



## Cover Sheet

Trust Board Meeting in Public: Wednesday 11 September 2024

TB2024.82

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**Title:** Urgent and Emergency Care Oxfordshire System Dashboard

**Status:** For Discussion

**History:** N/A

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**Board Lead:** Chief Operating Officer

**Author:**

**Confidential:** No

**Key Purpose:** Assurance and Performance

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## Summary

- The Urgent and Emergency Care (UEC) Oxfordshire System Dashboard illustrates, in a consolidated format, the relative performance of 75 indicators relating to Urgent and Emergency Care across the areas of:
  - Primary Care demand and capacity
  - Admissions avoidance schemes
  - Ambulance arrivals and turnaround times
  - In-hospital performance
  - Discharges performance
  - Emergency Department (ED) performance
- The formatting of the report uses a heat map-based approach to highlight performance for each month relative to performance within the time series. For example, ED performance that is red will be at a level when it is lower than average, and green when above average, within the time period. The heat-map methodology, therefore, does not indicate whether any indicator is achieving target or at a level that meets expectations with respect to quality, efficiency or productivity. The purpose is to highlight visually how clusters of indicators change (improving or deteriorating) relative to other indicators. From this view the dashboard shows the relative importance of the following indicators on ED performance:
  - Referrals into the Urgent Community Response (UCR), HomeFirst, CH&Hub, City and North, South/ out of County
  - Minor Injuries Unit (MIU) and First Aid Units (FAU) referrals
  - Acute Same Day Emergency care (SDEC)
  - Community SDEC
  - Medically Optimised For Discharge (MOFD) total and Average Length of Stay (ALOS)
  - Total discharges from OUH Inpatient wards on pathway 0 and 1
  - Discharge to Assess (D2A)/ Reablement pathways
- The above list does not highlight statistical significance but may be used to direct further attention to some of the more detailed reports for each area within the accompanying productivity report, as well as other reports produced within the UEC system covering these areas.
- Information is not currently available for the Primary Care indicators and this will follow. Additionally, further forms of analysis using this dashboard are being considered, including statistical significance tests for changes, as well as setting targets for each indicator.

- The report will be updated monthly and shared at the Oxfordshire UEC Board as well as in other performance forums.

### **Recommendations**

- The Trust Board is asked to:
  - Review the UEC Performance Dashboard and, noting that this will continued to be developed, and that this will be used to provide assurance on system performance in connection with other detailed reports produced or with accompanying narrative.

System area	Indicator	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
A&E Performance	A&E 4hr performance (all attendance types)	66.5%	67.4%	65.0%	62.2%	64.5%	60.9%	58.2%	57.9%	53.6%	64.4%	60.5%	64.7%	70.8%	70.3%	66.9%	68.5%	69.1%	63.7%	61.7%	57.9%	59.8%	63.7%	65.0%	72.2%	71.4%	74.9%	74.0%	78.7%
	A&E 4hr performance - Type 1	61.5%	62.3%	59.6%	56.6%	58.8%	54.1%	51.3%	50.4%	46.1%	57.4%	53.3%	57.7%	64.8%	64.9%	61.0%	62.5%	63.0%	57.5%	55.0%	50.8%	53.2%	57.1%	58.7%	67.3%	66.1%	67.1%	66.6%	72.1%
	A&E 4hr performance - Day (8am to 5pm)	71.7%	73.6%	71.7%	67.6%	69.3%	65.7%	62.8%	60.4%	57.7%	67.1%	62.3%	67.1%	73.8%	75.0%	72.3%	73.4%	72.7%	69.3%	66.5%	62.8%	63.2%	68.5%	70.3%	76.3%	76.3%	79.1%	79.0%	81.6%
	A&E 4hr performance - Night (5pm to 8am)	54.3%	54.2%	51.1%	49.7%	51.5%	46.3%	44.0%	44.6%	40.1%	50.6%	47.6%	52.2%	59.1%	58.2%	53.9%	55.3%	57.3%	49.3%	47.4%	42.1%	47.3%	49.4%	50.6%	61.2%	58.9%	58.8%	57.7%	65.3%
	A&E 4hr performance - Weekdays	62.1%	62.0%	60.1%	56.1%	59.8%	54.2%	51.8%	50.0%	47.5%	58.4%	52.6%	58.8%	64.9%	66.0%	63.2%	61.3%	62.9%	57.7%	56.6%	50.8%	52.7%	57.3%	58.7%	65.8%	66.5%	67.6%	66.1%	71.7%
	A&E 4hr performance - Weekends	64.9%	68.0%	63.8%	62.7%	61.2%	60.9%	56.5%	59.5%	51.3%	60.5%	61.0%	62.4%	69.5%	67.6%	60.6%	70.2%	69.9%	62.9%	57.2%	56.8%	60.3%	63.6%	64.8%	75.4%	69.7%	71.1%	71.8%	77.3%
	A&E 12hr performance (all attendance types)	94.3%	95.7%	95.2%	92.6%	93.6%	93.0%	92.4%	92.0%	89.7%	93.0%	93.1%	93.6%	96.8%	97.0%	96.6%	97.0%	96.4%	95.0%	94.2%	93.0%	92.7%	93.2%	93.7%	95.0%	95.8%	96.2%	96.7%	97.2%
	A&E Time to Initial Assessment																												
Primary care	Average number of GP sessions available per week per 10,000 patients																												
	Proportion of Practice Population contacting practice per week																												
	GP Clinical encounters per session																												
	GP: all appointments																												
	GP: Time between booking and appointment in General Practice: % same day																												
	GP: Time between booking and appointment in General Practice: % two week																												
	GP: Time between booking and appointment in General Practice: % NTSA same day																												
	GP: Time between booking and appointment in General Practice: % NTSA two week																												
Admission avoidance	Virtual Wards new admissions	814	423	684	790	437	409	601	403	556	483	497	719	458	478	455	366	473	500	499	491	610	764	507	445	477	510	510	544
	Hospital @ Home - beddays consumed	4,870	2,099	2,162	3,546	1,714	1,487	2,512	2,146	1,837	2,210	2,429	3,124	1,821	2,029	2,093	1,806	1,768	1,848	2,519	2,275	3,577	3,748	2,802	2,732	2,251	2,583	3,450	2,861
	CARe (crisis care) team - Community pickups	55	35	38	47	57	66	59	52	75	64	61	86	126	137	93	104	126	140	121	133	133	126	113	91	123	111	92	
	CARe (crisis care) team - Bed based pickups	93	86	84	97	62	67	77	104	131	99	95	77	54	32	30	26	22	13	19	29	32	32	57	47	50	49	36	42
	Patients on Home First/ reablement pathway	15	35	23	49	31	17	9	21	29	35	27	42	50	46	60	46	47	44	57	41	58	46	56	67	52	55	63	61
	Referrals into Urgent Community Response team	398	430	445	449	263	296	333	277	458	377	329	377	553	596	577	540	515	593	618	558	701	661	481	640	650	600	549	578
	DZA referrals from bed-based settings (Home First)	125	174	186	136	186	155	226	226	247	238	248	229	190	237	214	224	248	190	200	227	226	573	360	337	348	466	389	369
	Referrals into CH&Hub team	72	77	71	47	66	68	68	93	78	82	37	51	45	41	41	44	50	41	46	32	49	95	97	93	93	91	74	87
	Referrals into City	177	168	187	177	173	182	203	221	194	185	89	117	100	103	115	100	91	90	88	115	125	301	257	212	226	245	208	269
	Referrals into North	31	33	31	18	32	31	37	32	51	34	31	36	27	27	31	30	17	15	22	28	33	52	52	53	61	64	45	61
	Referrals into South/Out of County	40	30	45	23	29	32	38	42	37	50	20	27	19	29	21	14	22	20	19	27	16	52	41	56	41	42	30	43
	Fiennes UCC attendances	962	1,213	1,344	1,413	1,432	2,007	2,309	2,207	3,261	3,425	3,272	3,849	1,608	1,332	1,625	1,555	1,501	1,568	1,659	1,720	1,628	1,542	1,419	1,728	1,896	1,824	1,501	1,682
	City UCC attendances										85	306	706	552	836	867	840	750	1,018	1,305	1,117	1,139	1,340	1,337	1,360	1,229	1,259	1,335	1,622
	MIU and FAU referrals: Total	3,554	4,341	4,281	4,407			4,100	3,852	3,215	3,850	3,687	4,133	3,999	4,868	5,172	4,644	4,523	4,709	4,500	4,208	3,672	3,969	3,973	4,645	4,389	5,137	4,407	4,817
	MIU and FAU referrals: Abingdon	1,556	1,947	1,804	1,938			1,872	1,777	1,438	1,741	1,667	1,851	1,766	2,147	2,330	2,111	2,000	2,181	2,105	1,912	1,630	1,784	1,828	2,067	1,954	2,278	1,938	2,180
	MIU and FAU referrals: Henley	684	827	861	924			809	805	645	759	723	842	792	946	1,035	968	938	875	969	870	743	830	748	958	894	1,040	924	997
	MIU and FAU referrals: Witney	1,194	1,410	1,435	1,375			1,257	1,157	1,007	1,225	1,199	1,351	1,279	1,612	1,614	1,417	1,469	1,516	1,325	1,318	1,229	1,267	1,288	1,490	1,395	1,612	1,375	1,517
	MIU and FAU referrals: Bicester	120	157	181	170			162	113	125	125	98	89	162	163	193	148	116	137	101	108	70	88	109	130	146	207	170	123
	Acute SDEC: total	2,368	2,569	2,445	2,551	2,619	2,556	2,769	2,861	2,839	2,798	2,628	2,910	2,485	2,956	2,808	2,754	2,905	3,009	3,088	3,092	2,902	3,149	2,956	3,070	2,981	3,221	2,971	3,105
	Acute SDEC: H-WD Rowan AU	328	353	362	349	394	314	350	350	376	386	347	426	355	490	430	414	416	448	444	452	419	470	452	493	496	548	472	516
	Acute SDEC: J-WD AAU	1,374	1,438	1,363	1,438	1,350	1,400	1,600	1,686	1,766	1,569	1,471	1,605	1,347	1,580	1,449	1,455	1,508	1,610	1,707	1,765	1,650	1,739	1,597	1,656	1,624	1,712	1,604	1,618
	Acute SDEC: J-WD SEU triage	666	778	720	764	875	842	819	825	697	843	810	879	783	886	929	885	981	951	937	875	833	940	907	921	861	961	895	971
	Acute SDEC Specialty: C-WD OncHtrriage	201	205	225	226	190	182	206	199	229	222	196	206	196	228	216	209	233	220	232	240	220	246	206	212	192	208	213	232
	Acute SDEC Specialty: C-WD UrolTriage	176	187	176	176	188	155	186	196	196	188	166	206	184	232	187	214	217	252	240	226	193	226	189	215	211	229	205	237
	Acute SDEC Specialty: C-WD GPRU	81	91	69	102	97	114	86	100	84	86	83	110	112	101	93	79	76	98	85	78	88	87	87	85	103	76	89	84
	Acute SDEC Specialty: J-WD Gyn Triage	292	272	322	284	298	291	394	309	286	333	339	356	314	306	303	344	325	307	325	316	320	359	326	386	344	320	312	380
	Acute SDEC Specialty: J-WD Maty AU	434	416	405	458	385	421	380	420	432	403	361	369	352	337	387	408	396	370	453	355	371	366	374	392	357	400	371	369
	Community SDEC: total																												
	Community SDEC: Abingdon EMU																												
	Community SDEC: Witney EMU																												
	Community SDEC: RACU																												

System area	Indicator	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	
A&E Performance	A&E 4hr performance (all attendance types)	66.5%	67.4%	65.0%	62.2%	64.5%	60.9%	58.2%	57.9%	53.6%	64.4%	60.5%	64.7%	70.6%	70.3%	66.9%	68.5%	69.1%	63.7%	61.7%	57.9%	59.8%	63.7%	65.0%	72.2%	71.4%	74.9%	74.0%	78.7%	
	A&E 4hr performance - Type 1	61.5%	62.3%	59.6%	56.6%	58.8%	54.1%	51.3%	50.4%	46.1%	57.4%	53.3%	57.7%	64.8%	64.9%	61.0%	62.5%	63.0%	57.5%	55.0%	50.8%	53.2%	57.1%	58.7%	67.3%	66.1%	67.1%	66.6%	72.1%	
	A&E 4hr performance - Day (8am to 5pm)	71.7%	73.6%	71.7%	67.6%	69.3%	65.7%	62.8%	60.4%	57.7%	67.1%	62.3%	67.1%	73.8%	75.0%	72.3%	73.4%	72.7%	69.3%	66.5%	62.8%	63.2%	68.5%	70.3%	76.3%	76.3%	79.1%	79.0%	81.6%	
	A&E 4hr performance - Weekdays	62.1%	62.0%	60.1%	56.1%	59.8%	54.2%	51.8%	50.0%	47.5%	58.4%	52.6%	58.8%	64.9%	66.0%	63.2%	61.3%	62.9%	57.7%	56.6%	50.8%	52.7%	57.3%	58.7%	65.8%	66.5%	67.6%	66.1%	71.7%	
	A&E 4hr performance - Weekends	64.9%	68.0%	63.8%	62.7%	61.2%	60.9%	56.5%	59.5%	51.3%	60.5%	61.0%	62.4%	69.5%	67.6%	60.6%	70.2%	69.9%	62.9%	57.2%	56.8%	60.3%	63.6%	64.8%	75.4%	69.7%	71.1%	71.8%	77.3%	
A&E 12hr performance (all attendance types)	94.3%	95.7%	95.2%	92.6%	93.6%	93.0%	92.4%	92.0%	89.7%	93.0%	93.1%	93.6%	96.8%	97.0%	96.6%	97.0%	96.4%	95.0%	94.2%	93.0%	92.7%	93.2%	93.7%	95.0%	95.8%	96.2%	96.7%	97.2%		
Ambulance 1 month in arrears	OUH Percentage of ambulances with turnaround time >30 minutes	8.1%	5.7%	6.3%	10.1%	6.8%	8.4%	8.6%	8.4%	10.0%	6.4%	6.9%	13.6%	5.1%	6.6%	5.5%	7.3%	9.2%	11.8%	13.6%	10.9%	11.6%	10.9%	10.9%	8.9%	7.8%	7.9%	7.39%		
	OUH Percentage of ambulances with turnaround time >60 minutes	1.3%	0.7%	1.4%	1.7%	1.3%	1.5%	1.4%	1.0%	2.6%	1.1%	1.3%	2.3%	0.5%	0.4%	0.3%	0.5%	0.8%	0.7%	1.9%	1.1%	1.4%	1.0%	1.3%	0.7%	0.4%	0.8%	0.81%		
	OUH average ambulance handover time (hrs:mm)												0:16:14	0:17:09	0:16:57	0:17:42	0:18:43	0:19:47	0:21:00	0:19:27	0:19:54	0:19:47	0:19:09	0:18:39	0:17:46	0:18:07	0:17:48			
In hospital	OUH G&A bed occupancy	95.3%	96.0%	94.8%	95.5%	95.4%	96.1%	96.4%	96.8%	96.6%	95.9%	96.3%	96.5%	95.2%	95.6%	93.6%	93.0%	93.5%	94.7%	95.1%	96.5%	94.9%	95.7%	95.7%	95.2%	94.1%	94.1%	93.71%		
	OUH ALOS while Medically Fit for Discharge (MOFD)	8.9	8.9	9.4	8.2	10.0	9.6	9.3	8.6	7.6	7.5	6.9	6.7	5.9	6.4	6.4	6.0	6.6	6.8	6.3	6.1	5.9	7.1	8.2	6.7	6.7	6.3	7	5.7	
	OUH Average number of MOFD patients per day	113	111	120	122	124	123	133	119	102	105	82	68	87	85	94	87	87	79	83	96	104	120	125	95	98	96	91	87	
	Community Hospitals: ALOS while MOFD	3.0	2.3	2.0	2.3	3.4	2.5	1.4	15.6	19.1	21.9	20.4	17.0	5.0	6.0	4.0	4.0	2.0	8.0	3.0	10.0	5.0	4.0	9.0	5.0	7.0	5.0	5.0	7.0	
	Community Hospitals: Average number of MOFD patients							76	61	44	56	14	12	11	13	10	16	13	14	20	12	14	23	27	28	27	21	29		
Discharge	Percentage of patients discharged before 12:00	16.6%	16.9%	17.7%	18.2%	17.3%	16.6%	16.6%	17.2%	16.8%	17.4%	17.3%	17.6%	17.5%	17.7%	18.3%	18.3%	17.1%	16.8%	18.3%	17.7%	18.2%	18.3%	17.4%	16.4%	15.7%	17.4%	17.1%	17.00%	
	Percentage of patients discharged before 17:00	59.8%	60.2%	60.7%	61.6%	59.4%	59.5%	59.5%	60.4%	59.1%	61.2%	61.3%	59.9%	58.9%	59.2%	59.0%	61.4%	59.8%	59.5%	61.0%	60.3%	60.4%	60.9%	61.9%	60.5%	58.8%	59.6%	58.3%	60.38%	
	Total discharges from OUH inpatient wards:																													
	Pathway 0	8992	9546	9373	9366	9319	9481	9757	9,987	9,586	9,682	9,010	9,777	9,078	9,899	9,957	9,644	9,792	9,944	10,291	10,327	9,879	10,328	9,974	10,626	10,162	10,617	10,095	10,481	
	Total discharges from OUH inpatient wards:																													
	Pathway 1	141	136	156	137	138	181	151	140	133	129	126	305	266	292	310	288	269	246	295	338	325	383	299	324	291	307	283	284	
	Total discharges from OUH inpatient wards:																													
	Pathway 2	168	156	156	145	158	143	148	162	120	133	125	248	238	226	254	238	249	229	224	237	233	224	233	224	201	235	214	210	
	Total discharges from OUH inpatient wards:																													
	Pathway 3	134	153	133	163	171	162	175	173	235	180	152	218	194	155	202	193	172	153	179	176	182	189	191	183	189	151	130	116	
	Percentage of patients aged 18+ discharged on pathway 0 or 1	92.9%	93.1%	93.0%	92.7%	92.3%	92.6%	92.4%	92.2%	92.2%	93.0%	92.8%	89.8%	89.5%	91.3%	89.6%	90.1%	90.7%	91.5%	91.1%	91.0%	90.7%	90.7%	90.4%	90.8%	91.1%	91.4%	92.0%	92.90%	
	Number discharged on D2A/ Reablement pathway	124	143	117	129	97	131	125	139	182	238	248	229	190	230	234	237	280	204	254	242	247	369	320	328	351	411	358	402	
	% reablement outcomes: reaching independence				78.3%	70.0%	79.4%	69.8%	83.5%	71.0%	74.3%	73.7%	72.2%	71.6%	77.4%	77.7%	86.8%	83.2%	80.0%	79.8%	79.5%	82.2%	77.3%	75.0%	66.1%	69.2%	72.0%	69.4%	71.73%	
	% reablement outcomes: reduction in care needs				93.5%	85.0%	89.7%	84.0%	91.2%	87.1%	90.1%	85.0%	88.2%	92.2%	90.8%	88.6%	96.2%	90.4%	92.2%	92.1%	93.0%	92.1%	85.9%	86.0%	83.5%	86.4%	85.4%	83.1%	78.53%	
	Total referrals received by Transfer of Care (ToC) Hub											409	461	364	455	430	421	394	376	463	433	418	479	419	435	397	453	401	494	
JR: Days at OPEL 1	0	0	0	0	0	0	0	0	0	3	1	2	9	11	9	12	13	5	7	0	3	0	3	2	10	7	10	11		
JR: Days at OPEL 2	4	6	8	2	5	1	2	2	2	6	2	5	8	10	14	14	15	13	6	12	4	0	6	11	6	14	12	9		
JR: Days at OPEL 3	24	25	22	28	26	29	28	26	22	14	25	24	13	10	6	5	3	10	17	16	21	21	20	18	14	10	8	11		
JR: Days at OPEL 4	2	0	0	1	0	0	1	2	7	8	0	0	0	0	1	0	0	2	1	2	3	10	0	0	0	0	0	0		
HH: Days at OPEL 1	3	2	0	1	9	2	3	2	1	3	2	3	9	14	3	12	15	11	8	2	4	6	12	13	10	24	24	24		
HH: Days at OPEL 2	4	10	7	14	9	12	11	8	4	9	4	8	7	12	16	9	8	10	6	10	4	7	4	8	7	5	5	4		
HH: Days at OPEL 3	21	19	23	15	13	16	16	18	22	14	21	19	14	5	10	10	8	9	15	15	19	9	13	10	13	2	1	3		
HH: Days at OPEL 4	2	0	0	1	0	0	1	2	4	5	1	1	0	0	1	0	0	0	2	3	4	9	0	0	0	0	0	0		