

North Middlesex University Hospital NHS Trust

North Central London

Joint Health Overview & Scrutiny
committee

North Middlesex University Hospital

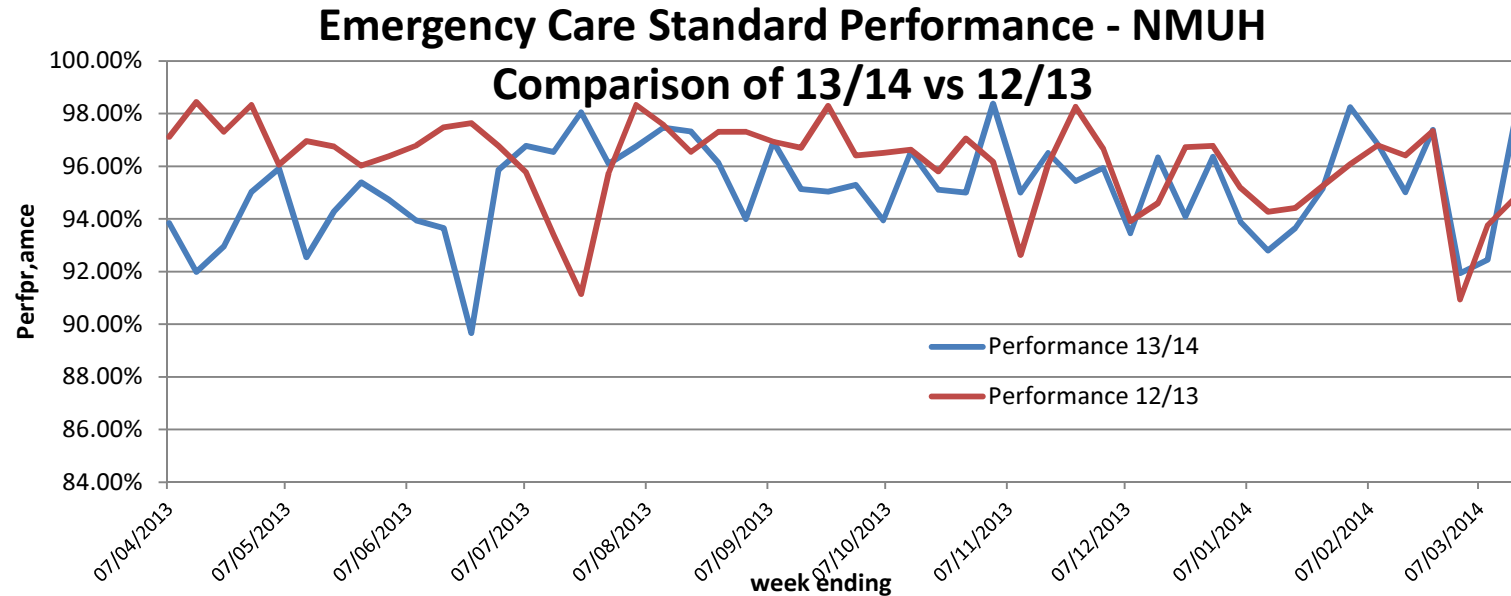


NHS Trust

Questions to be answered

- **Questions**
- How does current A&E performance and winter pressures monitoring data at B&CF and NMUH compare with other London hospitals?
- To what extent have delays in handovers from ambulances arisen from the new London Ambulance Service policy of Intelligent Conveyancing?
- Have B&CF and NMUH been looking into what has led the current pressures on A&E - are the majority elderly and, if so, are they coming in from Care Homes or their own homes?
- Is there a breakdown available of where people who are attending A&Es at the two hospitals are coming from: Enfield, Barnet, Herts, Borehamwood, Elstree?
- To what extent is age a factor?
- Is there any pattern in diagnoses amongst those people who are being admitted to hospital?

North Middlesex University Hospital Emergency Care Performance



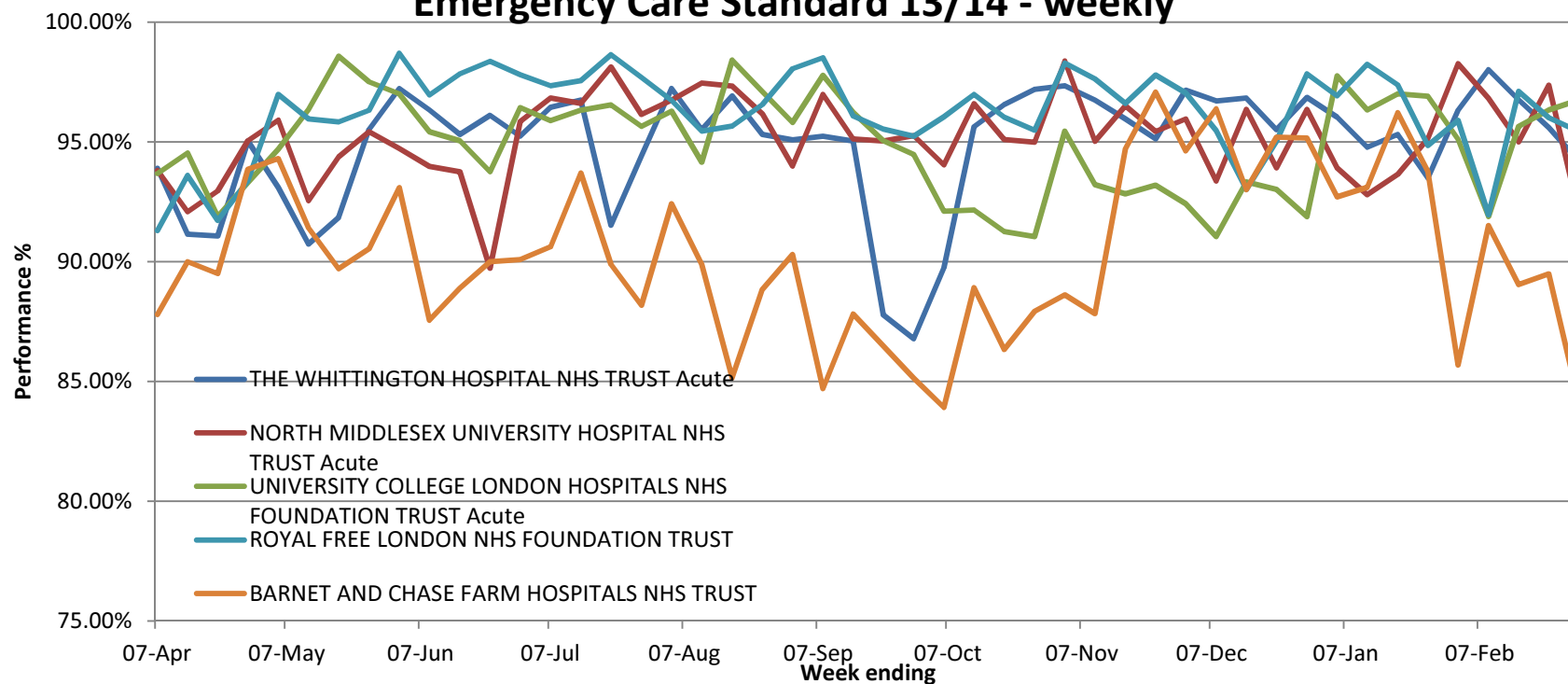
North Middlesex Hospital Emergency Performance

- Difficult start to the year – end of June started to achieve 95%
- Some challenges during the summer due to estates work limiting additional capacity
- Performance since beginning of December similar to 12/13
- On target to achieve year to date position greater than 95%

Emergency care performance compared - North London trusts

Comparison of Acute Trust performance N C Sector

Emergency Care Standard 13/14 - weekly



As at week ending 2nd March 2014

North Middlesex – year to date position 95.2%

Royal Free Hospital – year to date position 96.3%

Whittington Hospital – year to date position 94.8%

University College London Hospital – year to date position 94.9%

2nd best performance on emergency care standard across North Central London

10 out of 22 London Trusts currently not achieving 95%

North Middlesex University Hospital



NHS Trust

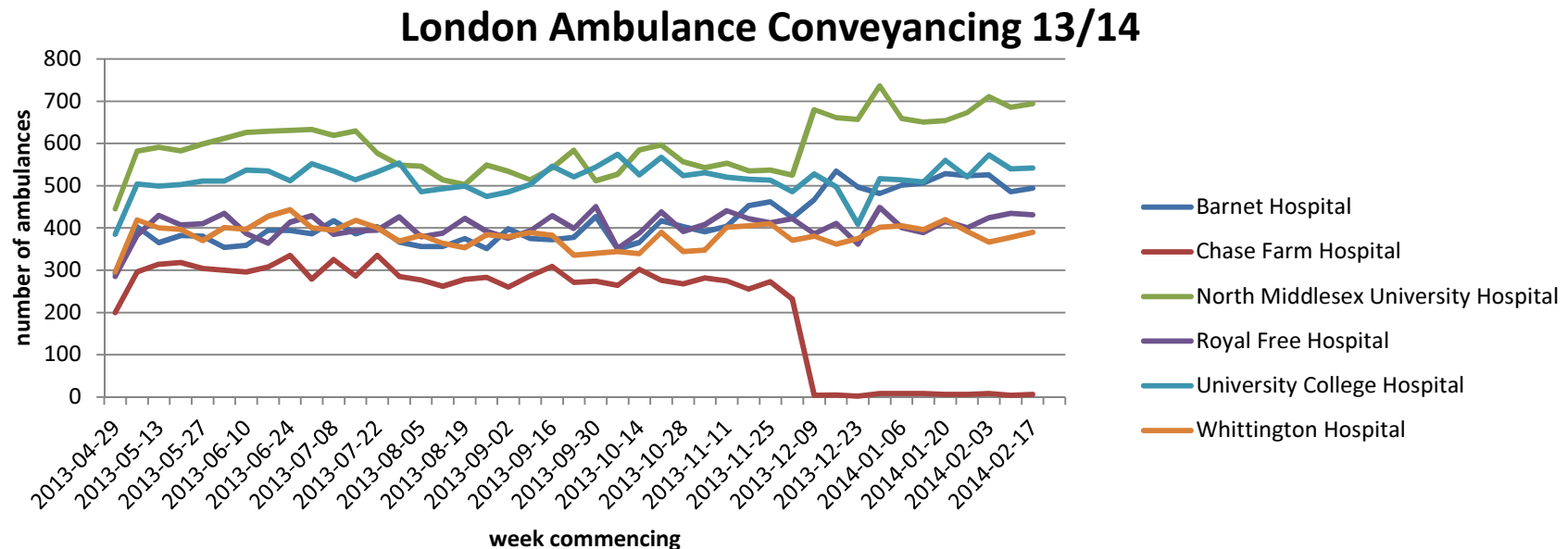
Issues affecting performance

- Initial age profiling amongst adult –
Emergency Department attendances &
admissions
 - Does not suggest a discernible shift in age profile
- Some increase in paediatric attendances &
admissions
 - This has flattened out
- 2% increase in emergency admissions across
London in 13/14 compared to 12/13

Performance & casemix

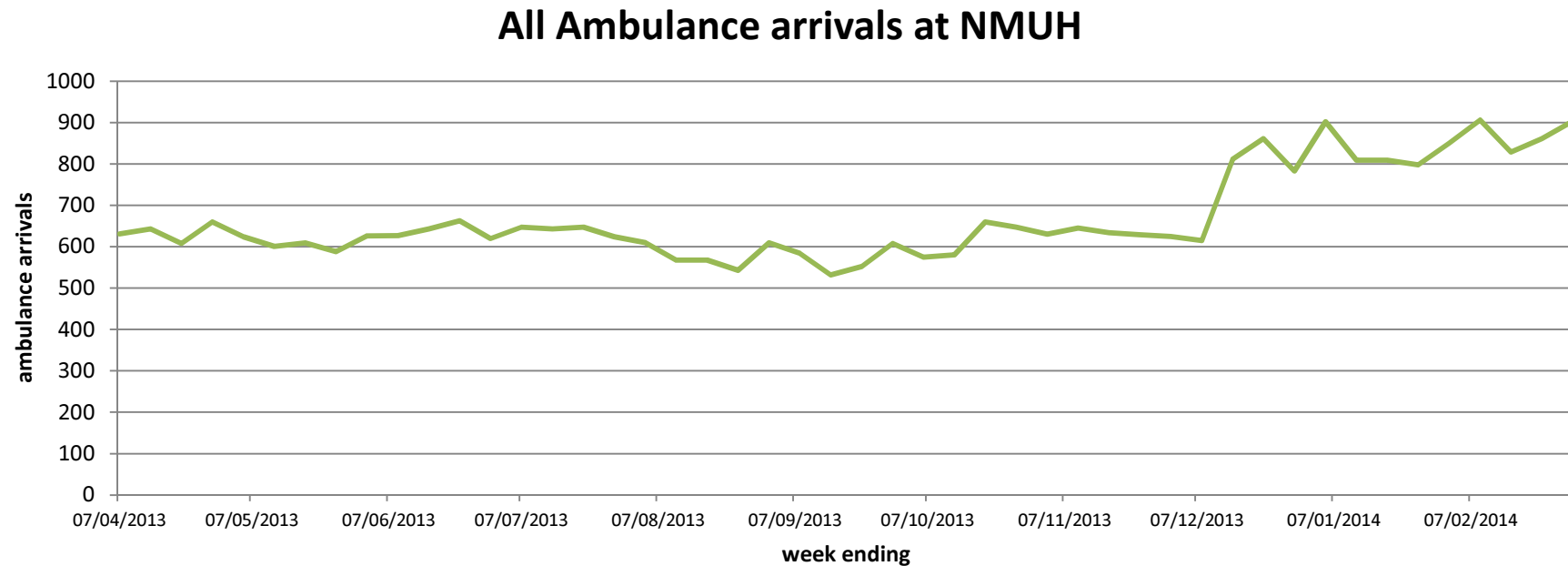
- Volume of activity broadly in line with planned changes
 - 162,000 Emergency Department attendances
 - 35,500 Ambulance arrivals
- Casemix broadly as expected based on 12/13
- No discernible shift at this point above winter peaks regarding acuity or casemix changes

London Ambulance conveyancing



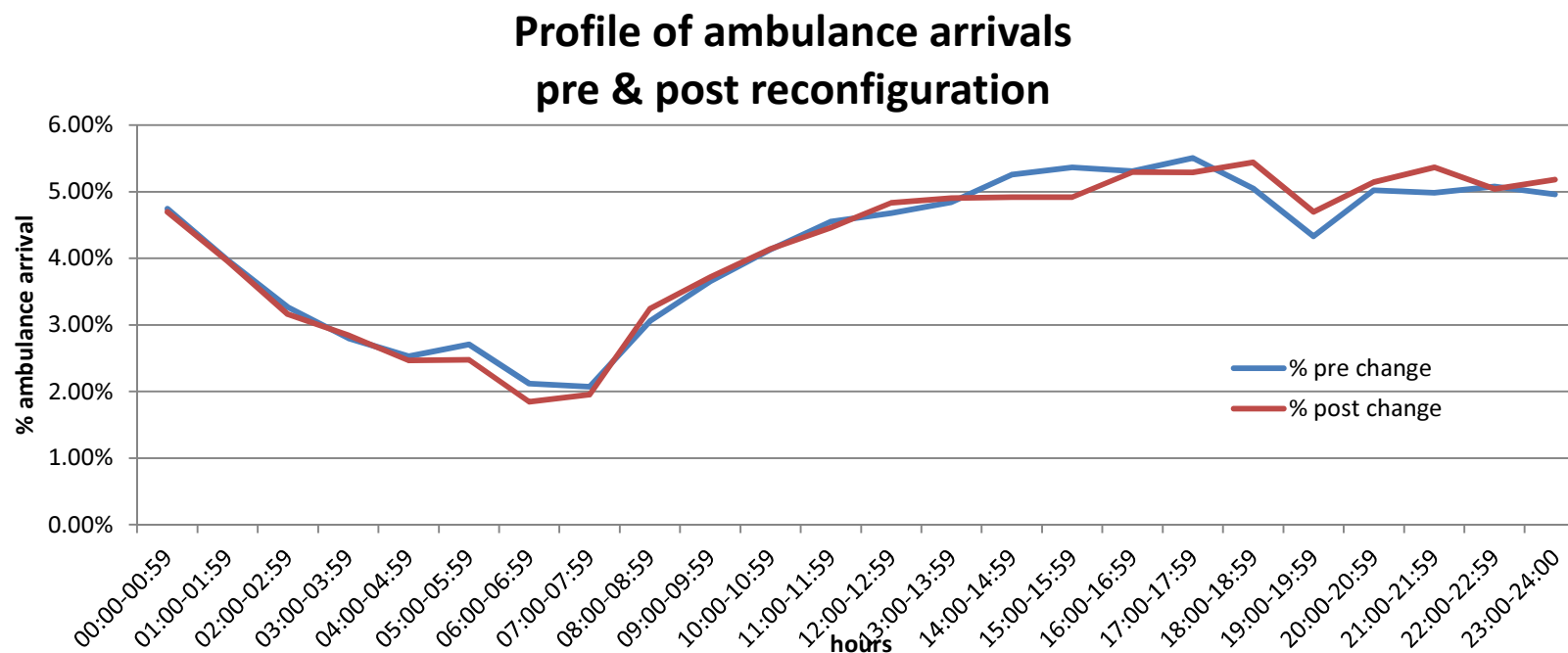
- North Middlesex Hospital
 - Busiest for ambulances from London Ambulance within NC London
 - During month of March to date – busiest amongst all London Trusts

All ambulance arrivals at NMUH



- North Middlesex Hospital
 - Average ambulances before 9th December – 614 per week
 - Average ambulances after 9th December – 844 per week

Profile of ambulance arrivals at NMUH



- Ambulance arrival by hour of day
 - Profile changed slightly following reconfiguration
 - Increased percentage at busiest time – early and mid-evening
 - Decrease in very early morning period
- Work ongoing to revisit nursing and medical rosters to match activity and acuity profiles

Impact of intelligent conveyancing

40127 Intelligent Conveyance Weekly Report V2[1].pdf - Adobe Reader

View Window Help

Tools Sign Comment

11 / 17 133%

EAST AREA

Hour of day

	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
North Middlesex																
27/01/2014	2	5	6	3	3	5	3	4	10	7	4	10	6	7	8	6
28/01/2014	6	4	2	7	2	9	4	9	9	7	8	1	7	5	6	5
29/01/2014	3	4	3	2	2	6	7	7	6	6	4	10	5	5	8	6
30/01/2014	1	5	4	5	6	4	5	7	3	8	5	6	5	3	11	3
31/01/2014	2		6	6	7	6	5	6	5	10	6	8	3	7	7	6
01/02/2014	5		5	7	2	5	9	1	9	6	7	5	4	3	6	6
02/02/2014	1	2	3	6	5	7	3	7	5	10	2	5	4	12	4	7
Royal Free																
27/01/2014	2	3	3	2	4	3	5	3	4	6	7	2	4	6	3	6
28/01/2014	2	1	4	6	5	3	4	3	3	4	2	1	2	1	3	4
29/01/2014	1		3	3	3	1	5	6	2	5	1	1	2	2	2	1
30/01/2014	3		3	6	3	2	1	3	5	5	4	5	3	3	2	5
31/01/2014		2	4	5	1	3	2	2	5	3	5	5	2	4	4	2
01/02/2014	1	1	2			4		2	4	7	4	3	2	2	1	3
02/02/2014	2	3	1		4	3	2	6	3	2	4	4	1	1	2	3
Royal London (Whitechapel)																
27/01/2014	1	5	5	1	8	5	5	1	3	2	7	3	4	3	3	3
28/01/2014	4		7	4	1	5	4	4	6	7	5	5	6	4	5	1
29/01/2014	1	3	1	6	5	4	6		3	8	3	2	3	4	3	1
30/01/2014	3	5	4	6	10	4	7	2	10		5	7	6	1	3	3
31/01/2014	2	3	2	8	6	6	5	2	4	5	4	4	7	2	4	1
01/02/2014	2		2	1	5	5	5	5	8	5	3	3	1	3	5	1
02/02/2014		3		4	3	3	5	4	1	5	7	6	3	7	5	5
University College																
27/01/2014	2	1	3	7	4	5	3	6	7	8	3	7	5	1	4	6
28/01/2014	2	4	6	2	8	3	3	3	7		3	1	4	5	1	2
29/01/2014		4	2	4	6	4	2	5	5		5	1	2		3	4
30/01/2014	1	4	2	3	7	7	6	3	4	6	3	3	5	5	5	3
31/01/2014	2	8	5	5	7	7	5	4	4	4	7	5	4	3	4	3

Key:

Purple – 120% of predicted volume per hour.

Red – 100% of predicted volume per hour.

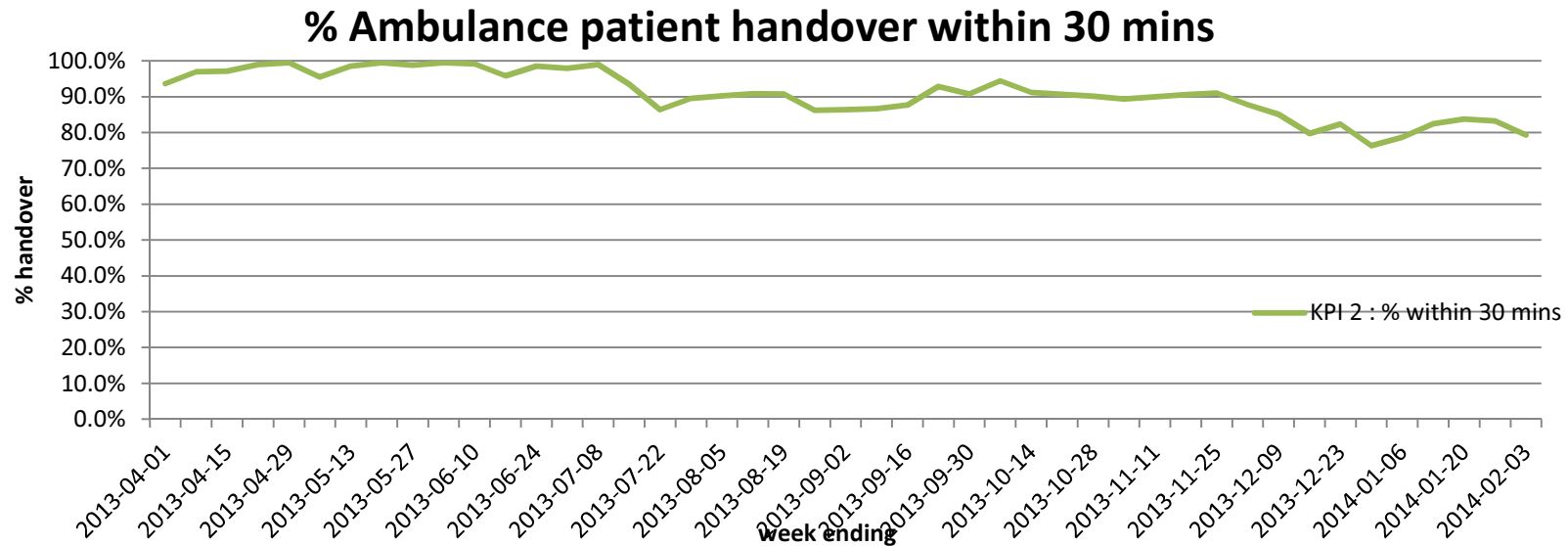
Amber – 80% of predicted volume per hour.

Green – 60% of predicted volume per hour.

<60% of predicted volume per hour.]

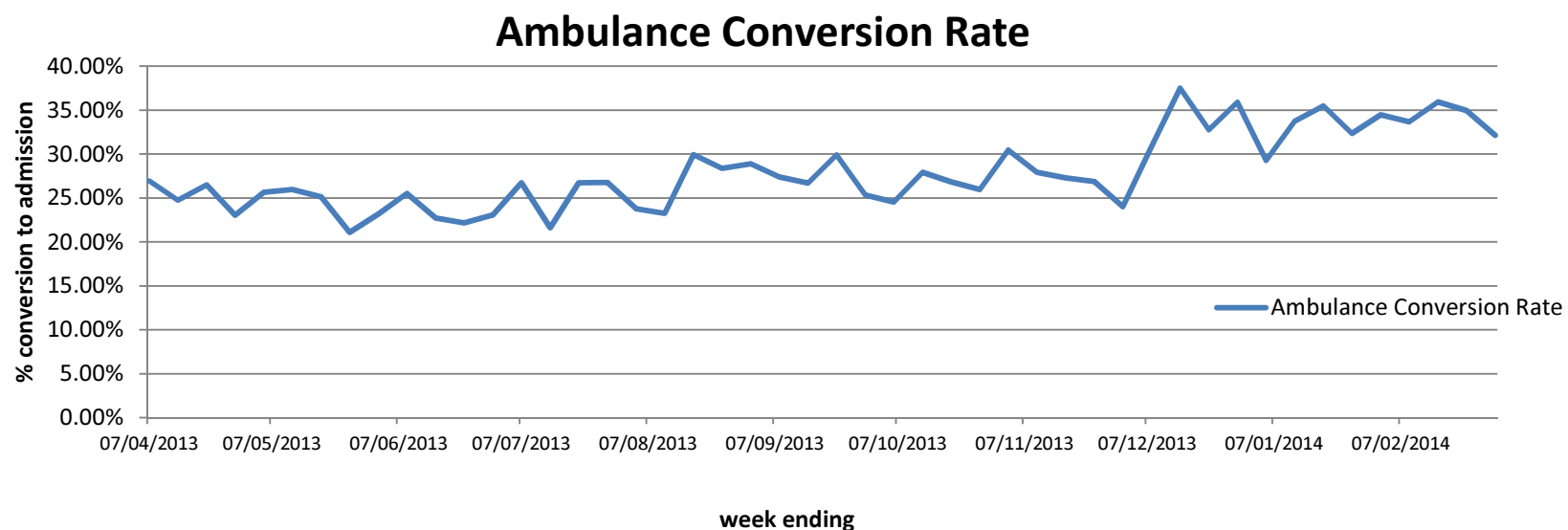
Example Intelligent conveyancing report indicating interventions completed – week commencing 27th January 2014

Ambulance handover within 30 minutes



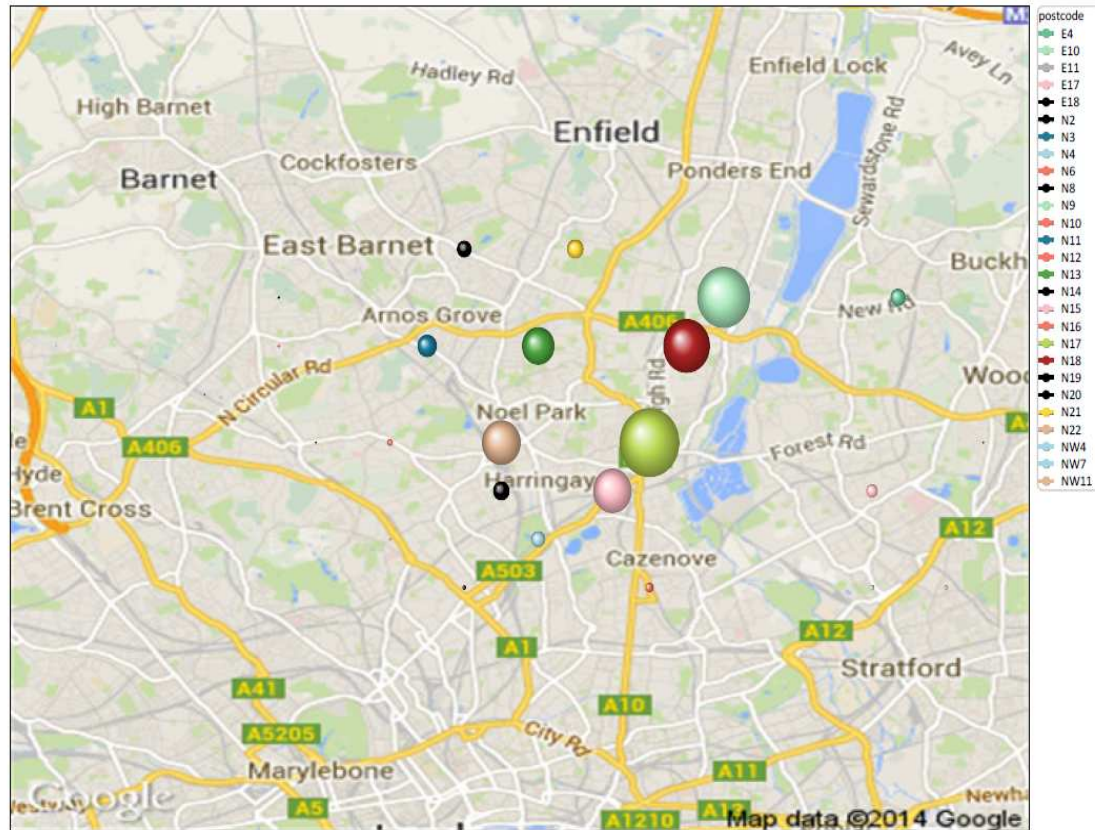
- Change in recording place implemented in July 13 as noticeable above
- Since August an average of 86% of ambulances handed over within 30 minutes of arrival (London Ambulance service only)
- 8 ambulances waiting more than 60 minutes at North Middlesex Hospital in 2013/14 – 2 of these in January 14, 1 in October 13 & 5 in June 13
- In N C London – 131 cases of ambulances waiting more than 60 minutes to handover between April 13 & February 14
- In 2012/2013 – 17 ambulances waited more than 60 minutes to handover

Ambulance patients requiring admission to hospital



- Graph above shows number of patients arriving by ambulance who were subsequently admitted to hospital
- As expected, this increased in December following changes at Chase Farm Hospital
- Average since 9th December – 34% of patients brought in by ambulance actually require admission

Map of ED attendances for 13/14



Postcode	Attendances 13/14	% of all attendances
N17	30811	19.52%
N9	23894	15.14%
N18	18659	11.82%
N22	12992	8.23%
N15	12789	8.10%
EN3	11960	7.58%
N13	9196	5.83%
EN1	5687	3.60%
N11	3274	2.07%
N21	2430	1.54%
N8	2423	1.53%
E4	1956	1.24%
N14	1920	1.22%
N4	1712	1.08%
Others	14102	11.50%
Total	153805	100.00%

Summary

- Trust on trajectory to achieve 95% for 2013/2014
- Working with Urgent Care Board to ensure 'resilience' continues into 2014/2015
- Intelligent conveyancing to refine:
 - Include flows from outside of London Ambulance Service at NMUH
 - Improve treatment at scene rather than to hospital
- Consolidation of internal pathways to continue to improve performance and patient experience