

## A&E Performance in North West London

### Introduction

The aim of this report is to detail the performance of North West London A&E departments over the last twelve months and describe the actions being taken to improve performance where appropriate.

Nationally pan London there has been a decline in A&E performance compared to the same period last year. However performance across North West London is showing an improving trend compared to other sectors in London. Table 1 below shows that North West London is the only sector in London to have achieved the national standard for 3 consecutive months. However further work needs to take place to sustain this improvement and going into the winter months, steps are being taken to ensure that this is the case.

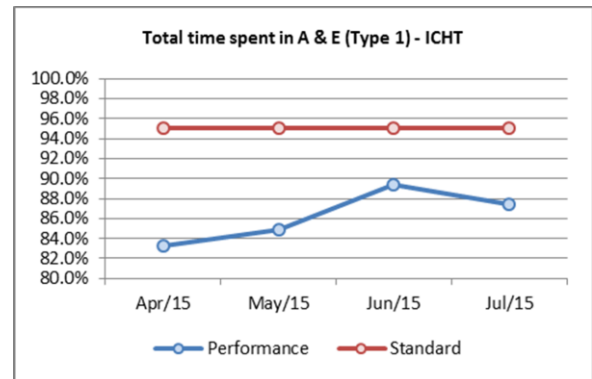
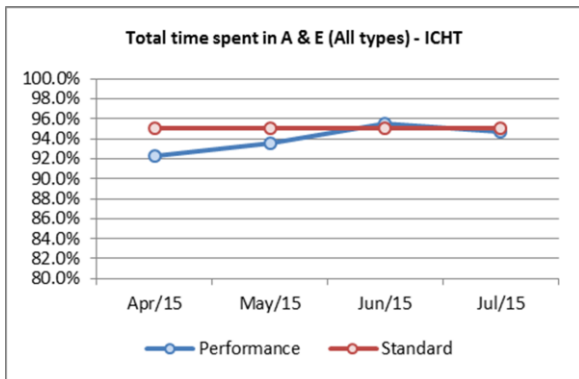
**Table 1 – London A&E Performance (all types)**

	13-month rolling performance													YTD Perf.	YTD	Estimated
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	(to Jul-14)	Perf.	monthly average req'd to meet 95% in 2015-16
Chelsea and Westminster	96.24%	96.57%	95.17%	95.89%	94.85%	95.82%	96.81%	97.17%	95.88%	95.74%	97.15%	96.48%	97.10%	97.07%	96.62%	94.19%
Hillingdon	96.16%	94.72%	94.59%	92.88%	92.88%	91.22%	92.80%	93.72%	94.91%	94.88%	95.77%	95.47%	94.78%	95.68%	95.23%	94.89%
Imperial	96.63%	95.17%	94.64%	93.46%	91.63%	88.29%	91.23%	92.52%	92.29%	92.58%	93.53%	95.41%	94.71%	96.06%	94.07%	95.46%
London North West Healthcare				89.56%	87.33%	84.83%	87.16%	88.97%	89.93%	90.00%	91.34%	91.43%	90.23%		90.76%	97.12%
West Middlesex	97.51%	98.12%	95.14%	93.96%	94.32%	91.47%	94.25%	94.95%	92.22%	95.75%	95.23%	95.40%	96.38%	96.72%	95.69%	94.66%
<b>North West London Trusts</b>	96.75%	96.45%	94.86%	94.06%	93.04%	91.25%	93.11%	94.06%	94.01%	94.42%	95.11%	95.50%	95.15%	96.49%	95.05%	94.98%
Moorfields	98.60%	99.87%	99.50%	99.34%	98.78%	99.48%	99.63%	99.60%	99.35%	98.12%	97.56%	98.90%	96.96%	99.21%	97.89%	93.55%
North Middlesex	92.01%	97.55%	97.46%	93.37%	93.83%	88.95%	94.21%	90.68%	91.38%	94.36%	93.95%	94.82%	95.01%	94.35%	94.54%	95.23%
Royal Free London	95.91%	95.58%	95.45%	95.42%	95.60%	91.82%	91.14%	96.57%	95.75%	96.59%	97.13%	97.57%	95.89%	95.83%	96.79%	94.10%
UCLH	94.04%	94.24%	94.36%	92.52%	94.75%	95.11%	94.93%	94.21%	95.89%	97.60%	98.09%	97.51%	97.31%	94.87%	97.63%	93.69%
Whittington	96.25%	96.35%	95.42%	93.30%	92.55%	95.01%	94.33%	92.99%	94.35%	94.59%	93.60%	94.36%	95.14%	95.72%	94.42%	95.29%
Barking, Havering & Redbridge	88.14%	85.09%	85.15%	80.84%	82.61%	77.28%	84.01%	92.33%	91.50%	92.48%	93.47%	94.60%	95.63%	86.34%	94.06%	95.47%
Bart's Health	95.41%	94.37%	94.50%	93.02%	90.48%	85.22%	88.03%	89.62%	87.72%	88.49%	90.08%	90.48%	89.08%	94.43%	89.54%	97.73%
Homerton	94.81%	95.88%	95.68%	95.92%	95.04%	95.25%	95.94%	93.60%	96.18%	94.99%	95.99%	95.22%	94.17%	95.28%	95.10%	94.95%
<b>North and East London Trusts</b>	94.77%	94.75%	94.68%	93.05%	92.74%	89.84%	92.09%	93.77%	93.52%	94.23%	94.82%	95.21%	94.66%	94.63%	94.73%	95.13%
Guy's & St Thomas'	96.09%	96.59%	96.35%	95.89%	95.76%	94.41%	94.51%	93.56%	93.73%	95.06%	95.27%	95.04%	95.62%	96.60%	95.25%	94.67%
King's College	90.83%	90.82%	90.84%	89.92%	90.73%	84.12%	86.13%	84.38%	87.16%	87.91%	88.96%	92.95%	92.44%	89.48%	90.60%	97.20%
Lewisham & Greenwich	89.43%	89.76%	86.63%	86.16%	88.98%	83.90%	84.61%	89.25%	89.98%	91.07%	95.53%	93.87%	91.99%	88.57%	93.13%	95.93%
Epsom & St. Helier	97.40%	96.21%	95.49%	95.93%	95.64%	91.97%	93.97%	94.96%	95.72%	95.27%	96.08%	97.26%	97.11%	96.69%	96.44%	94.28%
Kingston	95.92%	95.50%	95.95%	95.91%	95.38%	92.71%	90.27%	92.54%	91.26%	90.64%	90.88%	87.56%	93.06%	95.60%	90.55%	97.22%
Croydon Health Services	97.12%	94.61%	94.96%	93.94%	92.30%	90.30%	93.45%	91.28%	91.32%	88.43%	92.84%	94.04%	96.54%	95.61%	93.01%	95.99%
St. George's	95.25%	94.60%	95.80%	94.76%	92.17%	84.69%	88.98%	88.30%	88.54%	92.29%	93.56%	91.33%	92.17%	95.01%	92.34%	96.33%
<b>South London Trusts</b>	94.46%	94.18%	93.73%	93.35%	93.40%	89.62%	90.86%	91.29%	92.04%	92.60%	94.13%	94.39%	94.71%	93.84%	93.97%	95.51%
<b>Total London Performance</b>	95.23%	95.05%	94.42%	93.43%	93.04%	90.18%	91.99%	93.07%	93.19%	93.76%	94.68%	95.03%	94.81%	94.90%	94.58%	95.21%

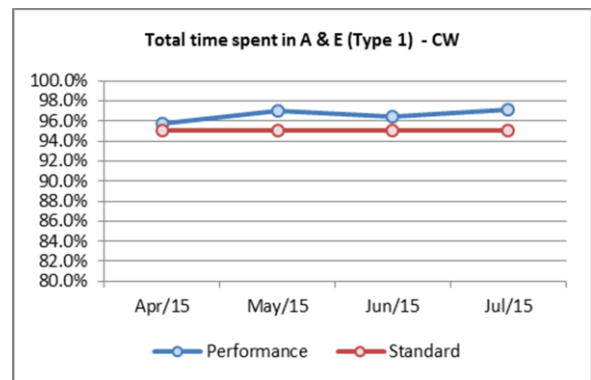
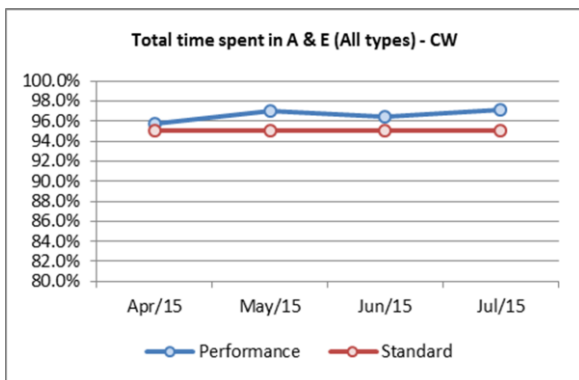
The graphs below set out recent A&E performance across North West London by hospital site from April 2015 to July 2015. This shows all types and type1 performance. It should be noted that type 1 is a local measure which describes the setting of care and not the acuity of patients seen. Additionally different trusts monitor performance in different ways; therefore it is less accurate than the all types data which is the basis of national monitoring.

As NWL has more urgent care facilities, (10 across 8 CCG catchment areas) less patients attend type 1 category facilities in NWL compared to other parts of London and the country. As a result the denominator is lower leading to lower type 1 performance. Nevertheless, two hospitals (Chelsea& Westminster and West Middlesex) are showing an improving trend against the type 1 standard.

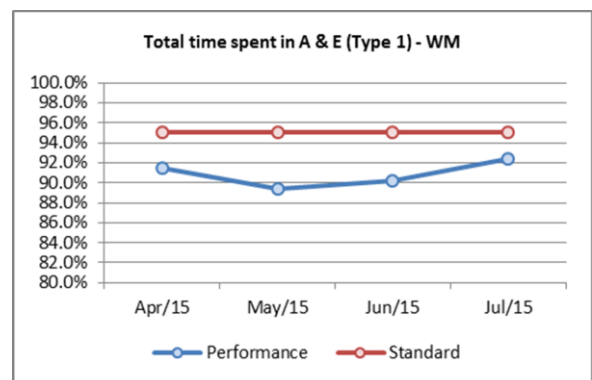
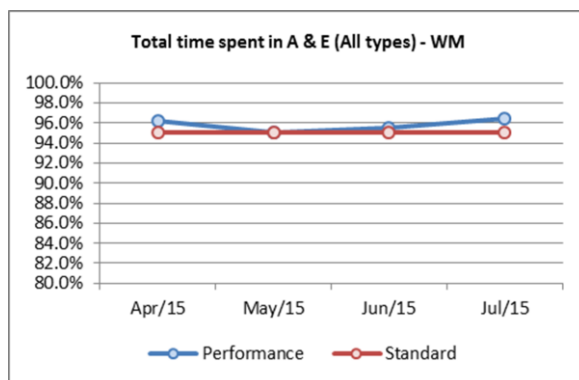
### Imperial College Healthcare Trust (All Types and Type 1 A&E Performance)



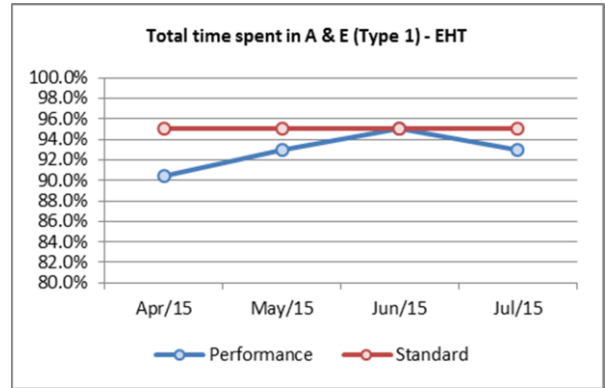
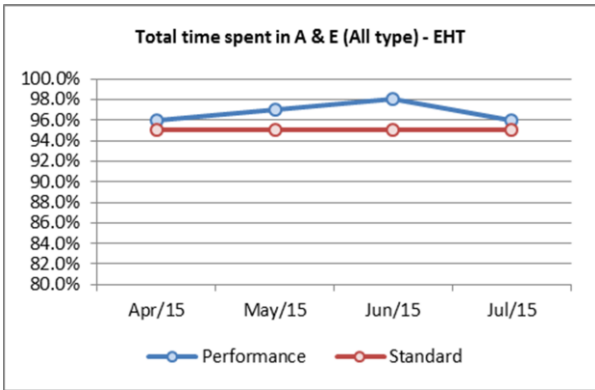
### Chelsea & Westminster Hospital Foundation Trust (All Types and Type 1 A&E Performance)



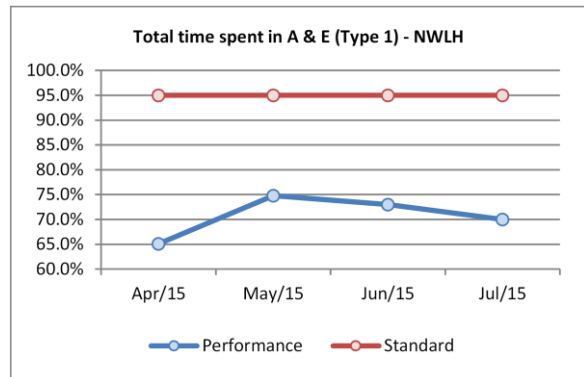
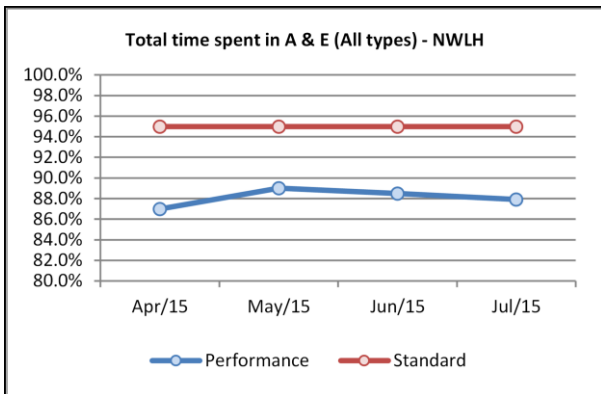
### West Middlesex Hospital (All Types and Type 1 A&E Performance)



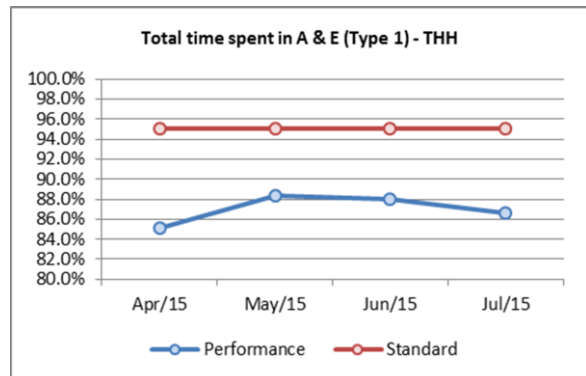
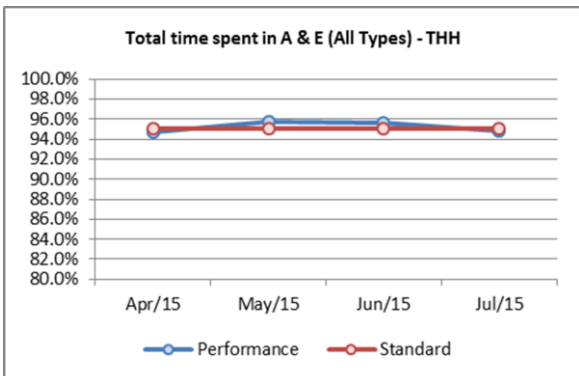
**Ealing Hospital (All Types and Type 1 A&E Performance)**



**Northwick Park Hospital (All Types and Type 1 A&E Performance)**



**Hillingdon Hospital (All Types and Type 1 A&E Performance)**



## **Northwick Park Hospital**

Northwick Park Hospital (NPH) as part of London North West Healthcare Trust (LNW) has an improvement trajectory in place to recover A&E performance. In July the hospital missed its trajectory of 88% achieving 87.5% and is predicted to achieve 89.07% against the August trajectory of 89.24%

Key actions to deliver the trajectory include:

- Brent & Harrow System Resilience Group (SRG) producing revised system wide action and resource plan to support LNWH improvement trajectory.
- Senior medial registrar, from 1.7.15, to be located in ED to take direct referrals.
- Care pathway model introduced to ED in Feb 2015 – dedicated care stations e.g. rapid assessment, diagnostics, arranged in a standardised sequence to optimise care delivery and provide clear ownership of work.
- 10 observation beds ring-fenced to support A&E flow.
- Bed flow: Weekend nurse led discharge criteria in place.
- Planned additional bed capacity that will be in place by November 2015.
- Multi agency action plan developed following complex discharge audit.

## **Imperial College Healthcare Trust – A&E Performance**

Performance in July was 94.71% against the 95% standard is predicted to be 94.86% in August.

Key actions from the Trust's recovery action plan include:

- A&E: Improvements in registration/ streaming; speciality team responsiveness; revised pathways from OPD; senior surgical decision maker in ED; RAT in place; review nursing skill mix.
- UCC at STM: Audit streaming and current process; review medical staffing model; facilitate LAS direct conveyances to UCC.
- Ambulatory care: Extend opening hours; develop pathways for direct referral from OPD and inpatient areas.
- Inpatient flow: Criteria led discharge; maximise discharge before noon; Frailty unit relocation at CXH and creating frailty beds SMH; review cardiology pathway.

## **Hillingdon Hospital – A&E Performance**

Hillingdon Hospital remains close to achieving the 95% standard with July performance at 94.8%. The Trust and Hillingdon CCG have put in place a diagnostic programme that focuses on demand, patient flow and discharge to the community.

**Chelsea & Westminster Hospital - A&E Performance**

The Trust has consistently achieved the 4 hour standard and continues to meet the standard.

**West Middlesex Hospital site – A&E Performance**

West Middlesex Hospital has consistently met the A&E 4 hour standard since June and is improving its Type 1 performance.

**Ealing Hospital - A&E Performance**

Ealing Hospital continues to meet the A&E 4 hour standard and is improving its Type 1 performance.