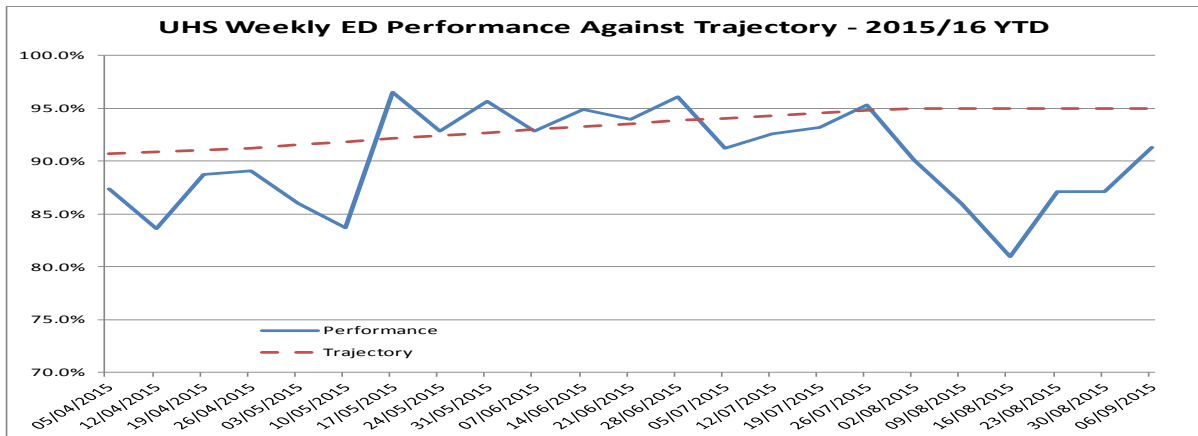


## Update on Emergency Flow in University Hospital Southampton

### Southampton City Council Health Overview and Scrutiny Committee

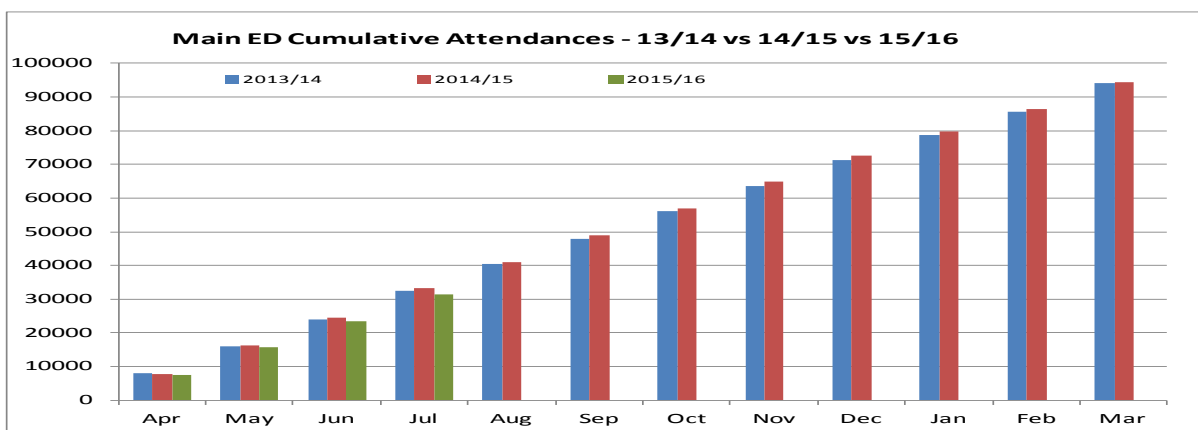
This is the first update to this Committee on this subject since the Committee was reformed. In the last six months good progress has been made on the emergency flow and during periods in June and July the target was met in some weeks and almost compliant in others. Members will recall that the national target is 95% of the patients who attend the Emergency Department (ED) have to be admitted to a ward or discharged home within 4 hours. This means the patient's ED treatment has been started and completed in this time. This is for Adults and Children as well as patients in the Eye Hospital.

This good performance was not sustained in August but the position has been recovered in September. The Trust was **94.01%** in the week ending 20<sup>th</sup> September.



### What has made the difference and what has changed?

Firstly the number of patients attending the ED has stabilised, in previous years there has been a year on year increase and we are no longer seeing this trend. This is really good news as alternative services are in place to meet patient's needs as an emergency. However this can mean that the patients who need to be seen in the ED are more complex or more elderly.



UHS and Southampton CCG have been working through a plan for improvement. This is called a remedial action plan and is a contractual agreement we have in place within the NHS. Based on the rules in the NHS national contract the Trust is penalised for not meeting the target, this is £265,000 year to date and the Trust is also fined if actions are not met within the timescales (£8k per action).

The action plan has a number of elements but in brief the plans include:

- Improvement in the doctor and nurse staffing levels and skills in the ED
- Improvement in psychiatrist support for patients attending the ED
- Improvement in the processes within ED
- New IT systems being implemented to support the care of patients and the flow through the Hospital
- Implementation of the move towards more 7 day services
- Creation of out of Hospital beds including beds in local nursing homes for use of Hospital patients
- Improved flows out of the Hospital for patients who need ongoing support when they get home or need interim support in another bed or who need ongoing support i.e. a bed in a nursing home (collectively known as transfers of care or delayed transfers of care if this is not in place within 3 working days)

This last element is discussed further in another paper for this Committee.

In summary good progress has been made within the Hospital and in the health system to manage urgent and emergency patients. We know to maintain this through the Winter, when patients are generally more unwell or unwell for longer, we need to ensure that patients leave the Hospital as soon as they are able. We remain very committed to meeting this target as it is good for patients but also good for staff morale and safety in the department.

As a parting thought we do measure patient satisfaction in the ED and last month (July) our ED was in the top 30 in the Country.