

Emergency Department Ambulance Handover

28TH February 2019

Jon Wade
Chief Operating Officer

Act well

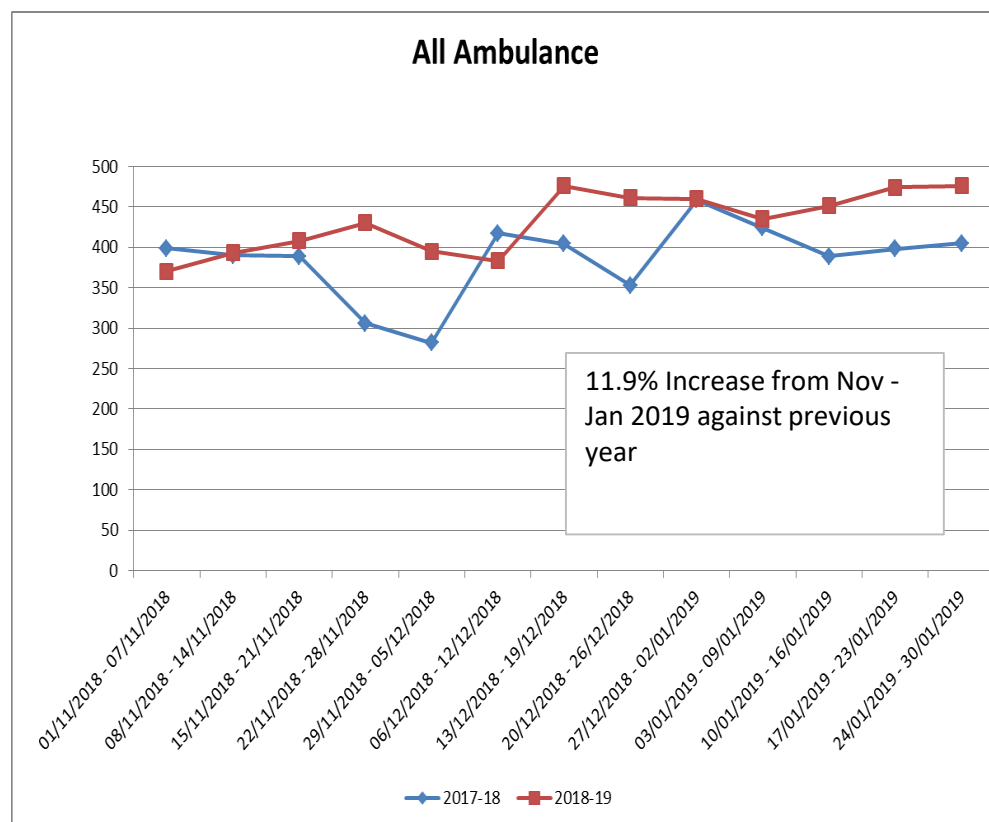
Listen well

Care well



Activity

The average number of arrivals in 17/18 was 55 in 18/19 we have increased to 61 per day



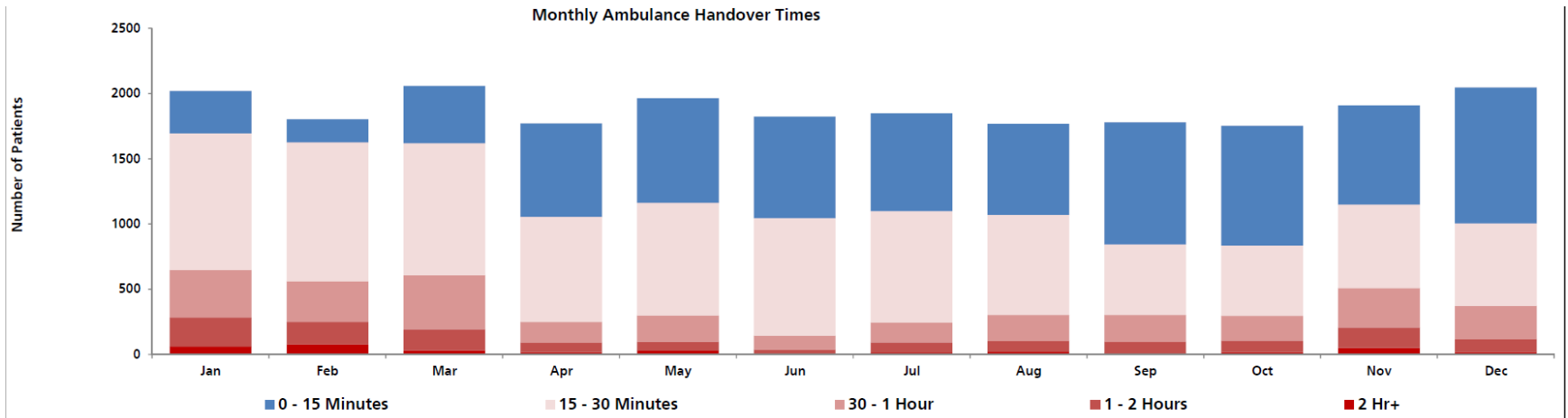
Act well

Listen well

Care well



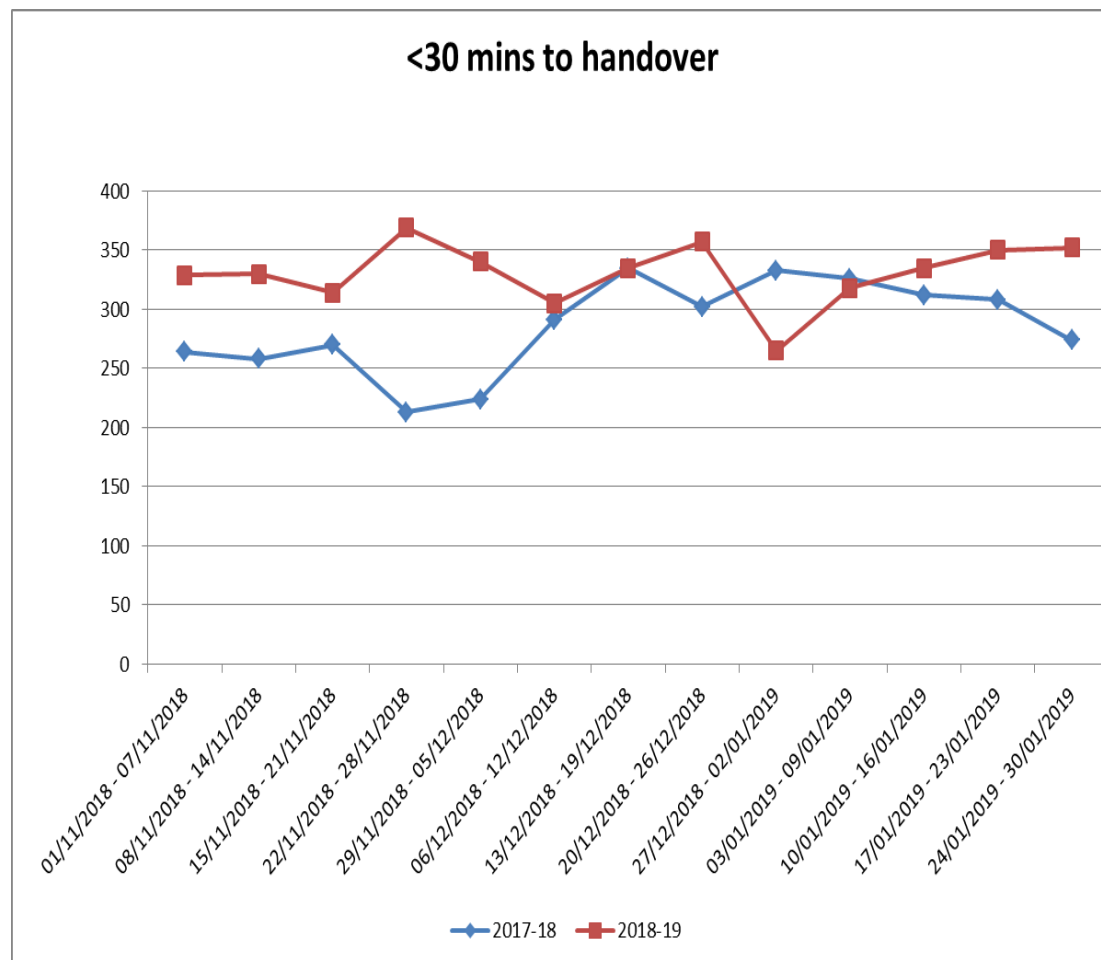
Performance



Improving picture through the year with 15% of ambulances handover in 15 minutes in January up to 50% of handovers in 15 minutes in December.

Position remains unacceptable and more work must be completed.

Performance



We have seen a 15.8% improvement in the <30 mins in 2018/19 although we have had a higher overall number of conveyances through the emergency department.

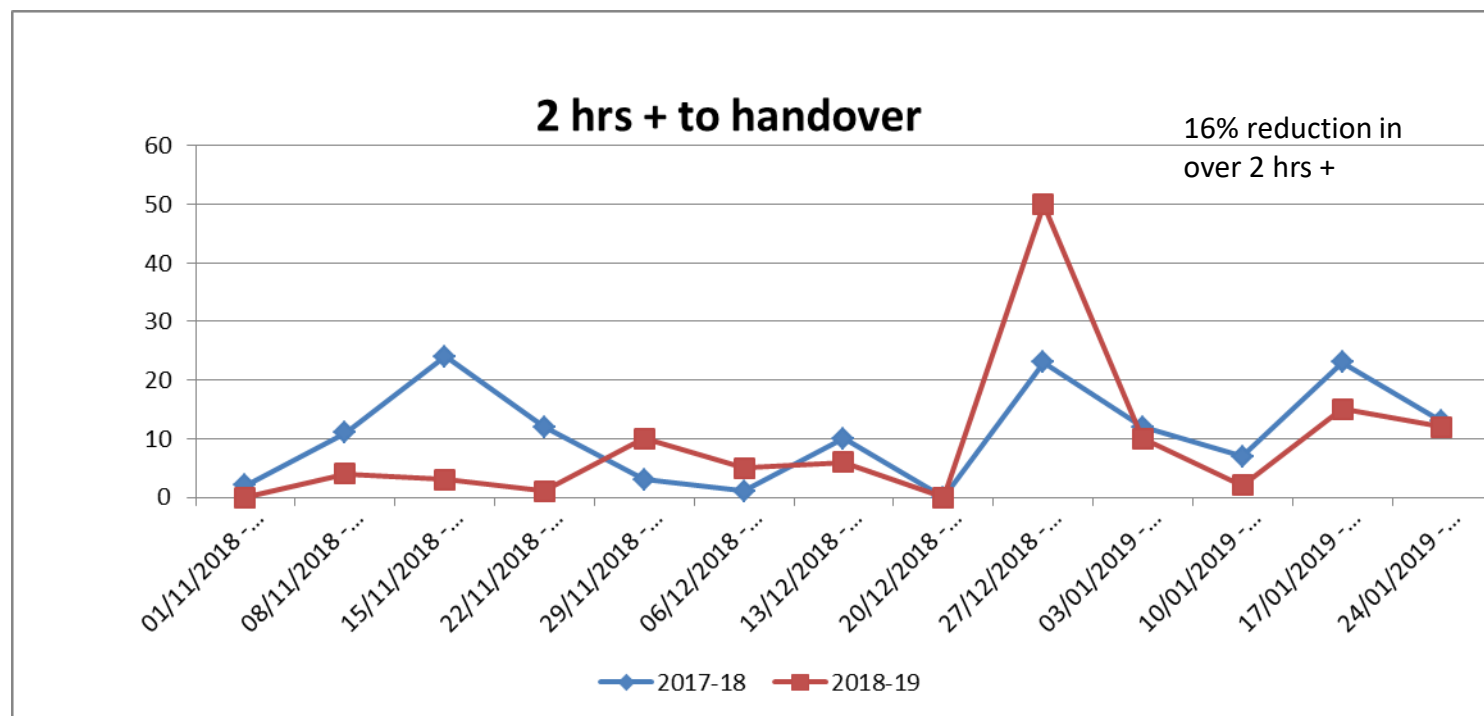
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Performance



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Care well



Drivers for delays

- 15-30min
 - A&E issues
 - EEAST issues
 - Team working issues
- 30-90min
 - Organisational flow
 - Co-horting not available
 - Large number of arrivals in short time
- 90min+
 - Estate specific requirements
 - D&V sideroom, Flu sideroom



Next actions

- HALO and EEAST manager embedded in Trust
- Work ongoing to address increasing conveyance rates with commissioners and EEAST
- Continue improvements in front door (streaming, Assessment Zone)
- Continue improvement in discharge of patients (Discharge to Assess)
- ED estate currently being redesigned
- Norfolk wide procurement of an Electronic Patient Record ongoing