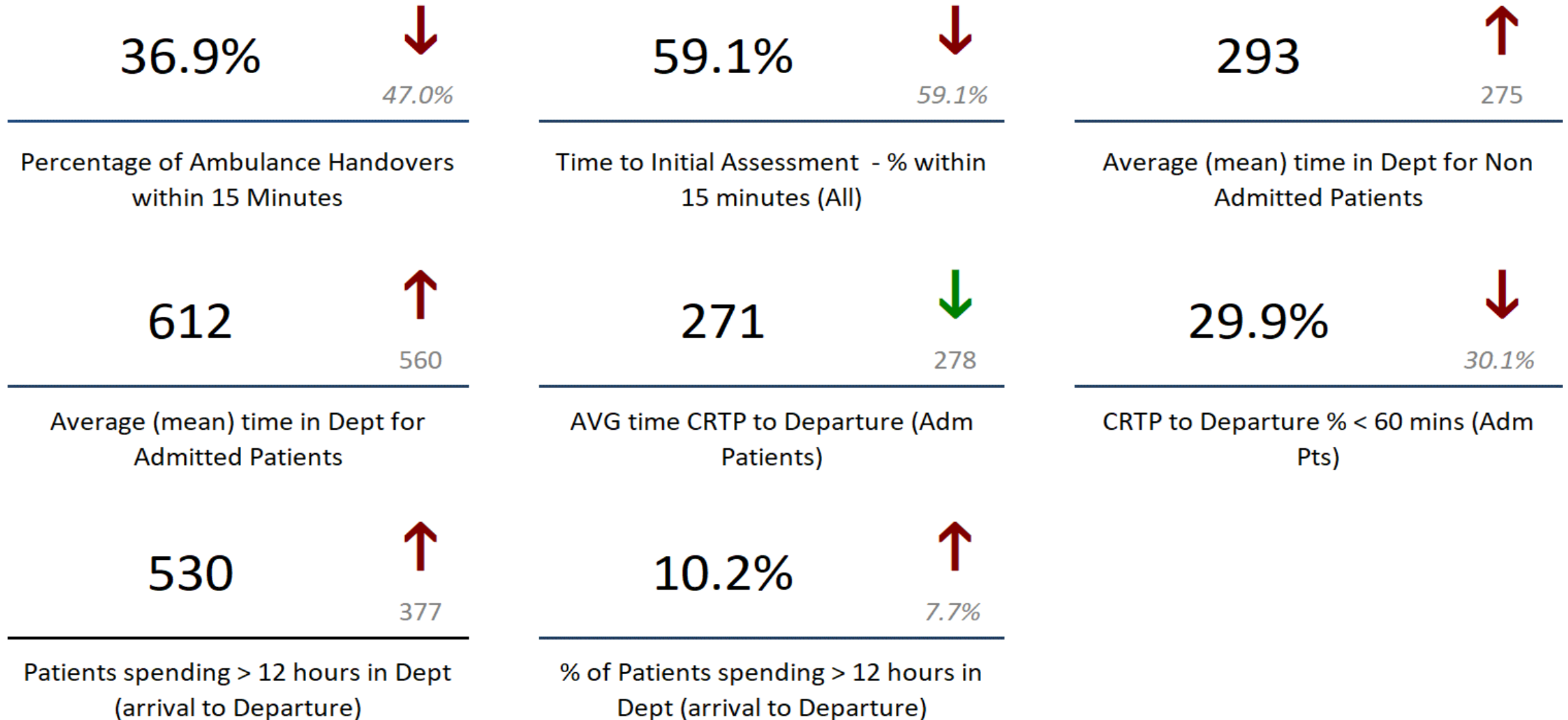
Patients spending > 12 hours in Dept
(arrival to Departure)

20.5%

↑
19.0%

% of Patients spending > 12 hours in
Dept (arrival to Departure)

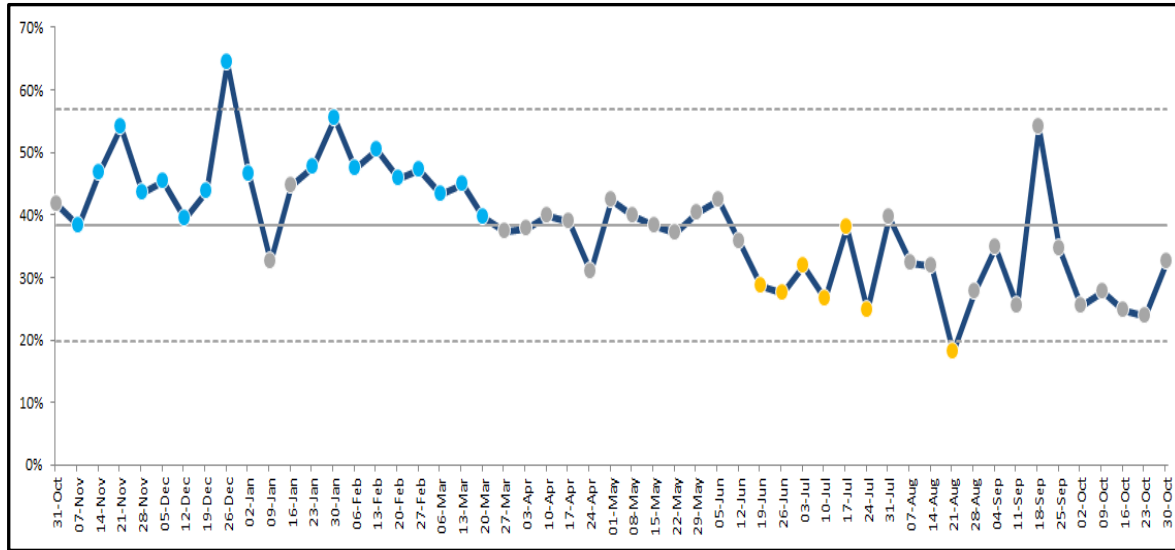
UEC Metrics Bundle: The Alexandra: October 2022



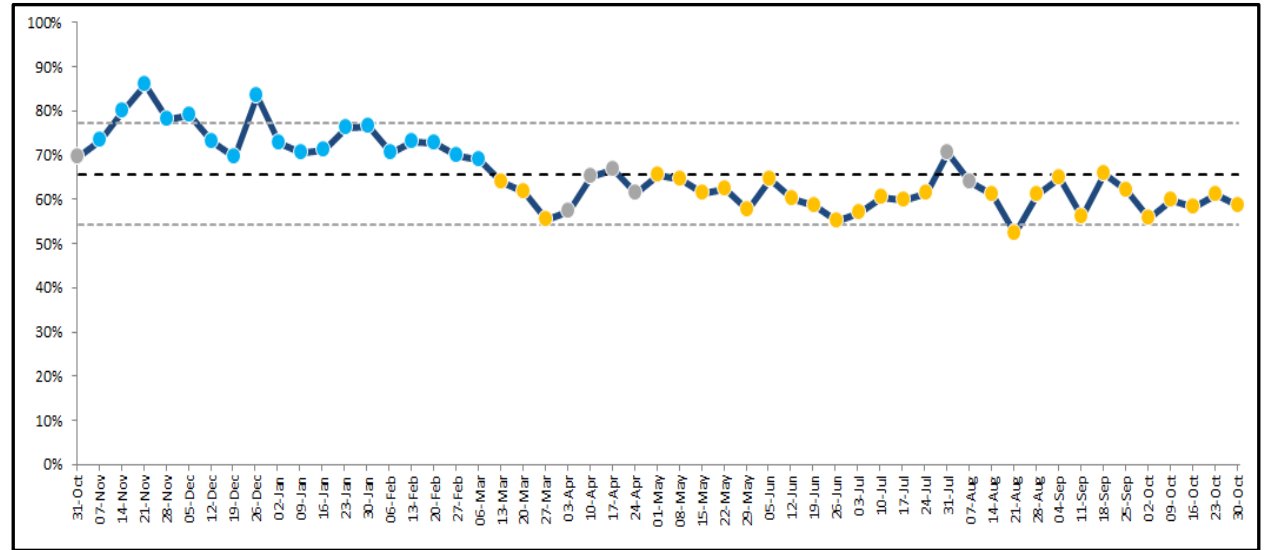
Please note figures in Grey represent the previous months

UEC Metrics Bundle: A&E metrics *(Trust wide)*

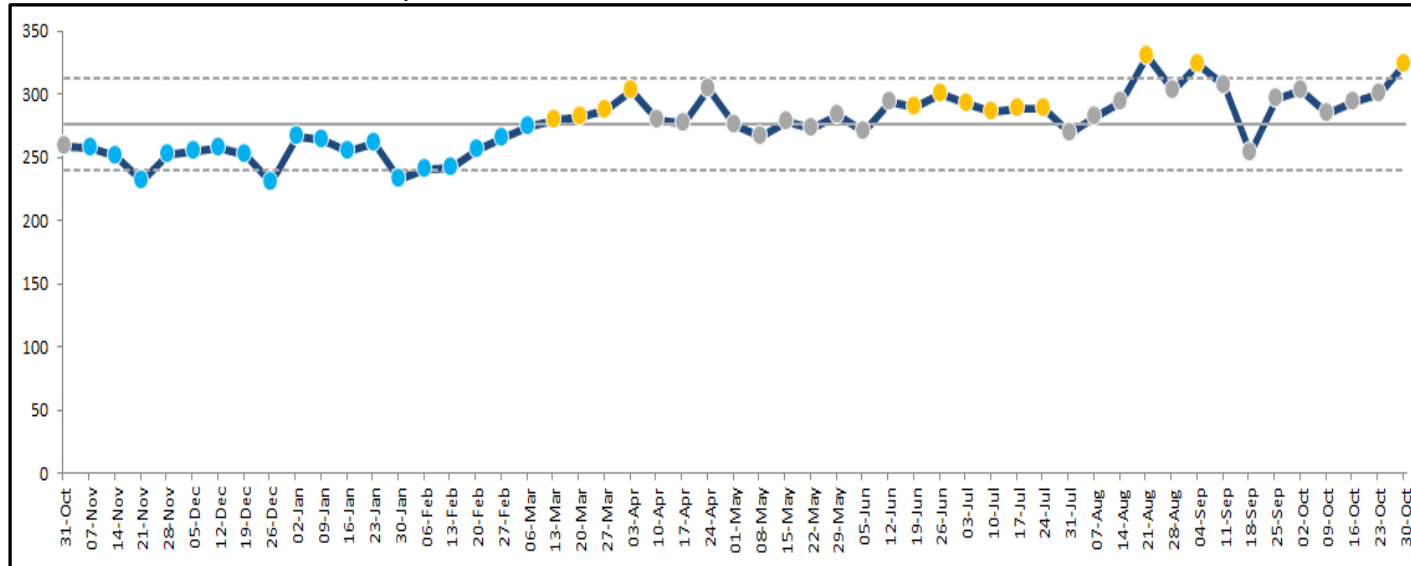
❖ Chart 1: % of Ambulance handovers < 15 minutes



❖ Chart 2: % of patients triaged within 15 minutes



❖ Chart 3: AVG time in Dept for Non Admitted Patients

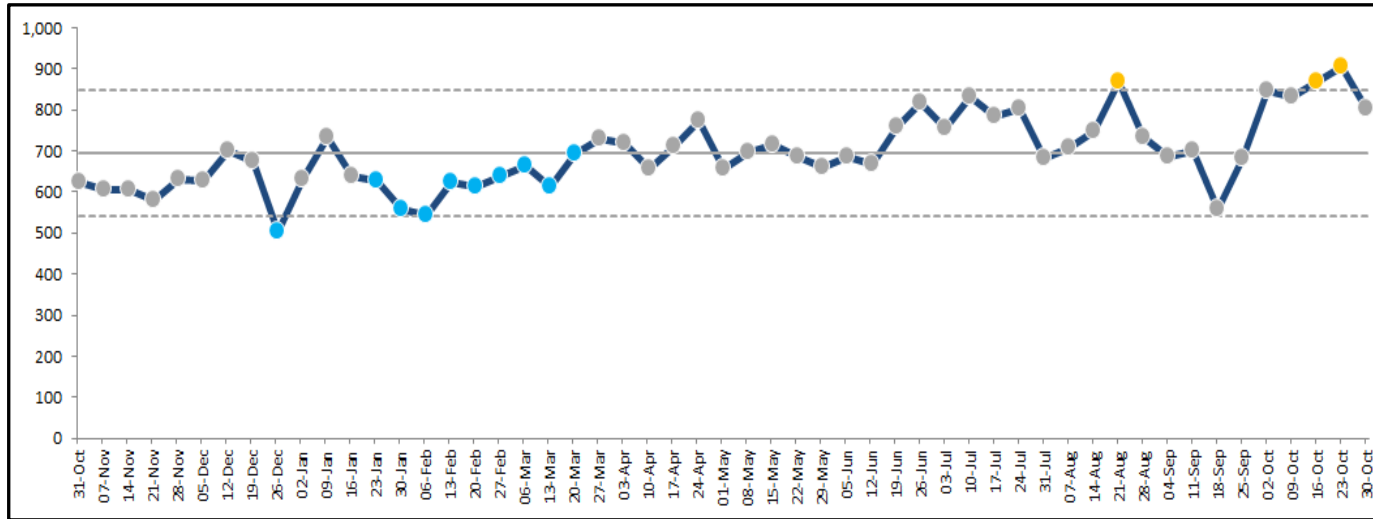


- ❖ **Chart 1:** After a week of significant improvements in Handovers < 15 mins the following weeks have seen reductions.
- ❖ **Chart 2:** Triage % < 15 mins remains constant with no significant improvements or reductions
- ❖ **Chart 3:** AVG time for Non Admitted pts has reduced recently but has seen an increasing trend in the last 3 weeks.

Charts are up to the w/e 30th October

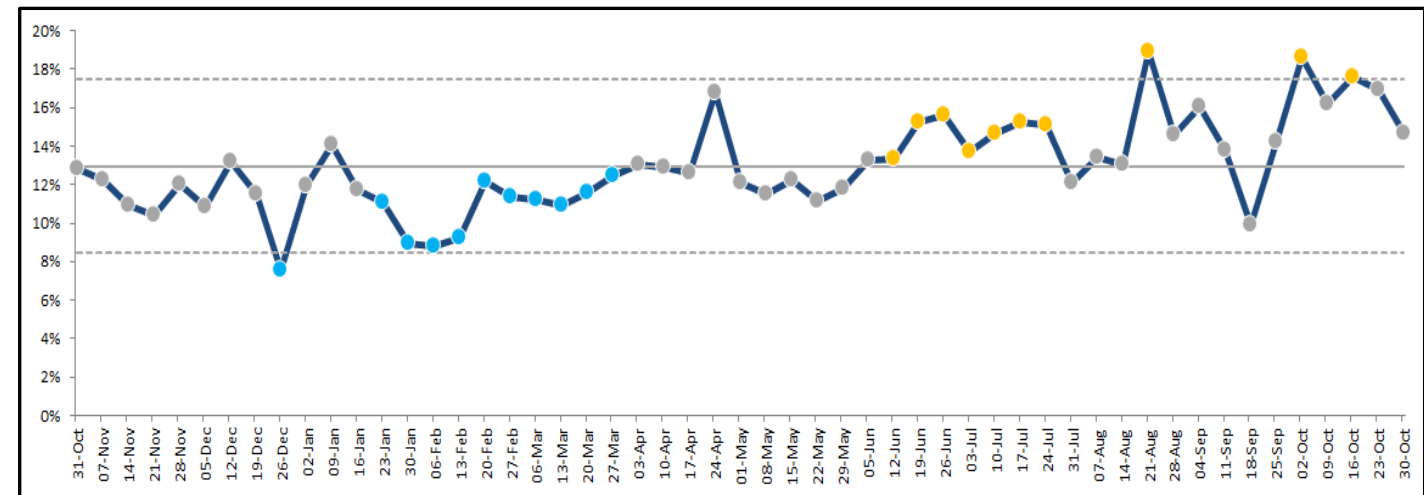
UEC Metrics Bundle: Hospital & Whole System metrics *(Trust wide)*

❖ Chart 4: AVG time in Dept for Admitted Patients



- ❖ Trust wide weekly performance
- ❖ After a few weeks of reduction in the average time in ED for Admitted patients there has subsequently been an increasing trend in the AVG LOS in ED

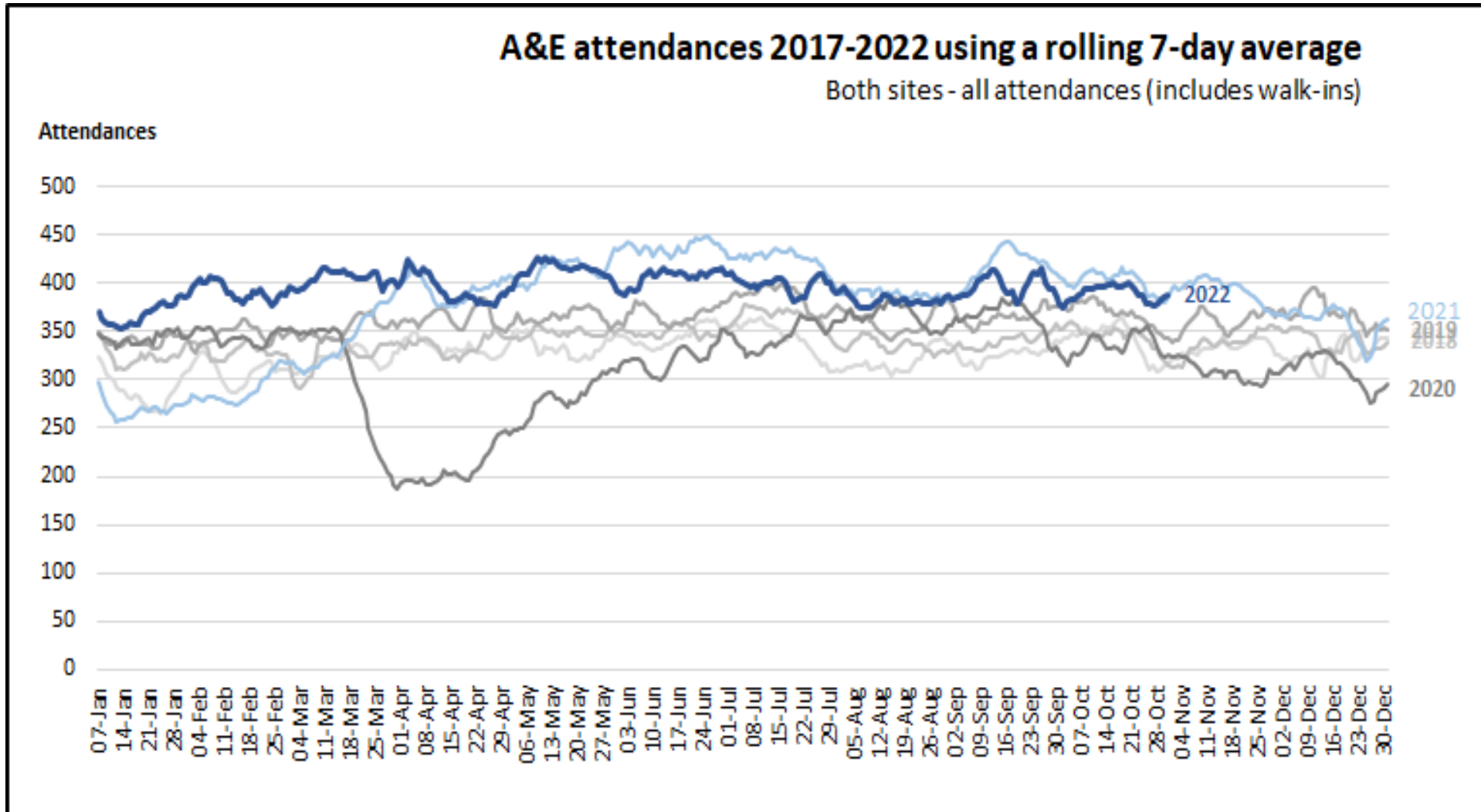
❖ Chart 5: % of patients spending Over 12 hours in department from Arrival



- ❖ Trust wide weekly performance
- ❖ After a few weeks of reduction in the % of patients spending 12 hours from arrival in department there has seen a significant increase in the following weeks

Charts are up to the w/e 30th October

Current A&E Demand



- ❖ Atts levels remain high across the Trust with October 2022 seeing an increase on the previous month.
- ❖ Levels remain similar to 2021 but higher than all previous years.

Workstream- Discharge Requirements- Enabling Social Care Pathways to meet the need and support hospital flow and performance

Homefirst - System Wide Discharge & Flow Dashboard for Worcestershire

		Last 12 weeks (Weekending Sunday)												Flag	Target	6 week Avg
Indicator		14-Aug-22	21-Aug-22	28-Aug-22	04-Sep-22	11-Sep-22	18-Sep-22	25-Sep-22	02-Oct-22	09-Oct-22	16-Oct-22	23-Oct-22	30-Oct-22			
Total admissions to Pathway	Pathway 1 Home with care and support services	87	108	119	102	84	102	79	91	101	107	106	101	↓	130	98
	Pathway 2 Community hospital	46	49	51	47	47	39	39	43	49	41	50	51			46
	Pathway 3 Care home placement (New)	1	7	2	4	2	1	4	4	3	0	1	0			2
	Pathway 5 (Not yet assigned to National Definition)	27	44	34	28	24	24	22	25	37	0	0	0			14

Indicator		14-Aug-22	21-Aug-22	28-Aug-22	04-Sep-22	11-Sep-22	18-Sep-22	25-Sep-22	02-Oct-22	09-Oct-22	16-Oct-22	23-Oct-22	30-Oct-22	Flag	Target	6 wk Avg
Pathway 1 - PW1 Home with care and support services	Total Current Caseload (daily avg)	162	169	139	165	170	178	184	180	162	167	154	151			166
	Current caseload - Single units	141	151	118	136	143	148	159	160	142	148	135	137			147
	Current Caseload - Double units	20	18	21	28	27	30	24	20	20	20	19	14			20
	% Caseload at double units									12.4%	11.9%	12.5%	9.1%			11.7%
	Total Referrals to Pathway	95	133	119	115	93	125	84	106	115	116	139	115			113
	Total cases admitted to Pathway	87	108	119	102	84	102	79	91	101	107	106	101	↓	130	98
	Total Referrals to Pathway from WAT	56	79	79	78	62	88	51	67	85	80	103	76			77
	Total Cases Admitted to pathway from WAT inpatient bed	44	60	68	58	52	67	51	67	81	74	79	62	↓	101	69
	Referrals before 12	37	56	50	48	46	83	35	37	46	61	43	76			50
	Same day discharge	12	23	14	22	20	17	8	20	13	36	10	16			17
	% same day discharge	32.4%	41.1%	28.0%	45.8%	43.5%	20.5%	22.9%	54.1%	28.3%	59.0%	23.3%	21.1%		100%	34.6%
	Ready to exit pathway (daily avg)	71	84	77	94	94	106	98	98	87	95	83	74			81

Indicator		14-Aug-22	21-Aug-22	28-Aug-22	04-Sep-22	11-Sep-22	18-Sep-22	25-Sep-22	02-Oct-22	09-Oct-22	16-Oct-22	23-Oct-22	30-Oct-22	Flag	Target	6 wk Avg
Pathway 2 - PW2 Community Hospital	Total referrals to pathway	86	74	87	73	99	89	67	51	79	61	84	75			70
	Total patients admitted to pathway	46	49	51	47	47	39	39	43	49	41	50	51			46
	Total referrals to pathway via WAT	79	57	71	60	75	68	56	45	67	53	72	67			60
	Total admissions to pathway via WAT inpatient bed	46	49	51	47	47	39	39	39	49	35	43	37	↓	56	40
	No right to reside (daily avg)	62	61	53	50	56	0	0	0	0	0	0	0			0
	ALOS - Discharged/Transferred - General Beds	0	0	0	0	0	0	0	0	0	0	0	0			
	ALOS - Discharged/Transferred - Stroke Beds	0	0	0	0	0	0	0	0	0	0	0	0			

Indicator		14-Aug-22	21-Aug-22	28-Aug-22	04-Sep-22	11-Sep-22	18-Sep-22	25-Sep-22	02-Oct-22	09-Oct-22	16-Oct-22	23-Oct-22	30-Oct-22	Flag	Target	6 wk Avg
Pathway 3 - PW3 Care home placement	Total Admissions to pathway	1	7	2	4	2	1	4	4	3	0	1	0	↓		2
	Total Admissions to pathway via WAT	0	4	2	3	2	1	4	4	2	0	1	0			2
	Total discharged from Pathway	0	0	0	0	0	0	0	0	0	0	0	0			0