

System Resilience Performance Dashboard - February 2015

	Performance Indicators	Operational Standard/ Plan	Lower Threshold	Baseline	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Accident & Emergency																	
	A&E Attendances - Type 1 (Average per day) <small>(Ref 1)</small>			13/14 ave per day	2394 (85.5)	2767 (89.3)	2590 (86.3)	2750 (88.7)	2568 (85.6)	2846 (91.8)	2499 (80.6)	2595 (86.5)	2711 (87.5)	2623 (87.4)	2705 (87.3)	2604 (84.0)	2535 (90.5)
	Type 1 A&E at Warrington (Average per day) <small>(Ref 2)</small>				1038 (37.1)	1228 (39.6)	1064 (35.5)	1186 (38.3)	1068 (35.6)	1189 (38.4)	1053 (34.0)	1084 (36.1)	1156 (37.3)	1085 (36.2)	1077 (34.7)	1069 (34.5)	1022 (36.5)
	Type 1 A&E at Whiston (Average per day) <small>(Ref 3)</small>				1161 (41.5)	1313 (42.4)	1333 (44.4)	1323 (42.7)	1276 (42.5)	1421 (45.8)	1202 (38.8)	1293 (43.1)	1323 (42.7)	1316 (43.9)	1406 (45.4)	1339 (43.2)	1302 (46.5)
Narrative	Although the total number of A&E attendances fell in February compared to January the numbers attending per day increased and February was the busiest month for type 1 A&E attendances for Halton patients since July 2014. The activity increase was particularly acute at Whiston where February saw the largest daily average of Halton patients since reporting to the SRG began, activity at Warrington also saw an increase to the highest level since October but slightly below February 2014																
Whiston	Percentage of patients who spent 4 hours or less in A&E (type 1 & 3) TRUST (IN MONTH figure) <small>(ref SIT REP)</small>	>=95%	>=94%	96%	94.0%	94.7%	94.0%	92.2%	95.8%	96.5%	96.4%	95.6%	94.7%	93.2%	91.4%	91.9%	93.0%
	Percentage of patients who spent 4 hours or less in A&E (type 1 only) TRUST (IN MONTH figure) <small>(ref 9)</small>	>=95%	>=94%		92.3%	93.6%	94.0%	92.6%	95.8%	96.5%	96.7%	94.7%	94.7%	91.6%	89.4%	89.9%	91.3%
Warrington	Percentage of patients who spent 4 hours or less in A&E (type 1 & 3) TRUST (IN MONTH Figure) <small>(ref SIT REP)</small>	>=95%	>=94%	95.5%	94.9%	97.0%	94.5%	92.8%	94.9%	91.0%	93.8%	93.3%	93.0%	91.2%	83.7%	84.1%	81.9%
	Percentage of patients who spent 4 hours or less in A&E (type 1 only) TRUST (IN MONTH Figure) <small>(ref 7)</small>	>=95%	>=94%		95.4%	96.4%	93.4%	91.2%	93.9%	90.0%	92.3%	91.9%	91.9%	89.7%	81.4%	81.6%	78.7%
Narrative	The 4 Hour A&E target of 95% has been missed by both Whiston and Warrington A&E departments in February, if the type 3 activity at the respective trusts is included then although performance against the target improves the target is still missed. Warrington has missed the 4-hour A&E target every month so far in 2014/15 and February's figure is the lowest 4-hour performance so far. Warrington has had significant problems in recent months affecting its capability to move people quickly through the system. D&V and Norovirus led to two ward closures as well as intermediate care units leading to discharges being delayed and ultimately a backlog building up in A&E. In addition the D&V affecting the wards also affected staff and significant staff sickness during this time also made operational conditions difficult.																
	% of Type 1 A&E attendances where referral source is GP <small>(Ref 11)</small>			4.1%	4.7%	5.1%	5.3%	4.9%	4.8%	4.7%	4.8%	5.3%	5.5%	6.6%	7.8%	7.2%	7.7%
Narrative	The proportion of A&E attendances where the GP has made a referral remained above 7% in February and accounted for 7.7% of all A&E attendances. This should be looked against a 13/14 average of 4.1%. For comparison during 2012/13 the average GP referral rate across the country was 5.8% with the North West having the lowest referral rate of 4.4%.																
	(%) Conversion rate - A&E type 1 attendances admitted to hospital <small>(Ref 14)</small>	28%		36.2%	37.1%	37.0%	37.4%	36.7%	35.5%	35.7%	36.1%	35.9%	38.8%	37.5%	39.2%	38.6%	39.1%
Narrative	The National Audit Office report "Emergency admissions to Hospital - Managing the demand" October 2013 - highlighted that 26% of patients attending a type 1 A&E department were then admitted. For Halton residents this figure is approximately 39%. The likelihood of an A&E attendance becoming an admission for a Halton registered patient is higher at Warrington (43%) than St Helens (37%) The impact of the urgent care centres in Halton will probably have the impact of increasing the conversion rate as only the most acute patients will be attending the type 1 A&E and are therefore more likely to be admitted.																

	Performance Indicators	Operational Standard/ Plan	Lower Threshold	Baseline	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Non-Elective Emergency admissions - (based on Admission method 21 - 'Accident and emergency or dental casualty department of the Health care Provider)																	
No. of patients discharged following admission via A&E (ref 24)				935	875	911	936	978	873	1034	882	894	1025	928	980	973	945
Narrative																	
% of patients discharged following admission from A&E with zero length of stay (ref 28)		<=33.3%	<=37%	32.8%	30.2%	32.8%	35.2%	34.7%	35.3%	36.3%	35.2%	36.8%	34.7%	35.8%	34.5%	31.6%	33.7%
Narrative		January saw the lowest percentage of patients discharged with a zero day length of stay so far in 2014/15 and below the baseline figure for 2013/14															
Emergency Re-admissions 30 days (corp perf rpt 14)		15.5%	15.6%	15.6%			305 (21.3%)	278 (17.0%)	256 (16.4%)	305 (17.4%)	253 (16.3%)	284 (16.8%)	325 (17.4%)	300 (16.9%)	210 (16.5%)	198 (13.1%)	
Narrative		A multi-organisational Task and Finish group - acute, NWS, HBC, CCG and clinicians have been tasked with reviewing the current position with a view to initiating appropriate measures for improvement. Although February data is not available the readmission rate in January was very low.															
Alcohol related Hospital Admissions - (based on first completed hospital episode data where AAF = 1 i.e. 'Alcohol specific admissions' only)																	
Wholly attributable admissions (ref 17)					93	103	72	107	91	99	90	96	102	90	87	86	83
Warrington and Halton Hospitals NHS foundation trust (ref 18)					40	48	26	60	47	50	35	35	45	33	34	37	26
St Helens and Knowsley Hospitals Trust (ref 19)					37	38	34	36	33	36	38	38	42	43	38	42	44
Wholly attributable admissions - Male (ref 20)					57	71	43	67	54	68	60	65	71	56	63	58	55
Wholly attributable admissions - Female (ref 21)					36	32	29	40	37	31	30	31	31	34	24	28	28
Wholly attributable admissions with a zero length of stay (ref 22)					39	45	32	59	40	47	44	45	40				
Wholly attributable admissions - average length of stay (days) (ref 23)					5.2	2.2	3.5	1.6	1.9	2.8	2.8	4.2	2.4				
Urgent Care Centres																	
Total non type 1 A&E					3641	4304	4144	4308	4080	4171	3598	4056	3705	3535	3632	3617	3314
Type 3 & Type 4 (ave per day)					130	139	138	139	136	135	116	135	120	118	117	117	118
(34b) Halton Patient Attendances - HCRC walk in centre (Widnes) Type 4					2646	3070	2942	3079	2799	2892	2523	2790	2610	2558	2804	2753	2417
(34b) Halton Patient Attendances - Minor Injuries Unit (Runcorn) Type 3					995	1234	1202	1229	1281	1279	1075	1266	1095	977	828	864	897
Ratio of Type 3 / 4 attendances at MIU or HCRC to Type 1 attendance at Whiston or Warrington					1.66	1.69	1.73	1.72	1.74	1.60	1.60	1.71	1.49	1.47	1.46	1.50	1.43
Narrative		Whilst increases in type 1 activity have been witnessed, activity at the MIU and WIC has reduced, February saw the smallest number of type 3/4 attendances as a ratio to type 1 attendances, falling to 1.43 :1															

	Performance Indicators	Operational Standard/ Plan	Lower Threshold	Baseline	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Out of Hours																	
	Total number of Halton calls completed on Aadastra (% variance from 13/14 activity) <i>(ref 57)</i>	0%-7.5% from 13/14 base	7%-15% from base	13/14 actual	1559	1788	1775 (+5%)	1938 (+14%)	1472 (+4%)	1465 (+13%)	1556 (+4%)	1312 (-2%)	1489 (+13%)	1637 (+11%)	2210 (+17%)	1929 (+18%)	1587 (+2%)
Narrative	RAG banding has been introduced, this shows the % variance to the number of calls recorded in 2013/14. this highlights that almost every month in 2014/15 has been busier than the corresponding month in 2013/14 and that December and January were exceptionally busy months having 17% more calls compared with the corresponding month in 2013/14.																
Ambulance - Nwas																	
	The number of category A (red 1) calls resulting in an emergency response arriving at the scene of the incident (% within 8 minutes) <i>(ref 83)</i>	75%	none		25 (64.00%)	38 (68.42%)	30 (76.67%)	42 (76.19%)	27 (55.56%)	36 (75.0%)	44 (81.82%)	35 (68.57%)	40 (77.5%)	36 (63.9%)	61 (63.93%)	37 (67.6%)	40 (92.5%)
	The number of category A (red 2) calls resulting in an emergency response arriving at the scene of the incident (% within 8 minutes) <i>(ref 86)</i>	75%	none		540 (75.0%)	624 (74.4%)	606 (77.6%)	573 (74.0%)	562 (73.3%)	589 (68.1%)	567 (73.0%)	558 (75.5%)	637 (73.9%)	612 (69.9%)	743 (60.16%)	664 (60.4%)	606 (61.9%)
	The number of category A (red 1 & 2) calls resulting in an emergency response arriving at the scene of the incident (% within 8 minutes) <i>(ref 83-88)</i>	75%	none	613 (76.7%)	565 (74.5%)	662 (74.0%)	636 (77.5%)	615 (74.1%)	589 (72.5%)	625 (68.5%)	611 (73.6%)	593 (75.0%)	677 (74.2%)	648 (69.5%)	804 (60.4%)	701 (60.8%)	646 (63.8%)
Narrative	The most urgent (Red 1) calls achieved the target in February for Halton patients, the larger volume but still urgent calls (Red 2) saw an slight improvement in performance but still significantly below target and a reduction in activity compared to March but higher than the corresponding month in 2014, mirroring the pattern seen in A&E attendances.																
	Turnaround times (Average) (mins) Whiston	<15	<30	27.68	27.31	26.36	27.25	26.36	27.36	27.32	28.25	28.12	28.6	31.2	32.4	32	27.4
	Turnaround times (Average) (mins) Warrington	<15	<30	23.90	22.45	22.28	22.38	23.47	23.21	25.03	25.1	24.58	25.5	26.2	32.5	30.6	32.1
Narrative	Ambulance turnaround times improved again in February at Whiston and the average turnaround time is back below 30 minutes and the lowest since July 2014. At Warrington, average ambulance turnaround times increased in February and remain above 30 minutes.																
Delayed Discharge Transfers - Halton GP registered patients - Snapshot taken last Thursday of the Month																	
	<i>(158 & 159)</i> Number of delayed discharge transfers & (Days)			6.6	7 (245)	5 (268)	14 (257)	6 (235)	9 (196)	4 (225)	6 (239)	2 (145)	5 (133)	7 (223)	9 (280)	11 (317)	8 (296)
Narrative	Halton reported a high number of delayed transfers of Care in January, there were a total of 317 days during the month and 11 patients were reported at the snapshot on the last Thursday of the month. This performance relates to a large number of delays at 5BP. These have now been addressed through close work between the CCG, HBC & 5BP. The situation as at the end of February has seen a decrease to 2 patients now delayed at 5BP although an increase in patients delayed at Warrington was witnessed.																
Intermediate Care Services - Halton Borough Council																	
	Numbers referred to Intermediate care				143	127	145	117	126	137	103	121	140	124	134	171	147
Narrative																	

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Referral To Treatment Times																	
	Admitted (Halton Registered Patients)	90.0%	89.0%	92.7%	93.9%	94.2%	94.3%	95.2%	95.6%	92.5%	91.5%	93.4%	93.7%	94.0%	94.9%	94.8%	95.1%
	<i>All Patients Warrington Trust (TRUST LEVEL)</i>	90.0%	89.0%	91.7%	92.8%	93.4%	92.6%	93.2%	93.6%	90.7%	90.3%	92.0%	92.1%	92.7%	93.0%	92.9%	92.2%
	<i>All Patients St Helens Trust (TRUST LEVEL)</i>	90.0%	89.0%	93.8%	93.7%	93.6%	94.3%	96.0%	96.7%	94.7%	94.0%	95.6%	96.6%	96.0%	97.0%	96.9%	95.7%
	Non-Admitted (Halton Registered Patients)	95.0%	94.0%	98.0%	98.0%	98.1%	98.3%	98.5%	98.8%	97.7%	97.9%	97.9%	97.8%	97.2%	98.3%	97.4%	98.3%
	<i>All Patients Warrington Trust (TRUST LEVEL)</i>	95.0%	94.0%	97.8%	98.1%	97.9%	98.0%	97.6%	98.5%	97.8%	97.7%	98.1%	97.6%	97.0%	97.5%	97.0%	97.3%
	<i>All Patients St Helens Trust (TRUST LEVEL)</i>	95.0%	94.0%	98.0%	98.2%	98.6%	98.6%	98.7%	98.5%	98.4%	98.5%	99.0%	98.4%	98.3%	98.6%	98.1%	98.4%
	Incomplete (Halton Registered Patients)	92.0%	91.0%	95.5%	94.8%	95.4%	95.7%	96.0%	95.8%	95.6%	96.2%	96.1%	95.7%	96.2%	95.6%	95.0%	95.1%
	<i>All Patients Warrington Trust (TRUST LEVEL)</i>	92.0%	91.0%	93.2%	94.4%	94.7%	94.5%	94.6%	94.9%	94.9%	95.3%	94.9%	94.5%	94.3%	94.0%	93.5%	93.9%
	<i>All Patients St Helens Trust (TRUST LEVEL)</i>	92.0%	91.0%	96.2%	96.5%	97.0%	97.6%	97.7%	97.7%	97.6%	98.2%	98.5%	98.1%	98.2%	98.0%	97.4%	97.8%
Narrative	RTT targets have been met at both CCG and Trust level for all three headline measures.																