

Emergency Care Review

Feedback Event

Reebok Stadium, Bolton

20th May 2009

Jane Cummings
Director of Nursing, Performance and Quality
NHS North West

Background - A&E...

- North West SHA has under-achieved against the 98% A&E 4-hour target

2008/09 = 97.7%

- 1 of 3 regions to underachieve

- Within the North West,

7 Trusts “under-achieved”

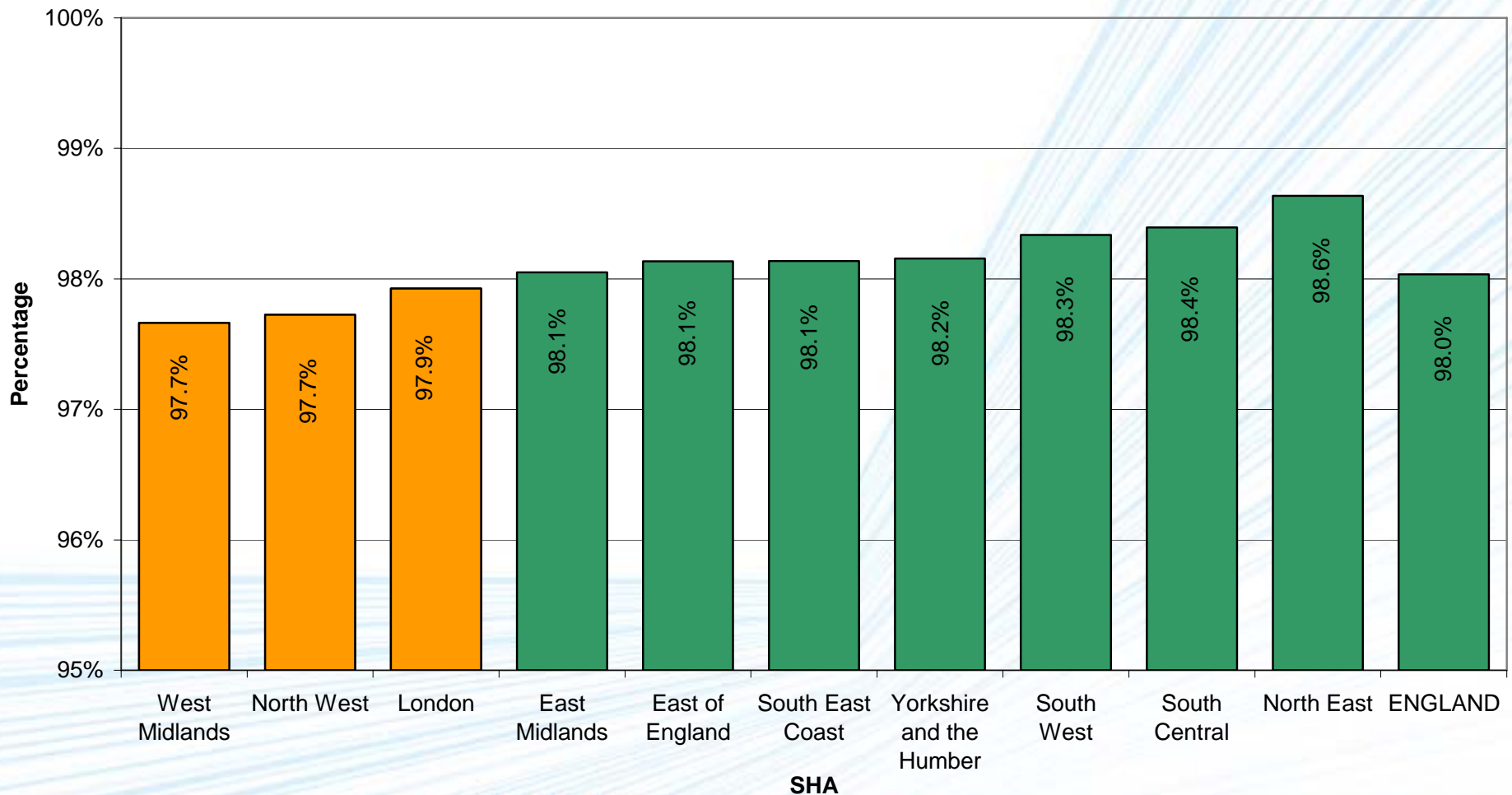
4 Trusts “failed”

(based on weekly Sitrep returns)

National A&E performance...

**SHA A&E Performance (All Types).
Year End**
(based on weekly sitreps to week ending 29/03/2009).

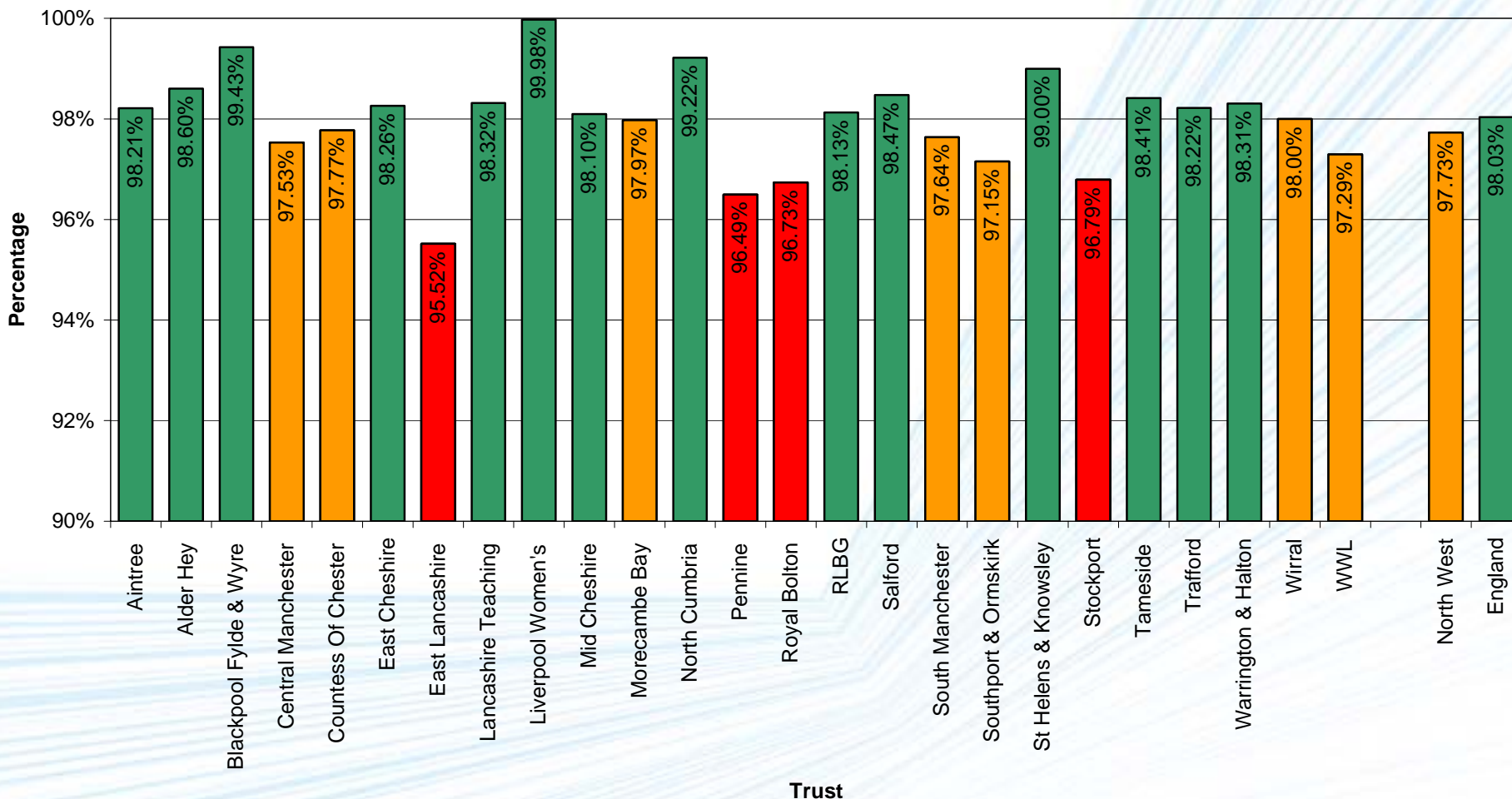
- Achieved
- Underachieved
- Failed



North West A&E performance...

Trust A&E performance (all types)
Year End
(based on weekly sitrep returns to week ending 29/03/09)

- Achieved
- Underachieved
- Failed



Background - Ambulance service...

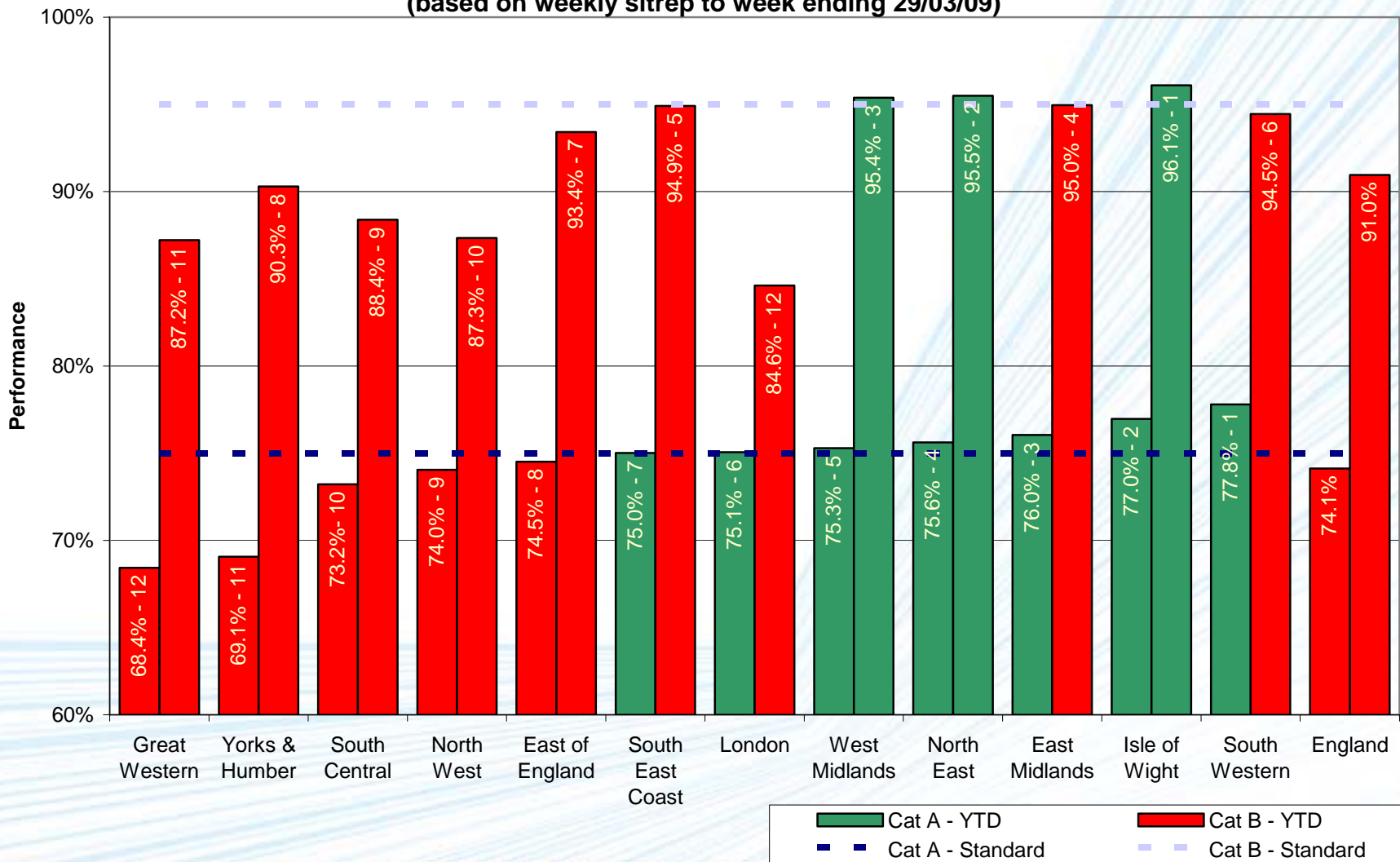
- NWAS has under-achieved against the 75% Cat A (8-mins) and 95% Cat B (19-mins) targets

2008/09 Cat A (8-mins) = 74.0%
Cat B (19-mins) = 87.3%

- 1 of 5 regions to underachieve for Cat A
- 1 of 9 regions to underachieve for Cat B

National ambulance performance...

National Ambulance Trust performance
Year End
(based on weekly sitrep to week ending 29/03/09)



Performance during winter...

- Significant reduction in A&E performance

Nationally – minimum = 95.22%

Locally – minimum = 93.63%

- Significant reduction in ambulance performance

Nationally – minimum = 64.42% (Cat A)
83.09% (Cat B)

Locally – minimum = 58.12% (Cat A)
67.47% (Cat B)

(based on weekly Sitrep returns)

In response...



- NHS NW commissioned Emergency Care Review
- Quick and pragmatic review to look at:
 - Delivery of operational standards
 - Areas of good practice
 - Key constraints
 - Performance management arrangements
- Independently chaired
- Output to include:
 - Recommendations to resolve issues & ensure sustainable delivery
 - Timeline for implementation