

## Exception report : Emergency Access Standard

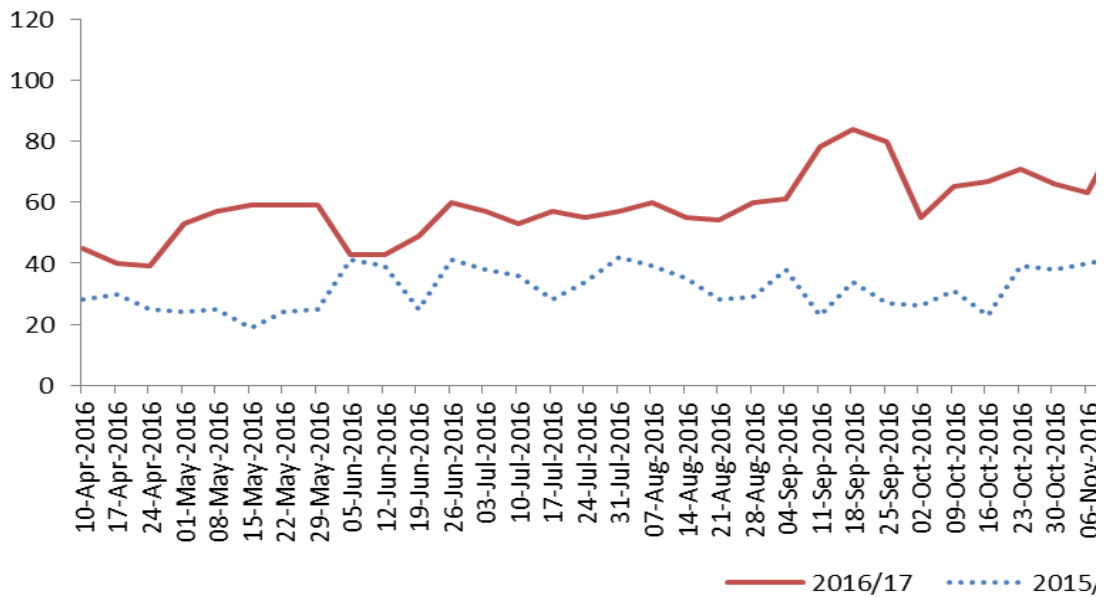
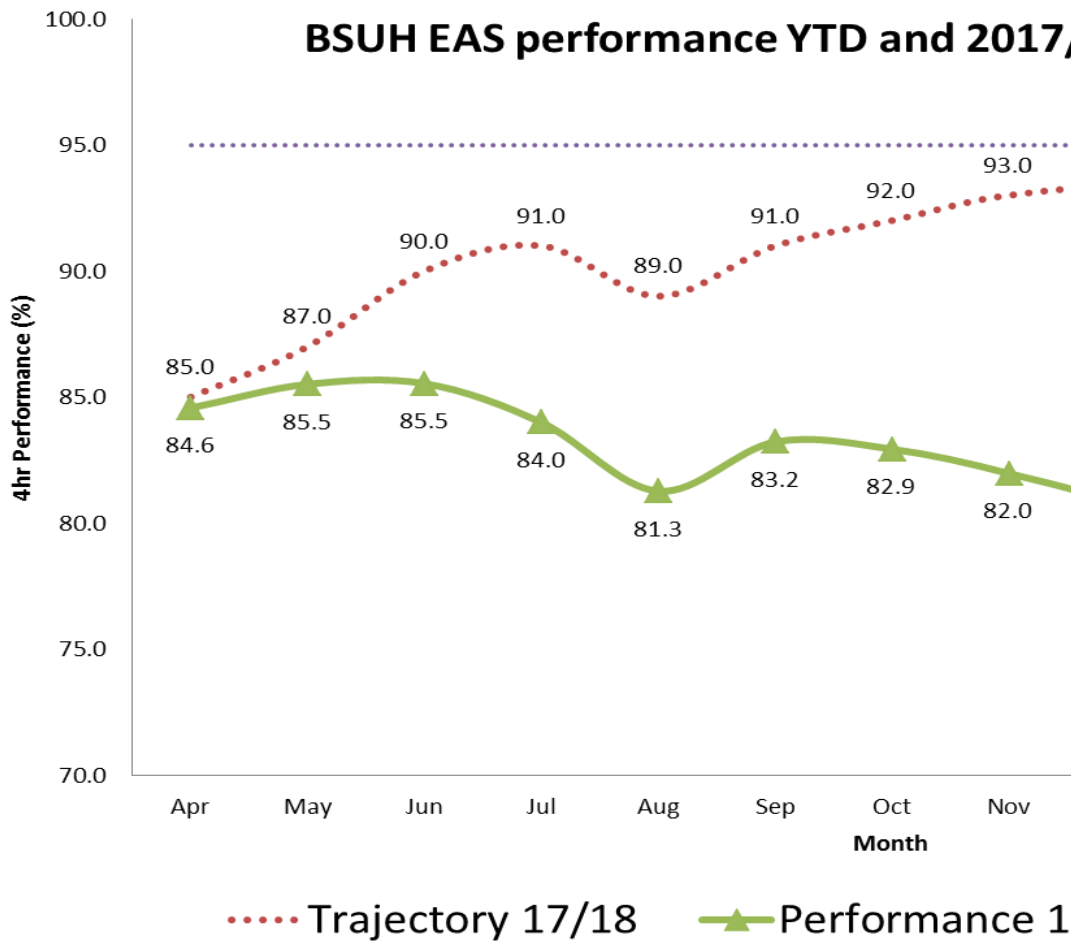
### Description

1. National Emergency Access Standard = 95%
2. Local Trajectory or standard = 89.00% for Mar2017. Actual performance 84.43% in Mar-17
3. Zero tolerance to 12hr breaches. Actual performance - Zero 12 hour breaches in Mar

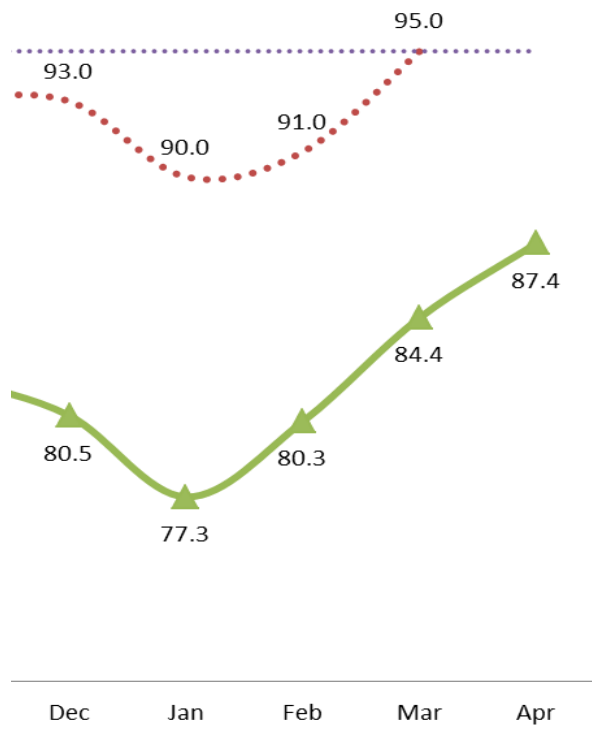
### key issues

1. and 2. We failed the National standard in March2017, but achieved a further 4% improvement on the previous month . Performance improved to 84.4% in March and has been sustained into April ( 87% on 19th April). The driver of poor performance on this standard is overcrowding in ED at RSCH, caused by exit block. Exit from ED is blocked due to high bed occupancy - running at 95-100% in March . In turn this was caused by high levels of Delayed Transfers of Care (DTCs). - there was an average of 76 Delayed transfers of care per day in March with over 10% of G&A beds occupied. Ambulance handover performance improved significantly in March, (a 63% reduction in over 60 minute delays compared to February). The number of patients spending over 12hrs in ED fell from 485 in February to 399 in March (43% improvement on the January peak).
3. There were no 12 hour trolley breaches in March.

Action	Description	SRO	By when
Revised handover protocol with SECAMB, protect ambulatory and assessment space	Joint protocol with SECAMB implemented on 27th March to ensure rapid triage and handover, Job description for HALO agreed, role to be advertised Site coordination team to prioritise assessment space.	Mark Angus	Implemented 27/3  April 2017  Ongoing
Transfer activity from RSCH to PRH and create ambulatory care space at PRH	At PRH: establish a medical day case unit, discharge lounge, transfer elective general surgery, open additional beds. Scope services that can transfer to PRH	RMcE	Completed with the exception of the day case unit by end of April 2017 April 2017
Create bed capacity in the community	Extend the bed base at Newhaven downs from 16 to 20, increase hospital at home from 15 to 20 spaces. Review scale and scope of community provision with SCFT	RMcE	April 2017  May 2017



## /18 trajectory



## 6/17 ..... Target

