

Appendix 1: A&E Delivery Board Performance Dashboard

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A&E Delivery Board Performance Dashboard - Key System Performance Headlines

Pre- hospital

- The NHS 111 standard for calls referred to the ambulance service (11%) and calls to the ambulance service conveyed to hospital (5%) have not been met in 2019/20 to date. Call referred for October 2019 = 16.02% and calls resulting in a conveyance = 8.00%. In October 2019 of the 609 calls received by WMAS, 304 resulted in a conveyance.
- *5 designed to reduce conveyances has shown that in October out of the 55 calls 92.73% (n=51) resulted in a non-conveyance and September out of 42 calls 92.86%(n=39) resulted in a non-conveyance.
- See and convey (WMAS) for October 2019 was 66.42% against a standard of 55% or less
- Category 1 response standard (WMAS) was not met, performance deterioration of 01:10 secs when comparing October with September 2019. Other response standards failed to meet the target – category 2 (Target – <18:00 mins) – 18:35 secs and category 4 (Target - < 03:00:00) – 03:24:52.

A&E System

- Handover delays consistently not met (WMAS & Welsh) – this impacts on ambulance response times & patient outcomes
- There was a total of 2164 ambulance conveyances and 5748 attendances resulting in performance of 72.30%, a deterioration of -5.92% comparing October with September.
- There was one 12hr Decision to Admit (DTA) breach in October 2019.

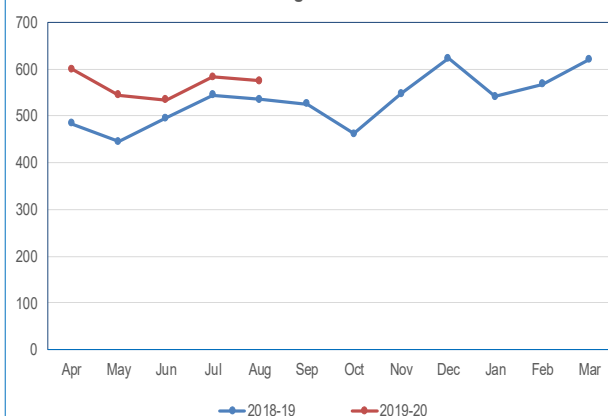
Hospital System

- In October 2019 the percentage of patients with a zero length of stay following an emergency admission increased to 33.43% (n=569) out of 1,702 emergency admissions.
- There has been deterioration in the number of stranded patients across the acute and community in October. An average of 53 patients against an ambition of an average of 46.
- Out of county delays remained an issues – Wales 1.73% of acute bed days and 1.00% on non acute beds days attributable to DToC
- In October 2019 the hospital at home team responded to 92.31% (n=132/143) of on-the-day requests

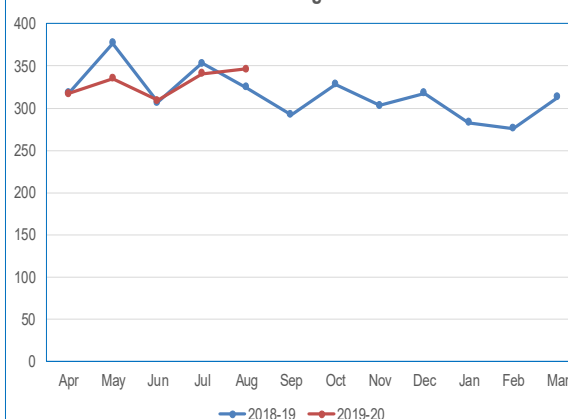
A&E Delivery Board Performance Dashboard - Summary

Pre-Hospital System

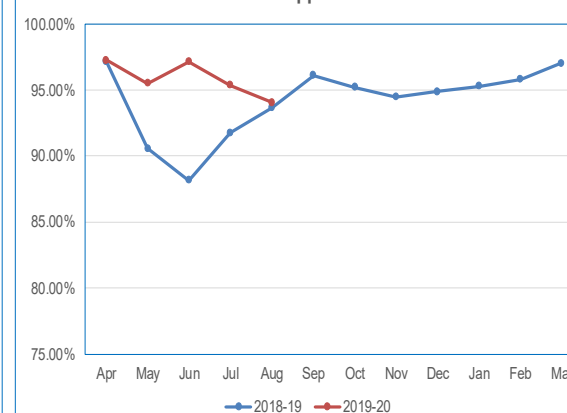
NHS 111 - Cases Triaged referred to Ambulance



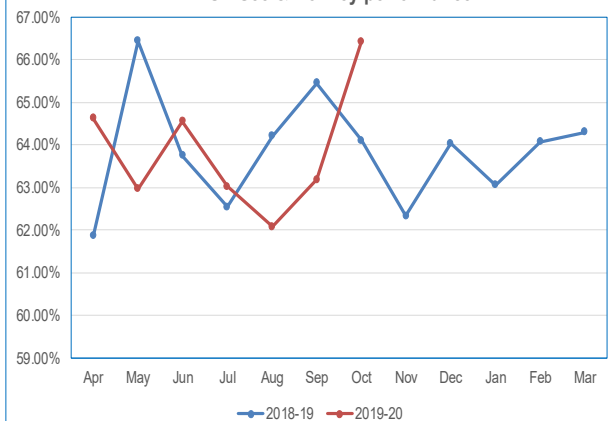
NHS 111 - Cases Triaged referred to ED



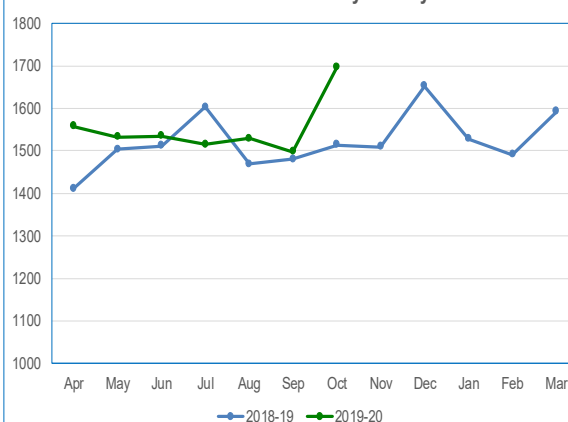
Taurus - % of GP appointments utilised



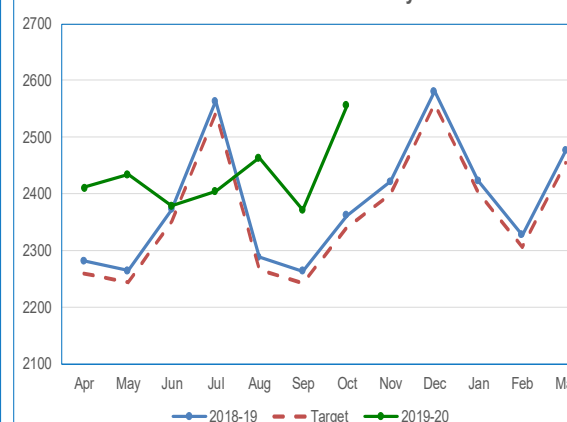
WMAS - See & Convey performance



WMAS - See & Convey activity



WMAS - Incident Activity



A&E Delivery Board Performance Dashboard - Summary

A&E Activity



Pre-Hospital System Metrics

Pre-Hospital System Metrics														
Measures	Org.	Data Source	Metric		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Total Calls Answered (% split cases triaged)	NHS 111	Monthly Rpt		Activity	4203	3858	4222	4343	4341	3967	4087	4183	3495	3801
Total Cases Triaged for Herefordshire CCG				Activity	3566	3359	3664	3757	3752	3423	3548	3660	3042	3294
Cases Triaged referred to Ambulance for Herefordshire CCG			11%	Numerator	541	567	621	600	544	534	583	575	526	609
				Perf	12.87%	14.70%	14.71%	13.82%	12.53%	13.46%	14.26%	13.75%	15.05%	16.02%
Cases Triaged referred to Emerg. Dept for Herefordshire CCG			5%	Numerator	283	276	313	317	335	309	341	346	318	304
				Perf	6.73%	7.15%	7.41%	7.30%	7.72%	7.79%	8.34%	8.27%	9.10%	8.00%
Cases Triaged referred to GP In hours for Herefordshire CCG			N/A	Numerator	440	423	385	374	391	376	398	372	334	416
				Perf	12.34%	12.59%	10.51%	9.95%	10.42%	10.98%	11.55%	10.16%	10.98%	12.63%
Cases Triaged referred to Out of Hours for Herefordshire CCG			N/A	Numerator	1590	1504	1610	1735	1676	1474	1311	1395	1183	1231
				Perf	44.59%	44.78%	43.94%	46.18%	44.67%	43.06%	41.45%	38.11%	38.89%	37.37%
Total cases closed with Self Care			N/A	Numerator	371	291	331	323	356	342	417	401	298	355
				Perf	10.40%	8.66%	9.03%	8.60%	9.49%	9.99%	11.75%	10.96%	9.80%	10.78%
Total Appointments Available	Taurus Hub	Summary A&E Delivery Board Rpt	N/A	Activity	1164	1313	1408	1268	1312	1193	1008	1210	1437	1361
Number of GP appointments utilised across all Hubs(including % utilised against available)				Numerator	1109	1258	1366	1233	1253	1159	961	1138	1283	1234
				Perf	95.27%	95.81%	97.02%	97.24%	95.50%	97.15%	95.34%	94.05%	89.28%	90.67%
Maximum Waiting Time - No patient with an urgent need must wait longer than 20 minutes to the start of the definitive clinical assessment after the arrival at a treatment centre. % where triage began within 20 minutes	Primecare OOH	Monthly KPI Rpt	N/A	Activity	1				67	4	49	201	239	
				Numerator	1				66	2	29	196	227	
				Perf	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	98.51%	50.00%	59.18%	97.51%	94.98%	#DIV/0!
Maximum Waiting Time (Less Urgent) - No patient with an urgent need must wait longer than 60 minutes to the start of the definitive clinical assessment after the arrival at a treatment centre.			N/A	Activity	3				17	5	63	471	611	
				Numerator	3				17	5	62	464	605	
				Perf	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	100.00%	98.41%	98.51%	99.02%	#DIV/0!
Time take for call back Priority 1: within 20 minutes of the call being completed by the health advisor/call handler.			N/A	Activity	365				331	210	91		172	102
				Numerator	365				320	207	87		169	98
				Perf	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	96.68%	98.57%	95.60%	#DIV/0!	98.26%	96.08%

Pre-Hospital System Metrics

Pre-Hospital System Metrics														
Measures	Org.	Data Source	Metric		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
WMAS - See & Convey activity for Herefordshire CCG.	WMAS	Monthly Contract Rpt	<=55%	Incident Volume	2423	2327	2476	2411	2433	2378	2404	2463	2371	2555
				See & Convey	1528	1491	1592	1558	1532	1535	1515	1529	1498	1697
				Perf	63.06%	64.07%	64.30%	64.62%	62.97%	64.55%	63.02%	62.08%	63.18%	66.42%
WMAS - See & Convey reduction in conveyance activity for Herefordshire CCG.	WMAS	Monthly Contract Rpt		Incident vol. 18/19				2281	2264	2372	2563	2288	2263	2362
				Incident vol.				2411	2433	2378	2404	2463	2371	2555
				Reduce by 21 per mth on 18/19				2260	2243	2351	2542	2267	2242	2341
				Variance				-151	-190	-27	138	-196	-129	-214
Category 1														
Immediately life threatening (7 minute response (mean average national target) & 15 minute 90th percentile measurement).	WMAS	Monthly Contract Rpt	<07:00 mins	Activity	148	155	147	130	145	136	158	143	140	166
				Mean Perf.	00:09:08	00:11:14	00:09:32	00:10:48	00:09:29	00:08:58	00:09:15	00:08:58	00:09:14	00:10:24
				<15:00 mins	Percentile Perf.	00:18:16	00:23:03	00:20:33	00:21:25	00:20:32	00:17:47	00:19:51	00:17:55	00:18:49
Category 2														
A patient who does not have an immediately life threatening condition, but requires an emergency response (18 minute response (mean average national target) & 40 minute 90th percentile measurement).	WMAS	Monthly Contract Rpt	<18:00 mins	Activity	1,178	1,164	1203	1,235	1,212	1,165	1,184	1,221	1,203	1,299
				Mean Perf.	00:15:49	00:16:46	00:14:52	00:16:21	00:15:17	00:16:37	00:16:11	00:17:28	00:18:33	00:18:35
				<40:00 mins	Percentile Perf.	00:29:27	00:32:04	00:28:20	00:30:18	00:29:09	00:31:08	00:30:43	00:33:31	00:35:49
Category 3														
A patient who does not have an immediately life threatening condition but does require an emergency response. Their condition/problem may well be managed on scene by a clinician and may or may not require onward referral (120 minute 90th percentile measurement).	WMAS	Monthly Contract Rpt	N/A	Activity	992	913	1013	952	977	965	954	983	919	975
				Mean Perf.	00:29:35	00:33:41	00:29:57	00:29:40	00:25:58	00:36:45	00:34:05	00:36:34	00:37:07	00:39:27
			<120:00 mins	Percentile Perf.	01:04:27	01:14:40	01:07:20	01:07:10	00:58:00	01:25:12	01:19:50	01:17:06	01:23:29	01:28:08
Category 4														
Patients with conditions that are urgent, but less time critical than those categorised as Category 3.Their condition/problem is time dependant on reaching definitive care and therefore a conveying response is most important 180 minute 90th percentile measurement).	WMAS	Monthly Contract Rpt	N/A	Activity	48	44	57	44	54	44	46	40	49	52
				Mean Perf.	00:45:13	00:47:32	00:33:48	00:41:32	00:36:50	01:03:24	00:51:34	00:53:16	00:58:17	01:14:51
			<180:00 mins	Percentile Perf.	01:30:50	01:54:33	01:07:30	01:44:04	01:15:38	02:17:22	02:11:41	02:04:39	02:21:45	03:24:52

A&E System Metrics

A&E System Metrics														
Measures	Org.	Data Source	Metric		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
WMAS handover activity @ WVT. This shows the activity at +1hr and 30-60 mins. It also shows the average handover time.	WMAS	Monthly Handover & Sitrep rpt		Activity	1799	1697	1841	1806	1846	1809	1783	1784	1750	1969
			0	+1hr	24	10	6	8	8	3	4	5	5	43
			0	30-60 mins	240	192	145	166	149	193	180	186	232	313
				% >30 mins	14.67%	11.90%	8.20%	9.63%	8.50%	10.83%	10.32%	10.71%	13.54%	18.08%
			<15 mins	Ave Time	00:20:04	00:17:58	00:17:17	00:17:45	00:17:27	00:18:04	00:18:09	00:18:45	00:19:08	00:21:40
Welsh Amb. handover activity @ WVT. This shows the activity at +1hr and 30-60 mins. It also shows the average handover time.	Welsh Amb	Monthly Handover & Sitrep rpt		Activity	179	151	170	180	172	173	179	171	185	195
			0	+1hr	4	3	2	1	4	3	0	0	5	6
			0	30-60 mins	25	23	20	30	20	30	20	24	30	33
				% >30 mins	16.20%	17.22%	12.94%	17.22%	13.95%	19.08%	11.17%	14.04%	18.92%	20.00%
Number of A&E attendances where the patient spent 4 hours or less in A&E from arrival to transfer, admission or discharge. All activity	WVT	WVT Daily sitrep	>= 95.00%	Activity	4952	4691	5294	5372	6009	5899	6188	5777	5686	5748
				> 4hrs wait	1520	1149	772	1140	885	1253	1325	1081	1238	1592
				Perf	69.31%	75.51%	85.42%	78.78%	85.27%	78.76%	78.59%	81.29%	78.23%	72.30%
No waits from decision to admit to admission (trolley waits) over 12 hours		NHSE Monthly rpt	0	+12hr wait	4	2	0	2	0	1	0	0	1	
% of emergency admissions with a zero length of stay at the point of discharge		SUS data	>= 35.00%	Emerg. Adm.	1612	1454	1696	1701	1679	1615	1693	1695	1710	1702
				Zero LoS	446	376	487	513	487	430	512	494	533	569
				Perf	27.67%	25.86%	28.71%	30.16%	29.01%	26.63%	30.24%	29.14%	31.17%	33.43%
No. of pts with a decision to admit				Activity	1459	1332	1523	1484	1505	1460	1496	1497	1541	1627
No. of pts with a decision to admit admitted within 4 hrs				Within 4hrs	385	534	863	687	764	551	610	740	591	489
% of pts with a decision to admit admitted within 4 hrs				Perf	26.39%	40.09%	56.66%	46.29%	50.76%	37.74%	40.78%	49.43%	38.35%	30.06%
Any referrals from ED with Mental Health needs should have rapid access to mental health assessment within 2 hours of the MHL team being notified	2g	Monthly Perf Rpt	>= 80.00%	Activity	18	13	19	24	20	20	17	8	10	13
				> 2hrs wait	18	13	18	23	18	18	16	8	9	11
				Perf	100.00%	100.00%	94.74%	95.83%	90.00%	90.00%	94.12%	100.00%	90.00%	84.62%
All Inpatient Admissions from a care Home aged 65 yrs and over. Emergency admissions are a subset of all admissions	CCG	SUS data		Emerg. Admissions	117	89	101	103	92	98	113	90		
				Died within 3 days	2	3	3	3	1	3	5	6		

Hospital System Metrics

Hospital System Metrics																		
Measures					Org.	Metric			Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
CHC assessments carried out in WVT					CCG/CHC	Monthly CHC Rpt	<=15%	Activity	23	20	17	17	22	17	17	18	17	20
								Numerator	2	3	6	1	0	0	1	0	0	
								Perf	8.70%	15.00%	35.29%	5.88%	0.00%	0.00%	5.88%	0.00%	0.00%	0.00%
stranded pts > 21 days (All)					WVT	WVT Info Dept												
Ambition							Ambition 48.4	Average Pts per month	49	49	49	49	49	48	48	47	47	46
Acute 21 Days									29	25	22	22	19	22	21	24	18	20
Community 21 Days									44	33	32	30	36	32	37	36	30	33
Total 21 Days									74	57	54	53	55	54	58	60	48	53
All Beds - DToC - The measure is the number of days delayed as a proportion of a count of acute activity or beds. DToC Beds is calculated by dividing the number of delayed days during the month by the number of calendar days in the month.					WVT	NHSE Monthly rpt	N/A	Bed days lost	807	543	486	483	513	533	744	617	703	
								DToC Beds	26	19	16	16	17	18	24	20	24	
Acute Beds - DToC - The measure is the number of days delayed as a proportion of a count of acute activity or beds.							N/A	Bed days lost	461	260	154	190	242	208	301	234	321	
								DToC Beds	15	9	5	6	8	7	10	8	11	
Non-Acute Beds - DToC - The measure is the number of days delayed as a proportion of a count of non-acute activity or beds.							N/A	Bed days lost	346	283	332	293	271	325	443	383	382	
								DToC Beds	11	10	11	10	9	11	14	12	13	

Post Hospital System Metrics

Post Hospital System Metrics														
Measures	Org.	Data Source	Metric		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Hospital @ Home	WVT	WVT Info. Dept												
Total no. of referrals in month					109	127	139	107	111	88	144	101	109	143
No. responded to same day					105	116	122	89	98	76	75	93	103	132
No. of admissions avoided					65	64	69	64	62	52	69	53	70	86
No. of early supported discharge					44	63	70	43	49	36	75	48	39	57
No. of pts awaiting Home First					26	18	19	18	13	11	13	13	20	11
No. of people remaining at home 91 days following reablement - cumulative	Hfd Council	Adults & Communities	Measured YTD	Activity	19	24	33	20	63	42	39	83	21	
				Numerator	13	23	27	14	48	28	18	58	14	
				Perf. - YTD	71.20%	72.90%	73.60%	70.00%	74.70%	72.00%	65.85%	62.00%	57.58%	
Home First System Metrics														
Measures	Org	Data Source	Metric		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19		
Home First	Hfd Council	Adults & Communities												
Total no. of referrals in month			Monthly		132	164	112	126	178	187	207	154		
Total no. of referrals NFA'd			Monthly		66	82	49	73	80	93	94	73		
Total no. of clients supported			Monthly		68	75	51	42	71	66	99	89		
No. of admissions avoided			Monthly		22	24	12	6	25	19	35	45		
No. of discharges supported			Monthly		45	51	39	36	46	47	63	44		
No of Home First Exits			Monthly		52	60	43	34	38	48	57	66		
%Home First Exits Independent			Monthly		55.8%	56.7%	51.2%	38.2%	57.9%	47.9%	49.1%	63.6%		
No. of people remaining at home 91 days following reablement			Measured YTD	Activity	19	24	33	20	63	42	33	59		
				Numerator	13	23	27	14	48	28	16	45		
	Perf - YTD	71.2%		72.9%	73.6%	70.0%	74.7%	72.0%	72.2%	73.0%				

Appendix A – Delayed Transfers of Care Activity Breakdown

		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
All Beds - DToC - The measure is the number of days delayed as a proportion of a count of acute activity or beds. DToC Beds is calculated by dividing the number of delayed days during the month by the number of calendar days in the month.	Bed days lost	807	543	486	483	513	533	744	617	703
	NHS Delays	346	275	209	205	262	255	339	358	497
	Social Care Delays	433	264	250	278	251	278	396	217	129
	Both	10	4	27	0	0	0	9	42	77
	Perf. - All beds	8.23%	6.37%	5.21%	5.36%	5.56%	5.91%	7.93%	6.76%	7.86%
	DToC Beds	26	19	16	16	17	18	24	20	24
	NHS Delays	12	10	7	7	8	9	11	12	17
	Social Care Delays	14	9	8	9	9	9	13	7	4
	Both	0	0	1	0	0	0	0	1	3
Acute Beds - DToC - The measure is the number of days delayed as a proportion of a count of acute activity or beds.	Bed days lost	461	260	154	190	242	208	301	234	321
	Perf	6.26%	4.09%	2.20%	2.81%	3.54%	3.12%	4.33%	3.44%	4.83%
	DToC Beds	15	9	5	6	8	7	10	8	11
Non-Acute Beds - DToC - The measure is the number of days delayed as a proportion of a count of non-acute activity or beds.	Bed days lost	346	283	332	293	271	325	443	383	382
	Perf	14.20%	13.05%	14.19%	12.99%	11.34%	13.72%	18.26%	16.44%	16.62%
	DToC Beds	11	10	11	10	9	11	14	12	13

Appendix B – Delayed Transfers of Care Activity by Patient Residence

		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Acute Beds - DToC - The measure is the number of days delayed as a proportion of a count of acute activity or beds.	Hereford	160	132	49	36	75	74	119	141	178
	DToC Beds	5	5	2	1	2	2	4	5	6
	% of delays	2.17%	2.00%	0.70%	0.53%	1.10%	1.11%	1.71%	2.02%	2.06%
	Wales	259	120	87	130	121	101	110	64	53
	DToC Beds	8	4	3	4	4	3	4	2	2
	% of delays	3.52%	1.89%	1.24%	1.92%	1.77%	1.52%	1.58%	0.94%	1.73%
	Shrops	26	4	6	18	20	9	5	19	0
	DToC Beds	1	0	0	1	1	0	0	1	0
	% of delays	0.35%	0.06%	0.09%	0.27%	0.29%	0.14%	0.07%	0.28%	0.45%
	Worcs	10	4	8	6	36	20	67	10	6
	DToC Beds	0	0	0	0	1	1	2	0	0
	% of delays	0.14%	0.06%	0.11%	0.09%	0.29%	0.30%	0.96%	0.15%	0.57%
Non-Acute Beds - DToC - The measure is the number of days delayed as a proportion of a count of non-acute activity or beds.	Hereford	209	231	237	242	214	203	217	158	251
	DToC Beds	7	8	8	8	7	7	7	5	8
	% of delays	8.54%	10.65%	10.13%	10.73%	8.75%	8.57%	8.49%	6.27%	11.14%
	Wales	91	35	35	40	40	91	149	97	85
	DToC Beds	3	1	1	1	1	3	5	3	3
	% of delays	3.74%	1.61%	1.50%	1.50%	1.67%	3.84%	6.14%	4.16%	1.00%
	Shrops	19	0	0	0	0	28	31	31	43
	DToC Beds	1	0	0	0	0	1	1	1	1
	% of delays	0.78%	0.00%	0.00%	0.00%	0.00%	1.18%	1.28%	1.33%	1.83%
	Worcs	11	0	16	0	17	1	46	31	66
	DToC Beds	0	0	1	0	1	0	1	1	2
	% of delays	0.45%	0.00%	0.68%	0.00%	0.71%	0.04%	1.65%	3.43%	0.22%