

Performance Indicators		Operational Standard/Plan	Lower Threshold	Baseline	April	May	June	July	Aug	Sept	Oct	Nov	Direction of Travel	FY target	FY Forecast
<b>Secondary Care</b>															
<b>Accident &amp; Emergency</b>															
(1) A&E Attendances - Type 1					2628	2749	2699	2775	2647	2634	2541	2505	↓		
<b>Narrative</b>		Overall the number of A&E attendances has reduced for the fourth month in a row, Novembers figure of 2505 is 3% lower than the same month last year but this is within the natural variability of these figures.													
(4) Percentage of patients who spent 4 hours or less in A&E		>95%			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		95%	
<b>Narrative</b>		The data quality issues with regards to the 4 hours figure for Halton registered patients has still not been resolved, however at Trust level (including type 3 units the figures are; Warrington & Halton YTD (to 22nd December) - 95.49%, St Helens & Knowsley 96.75%													
(6) % of Type 1 A&E attendances where referral source is GP					3.81%	3.02%	3.15%	3.68%	3.25%	4.37%	3.94%	3.91%	↓		
<b>Narrative</b>		This is an expected rate													
(9) (%) Conversion rate - A&E type 1 attendances admitted to hospital		28%			38.05%	35.43%	35.31%	33.66%	35.81%	34.47%	36.25%	37.13%	↑		
<b>Narrative</b>		The figure above is the combined rate for Halton GP registered patients. When looking at individual trust data for the last week in November Warrington & Halton Type 1 A&E admitted was 26.9%, However the figure for Halton residents at Warrington was 39.2%. St Helens & Knowsley Trust was 37.6%. the figure for Halton residents at St Helens was 35.5%													
<b>Non-Elective Emergency admissions - (based on Admission method 21 - 'Accident and emergency or dental casualty department of the Health care Provider)</b>															
(23) % of patients discharged following admission from A&E with zero length of stay					32.77%	37.46%	34.06%	29.76%	34.15%	32.33%	32.92%	31.63%	↓		
<b>Narrative</b>		For Halton Registered patients for Q2 (to July-Sept) the percentage of patients admitted from A&E and discharged with zero length of stay was 29.7% at Warrington and 35.4% at St Helens													
(31) Emergency Re-admissions 30 days					222	267	252	249	242	222	213 (161)	178			
<b>Narrative</b>		There appears to be a trend of reducing numbers of emergency admissions, from 267 in May to 213 in October, However it should be highlighted that previous months figures can change and Octobers figure has increased from 161 reported last month to 213 this month. Therefore Novembers figure of 178 is likely to increase next month and should not be used for decision making.													
<b>Walk in Centre - Provider code RY2 - 'Bridgewater Community Healthcare NHS Trust'</b>															
(34) All Attendances - Halton walk in centre					3793	4076	3835	4368	4059	3994	2755*	2647*			
<b>Narrative</b>		(Note - * Currently experiencing problems with Bridgewater Community walk in centre data due to transfer over to a new system as of October 2013)													
<b>Out of Hours</b>															
(52) Total number of Halton calls completed on Aadastra					1696	1707	1415	1301	1489	1343	1313	1481	↑		
<b>Narrative</b>		Although overall the number of calls has increased the pattern of responses to those calls is not the same for all outcomes. The number of telephone advice and UCC attendance outcomes has increased. The number of home visits continues to fall. From 306 in April to 186 in November. This is the lowest monthly figure reported.													
<b>Ambulance - Nwas</b>															
(78&81) The number of category A (red 1& 2) calls resulting in an emergency response arriving at the scene of the incident					610	565	559	577	772	601	582	639	↑		
<b>Narrative</b>		The high figure of 772 in August is due to the additional activity created by Creamfields event.													
Turnaround times (Average) (mins) Whiston		<15	<30		-	-	-	-		28.3	27.2	26.7	↓		
Turnaround times (Average) (mins) Warrington		<15	<30		-	-	-	-		25.7	25.2	23.4	↓		
<b>Narrative</b>		The figures are taken from the Nwas Ambulance turnaround figures for November, they relate to attendances at Warrington and Whiston regardless of address of patient. At Whiston 70.4% of cases were longer than 20mins. At Warrington that figure was 58%													
<b>Delayed Discharge Transfers - Halton GP registered patients - Snapshot taken last Thursday of the Month</b>															
(149 % 150) Number of delayed discharge transfers					8	6	2	5	6	12	5	7	↑		
<b>Narrative</b>		This is the total number of delayed discharges regardless of accountability. There were a total of 7 delayed discharges in November all of which were NHS Accountability - four of the seven delayed patients were due to further non-acute NHS care, 2 were patient choice and one was delayed due to completion of assessment.													
<b>Intermediate Care Services - Halton Borough Council</b>															
Numbers referred to Intermediate care					140	143	96	131	113	112	95	83	↓		
<b>Narrative</b>		Octobers figure (95)and Novembers (83) are still draft as still waiting for some figures from another team. Of the September figure of 112, 86 were RARS referrals, 26 were reablement, split roughly 50/50 Runcorn, Widnes. 7 referrals from GP's													