



**Stephen Watkins, NHS Benchmarking**

**Emergency Care  
Benchmarking  
Ambulatory Emergency  
Care Benchmarking  
Findings 2018**



**NHS Benchmarking Network**  
**Emergency Care Benchmarking**  
**Ambulatory Emergency Care**  
**Benchmarking Findings 2018**  
31<sup>st</sup> October 2018

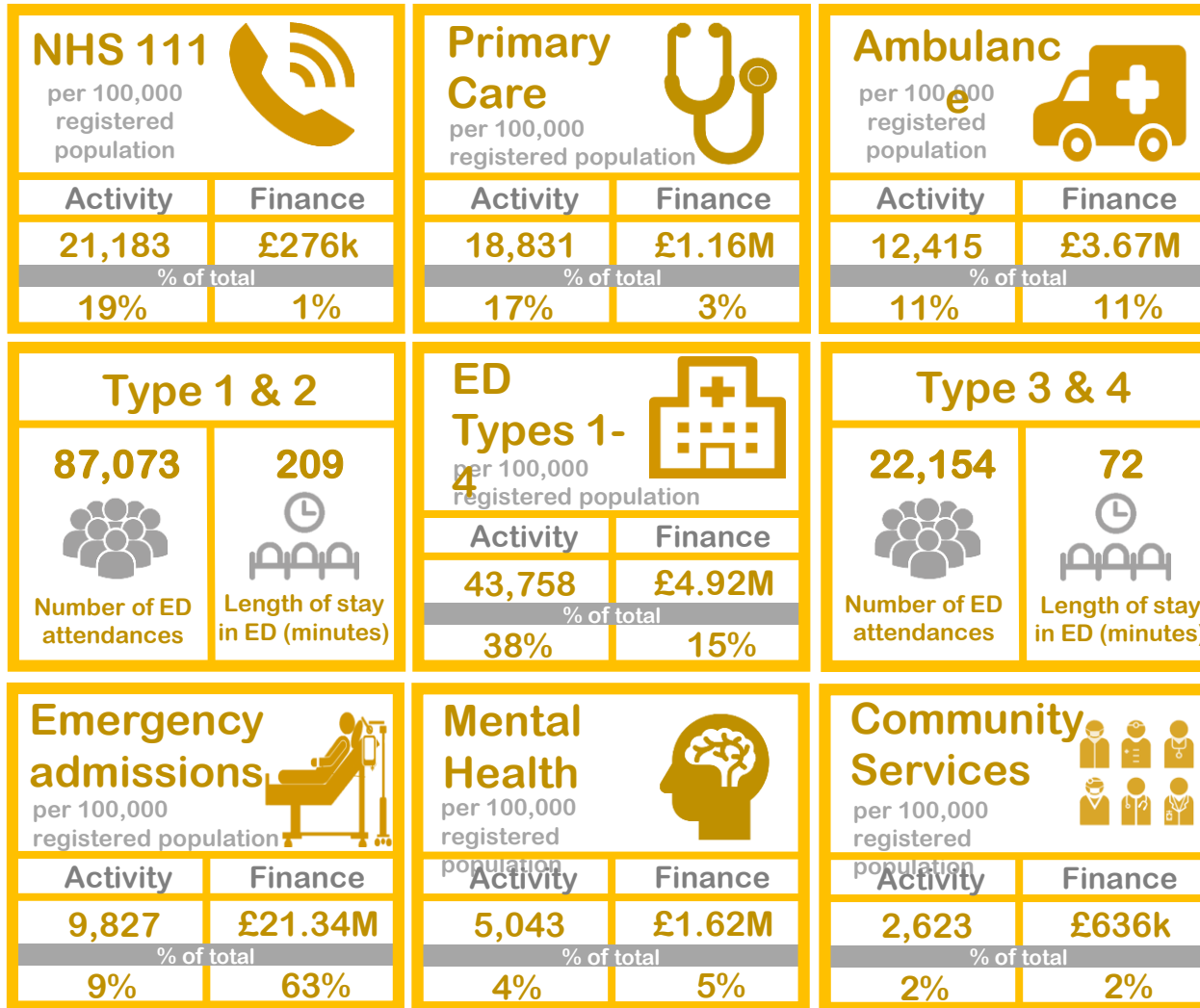


# Emergency Care Benchmarking

- Project initiated in 2012 as an area of interest by members
- Project content updated annually with members and RCEM involvement
- Seventh cycle this year
- 2017/18 is 2<sup>nd</sup> year of collaborating with the NHS Getting It Right First Time Team
- 142 participating Trusts/UHBs
  - 255 ED submissions
- Colour code
  - Yellow – UHB
  - Green - Teaching
  - Purple – Large (£450m+)
  - Blue – Medium (£200m - £450m)
  - Orange – Small (<£200m)
  - Red – Community



# Urgent & Emergency Care System



# Urgent & Emergency Care System

## Summary of Activity & Finance

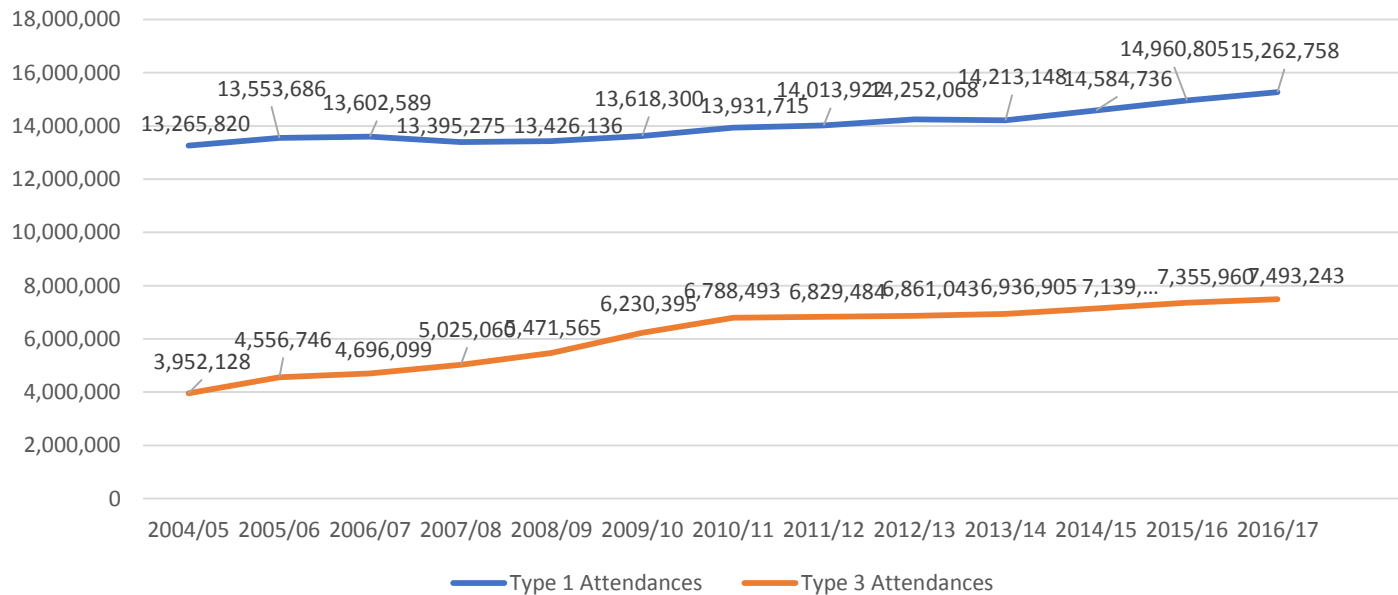
Pathway	Activity	Finance	Activity	Finance
	<i>per 100,000 population</i>		<i>% of total</i>	
NHS 111	21,183	£276,455	19%	1%
Primary Care	18,831	£1,161,233	17%	3%
Community Services	2,623	£635,992	2%	2%
Mental Health	5,043	£1,619,875	4%	5%
Ambulances	12,414	£3,665,701	11%	11%
ED types 1-4	43,758	£4,917,042	38%	15%
Emergency admissions	9,827	£21,341,635	9%	63%
<b>TOTAL</b>	<b>113,679</b>	<b>£33,617,933</b>		



# National context (England)

- The chart below shows the yearly total ED attendances (type 1 and 3) from April 2004. The chart shows that the greatest growth in activity is in type 3 ED attendances.

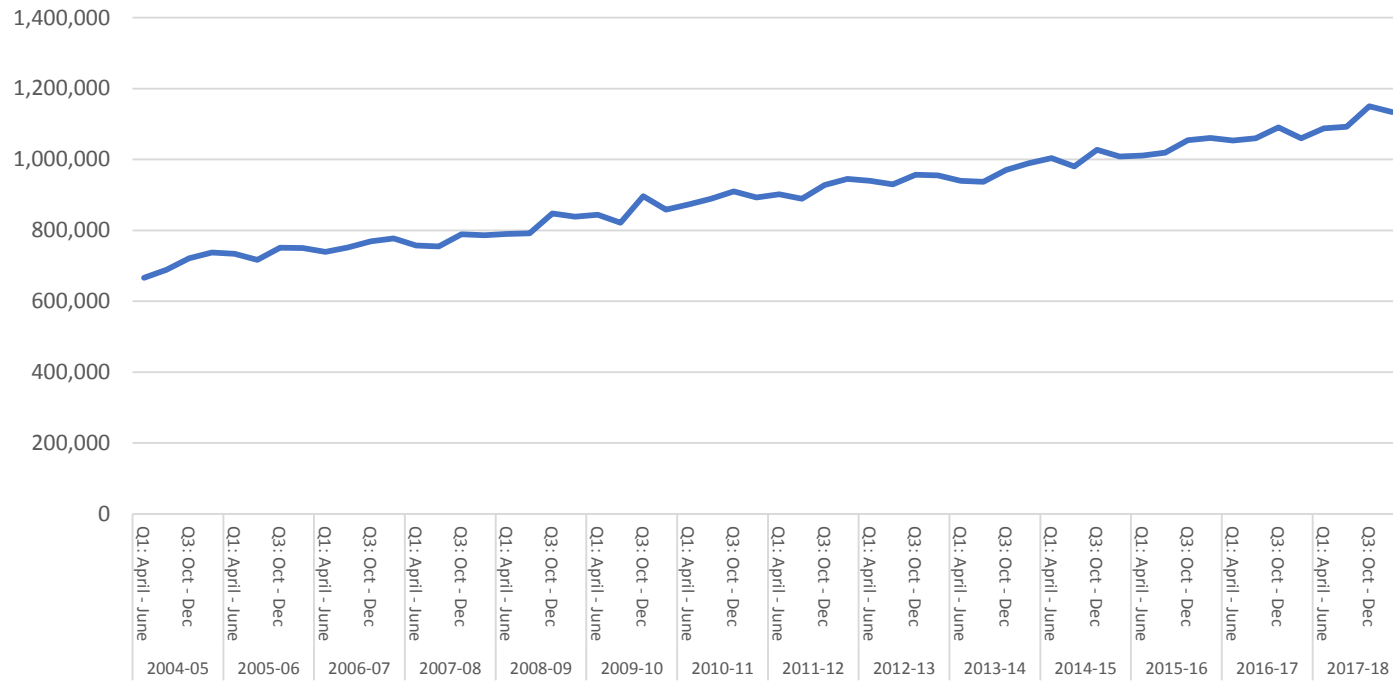
**ED attendances Type 1 and Type 3  
2004 - 2017**



# National context (England)

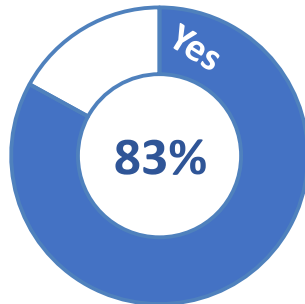
- In the same time period 2004 to 2018, emergency admissions have almost doubled. The growth in emergency admissions is in type 1 ED attendances converting to admissions.

**Total Emergency Admissions via A&E**

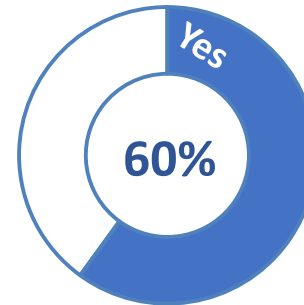


# National context (England)

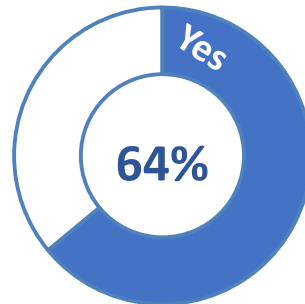
Is there a single unit dedicated to the delivery of AEC?



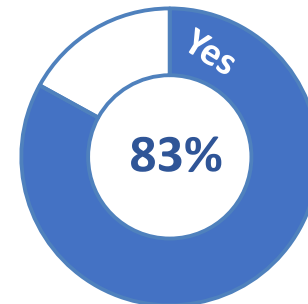
Is the unit used as escalation capacity for ED?



Is there priority access to diagnostics?



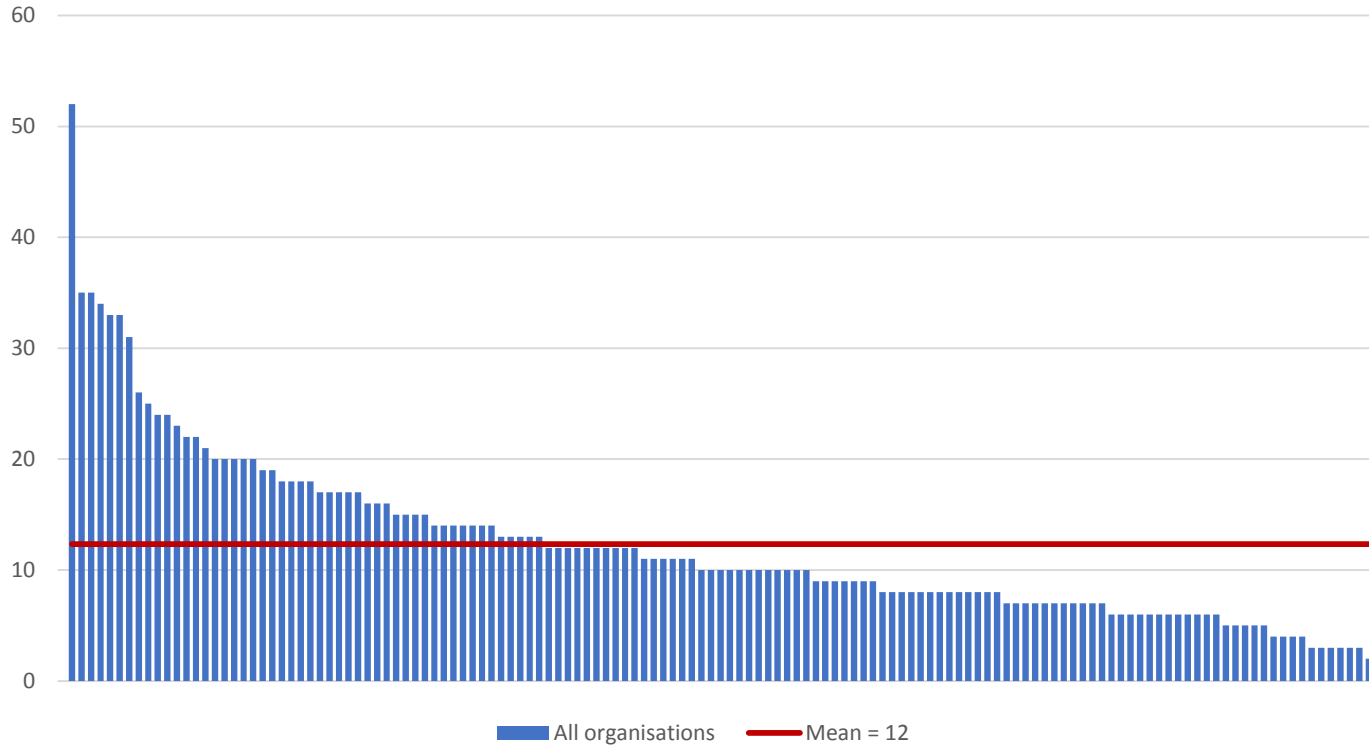
Do you have a separate location code for the AEC unit?





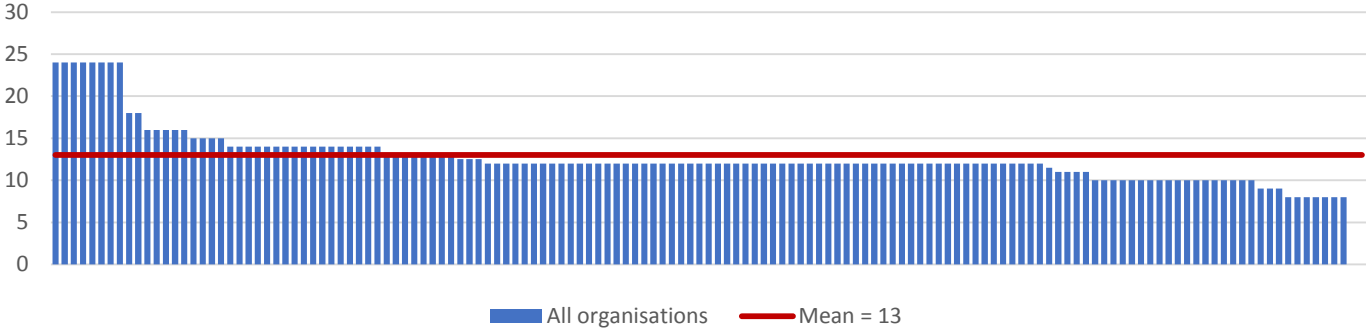
# National context (England)

Average number of patient care spaces available

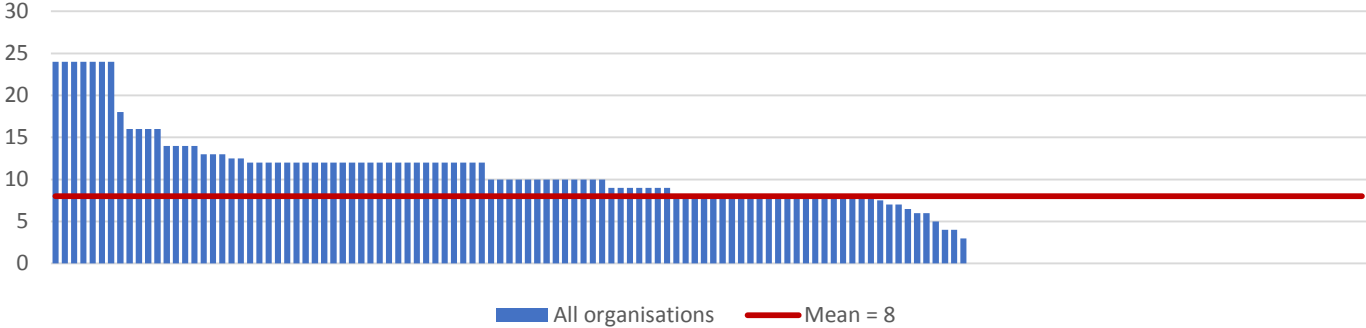


# Hours Service Available

### During the Week: Hours per day AEC stream is open

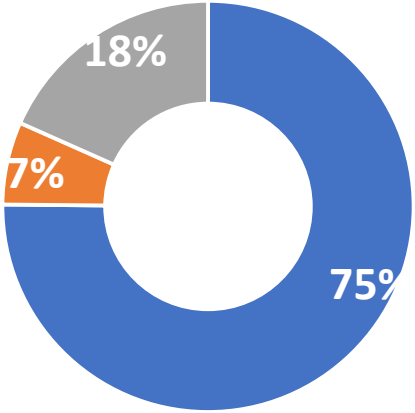


### At the Weekend: Hours per day AEC stream is open



# Ambulatory Emergency Care

Are patients in the AEC stream viewed as being on the A&E 4 hour clock?

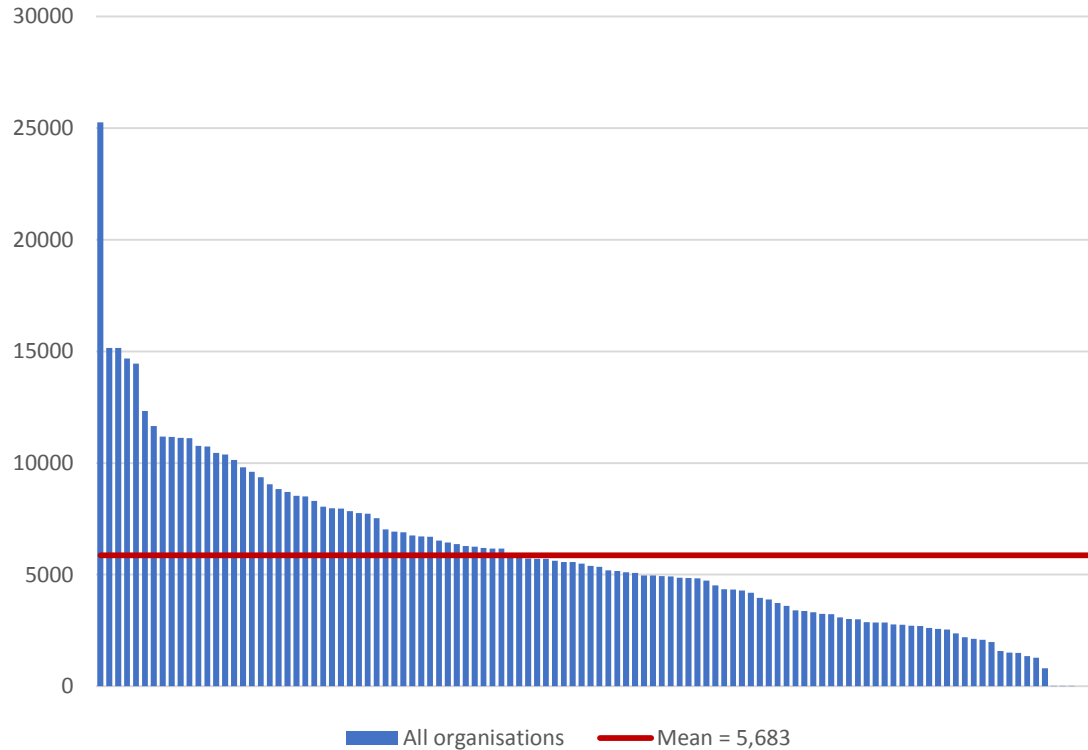


■ No ■ Yes ■ No answer



# AEC Activity 2017/18

AEC activity 2017/18

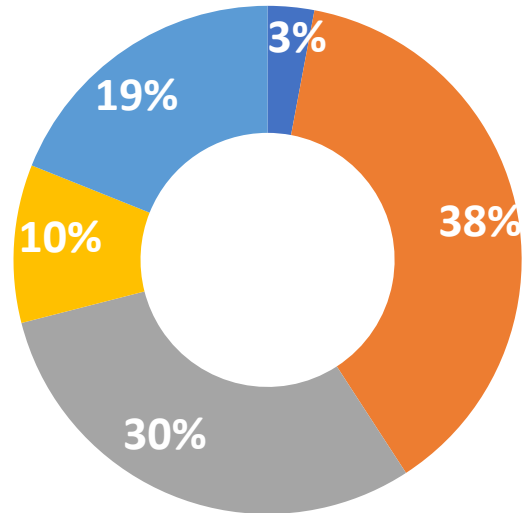


- The mean number of ambulatory emergency care patient care episodes was 5,683 in 2017/18
- The mean number of attendances per Type 1 department in 2017/18 was 87,073.



# Classification of AEC Unit activity (2017/18)

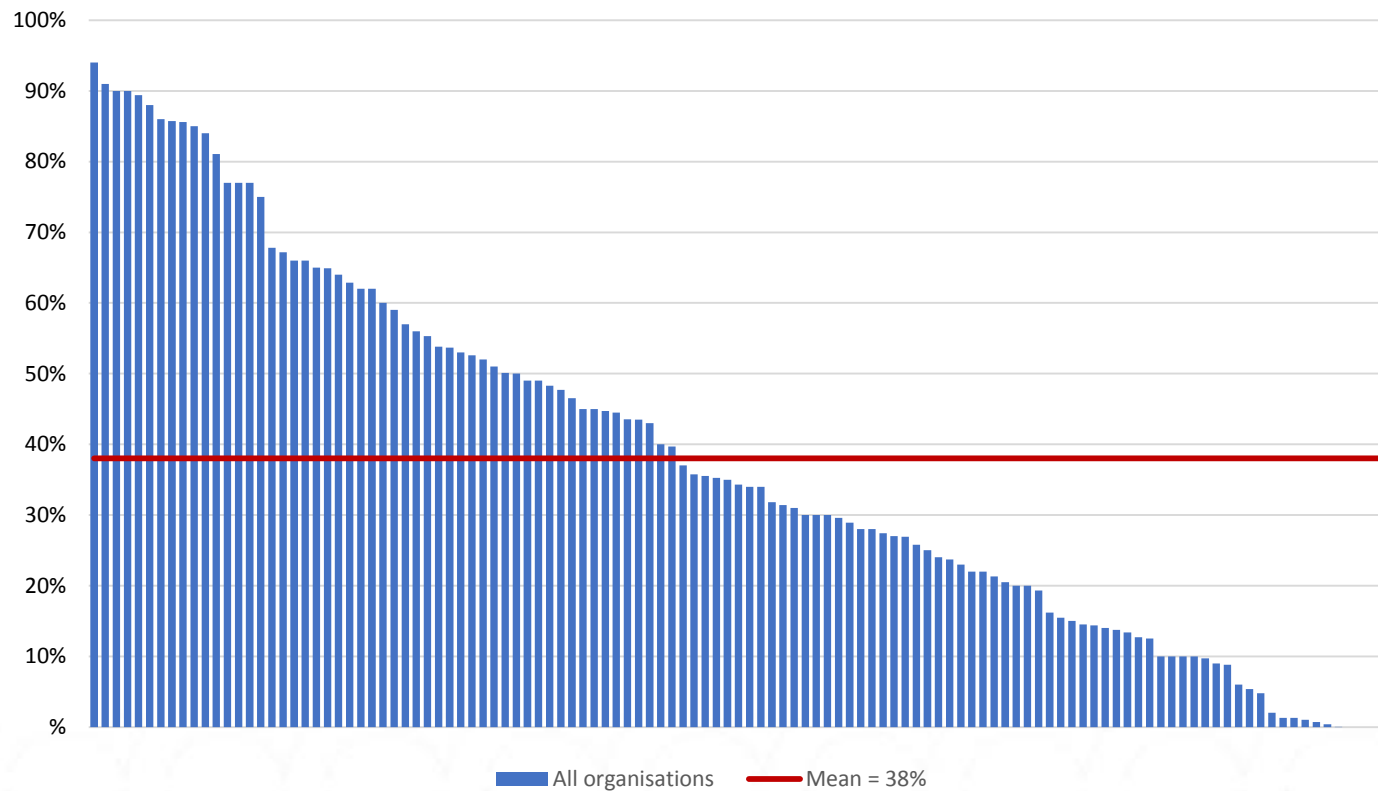
How is AEC activity recorded?



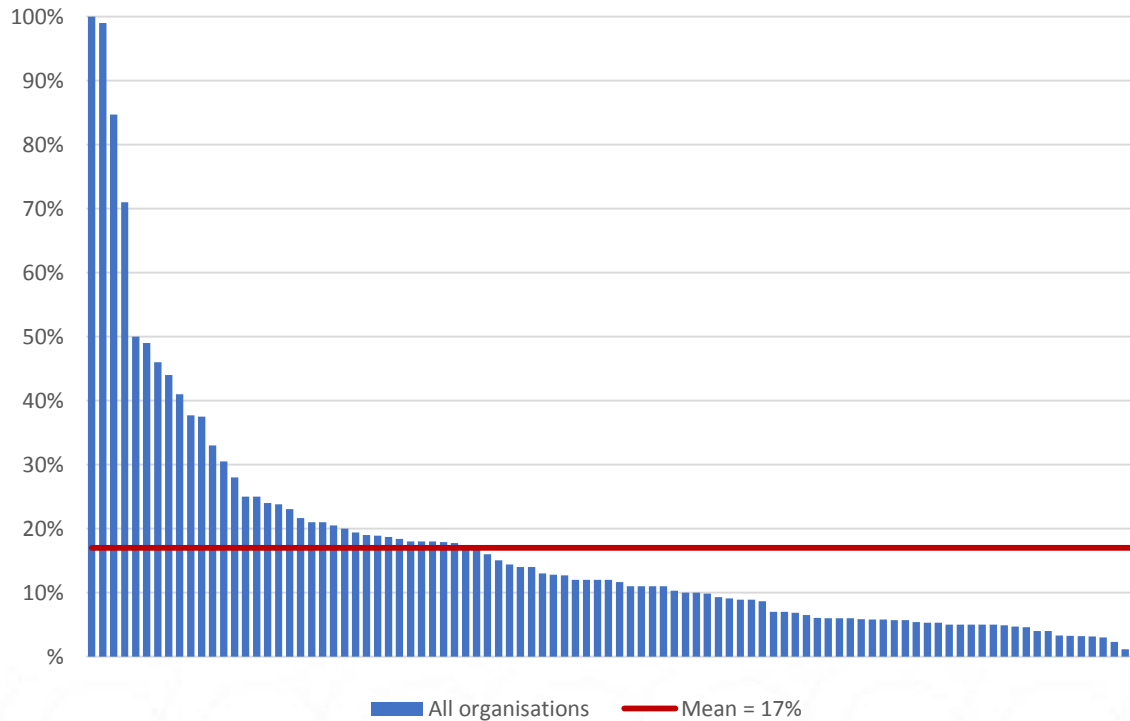
- A&E attendance
- Inpatient admission
- Other



# Percentage of AEC attendances that came from GP Referrals (2017/18)



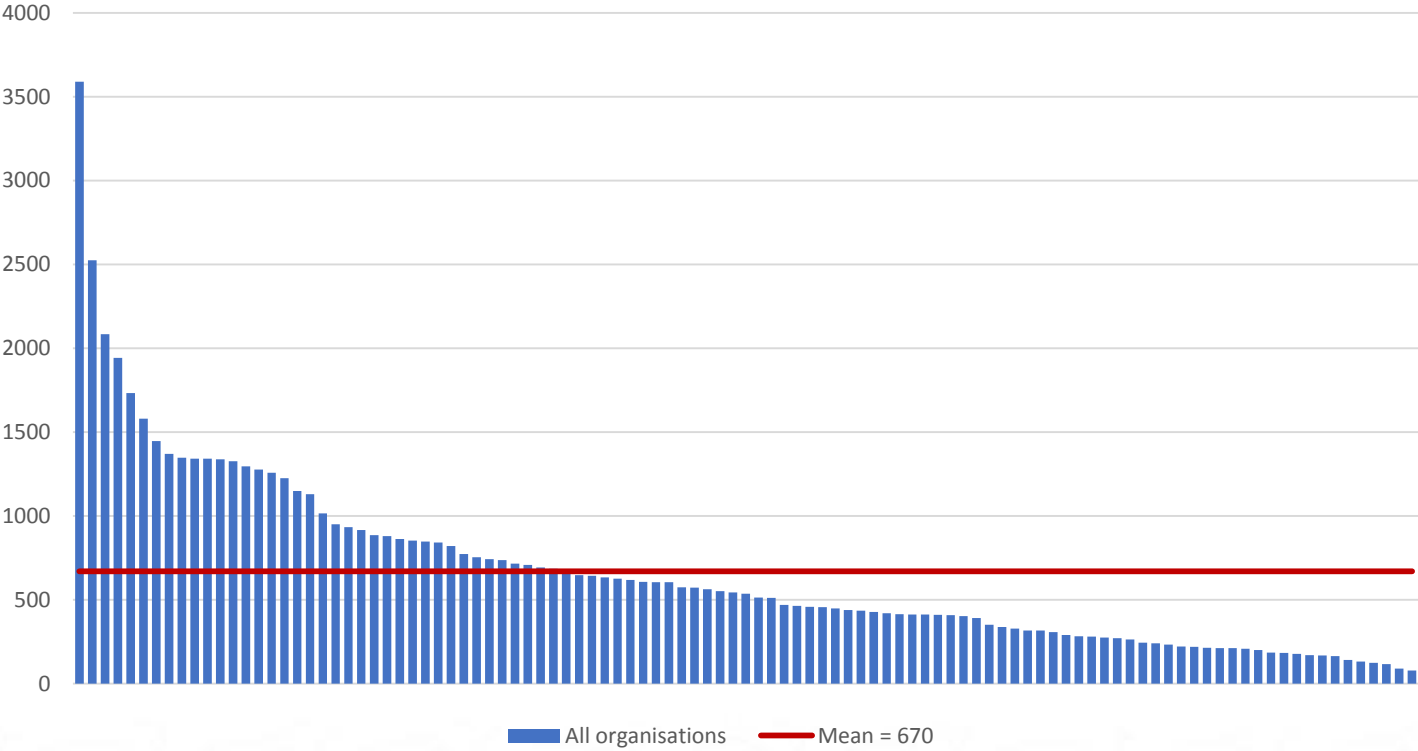
# Percentage of AEC attendances who were admitted to inpatient care (2017/18)



- On average 314 patients per year (17%) are classed as admitted to inpatient care from AEC Units.

# Infrastructure

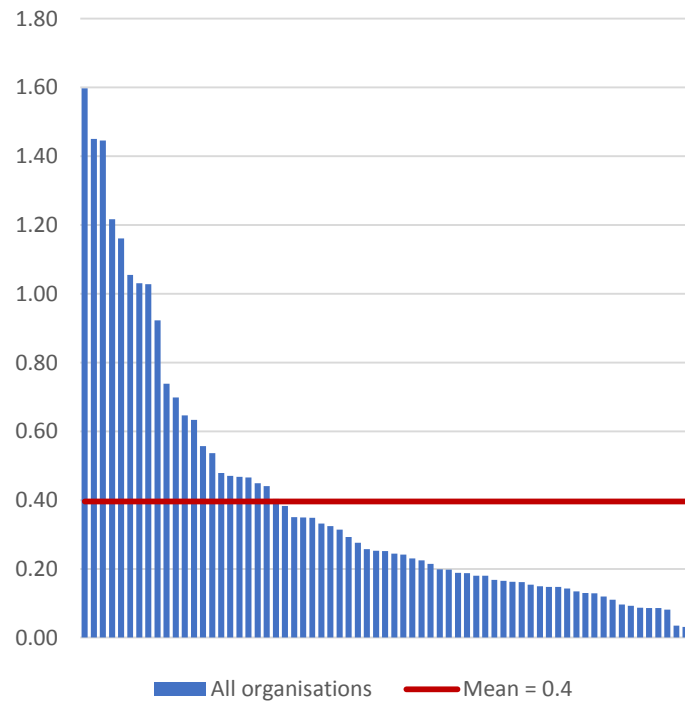
AEC Unit activity per cubicle (2017/18)



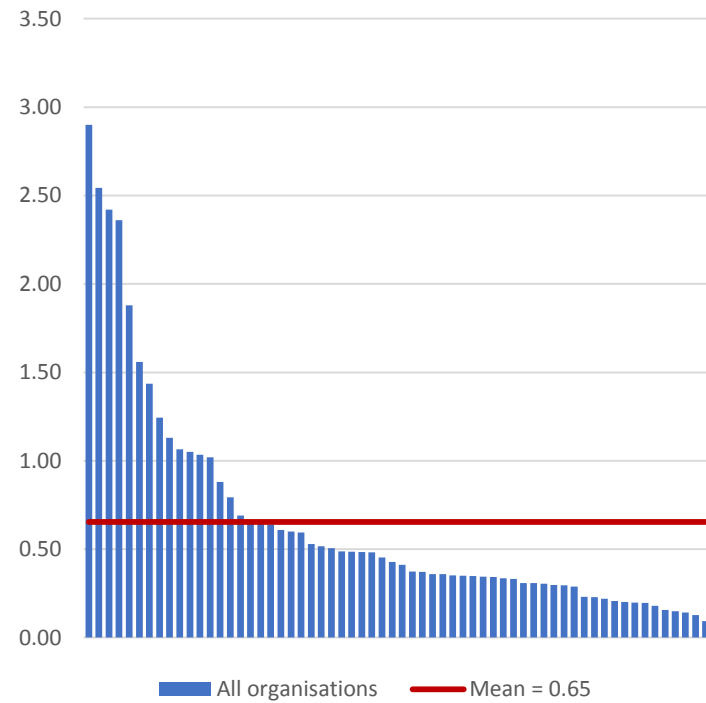


# Workforce (2017/18)

## WTE Consultants per 1,000 AEC patient care episodes

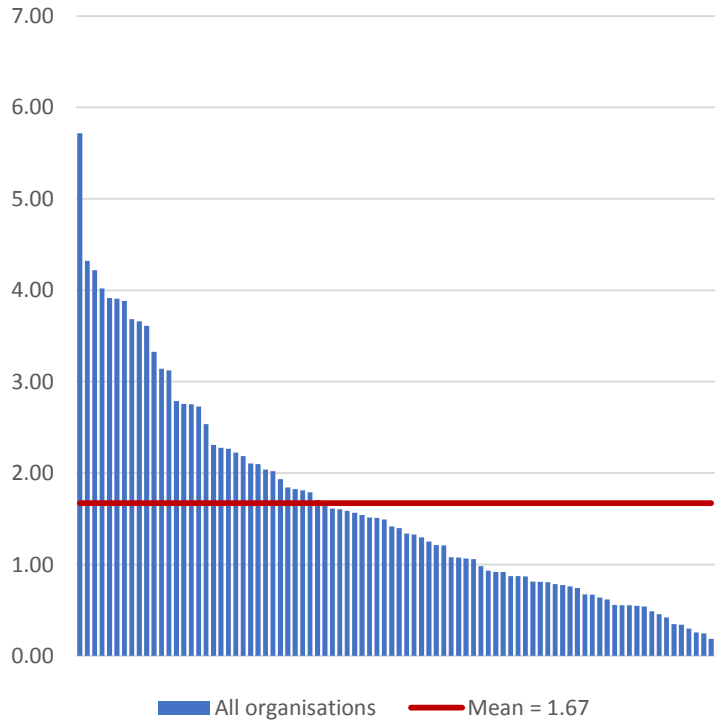


## WTE other medical staff per 1,000 AEC patient care episodes

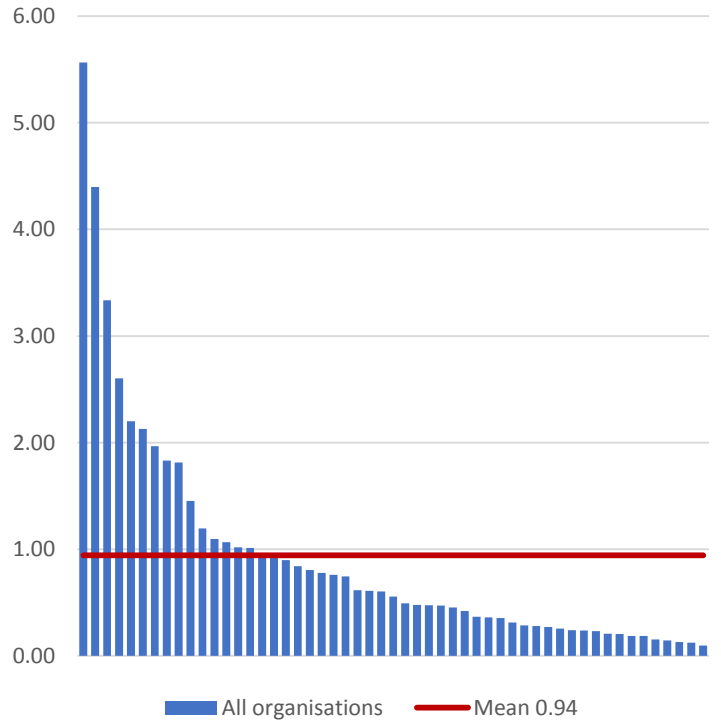


# Workforce (2017/18)

### WTE nursing staff employed in AEC per 1,000 patient care episode

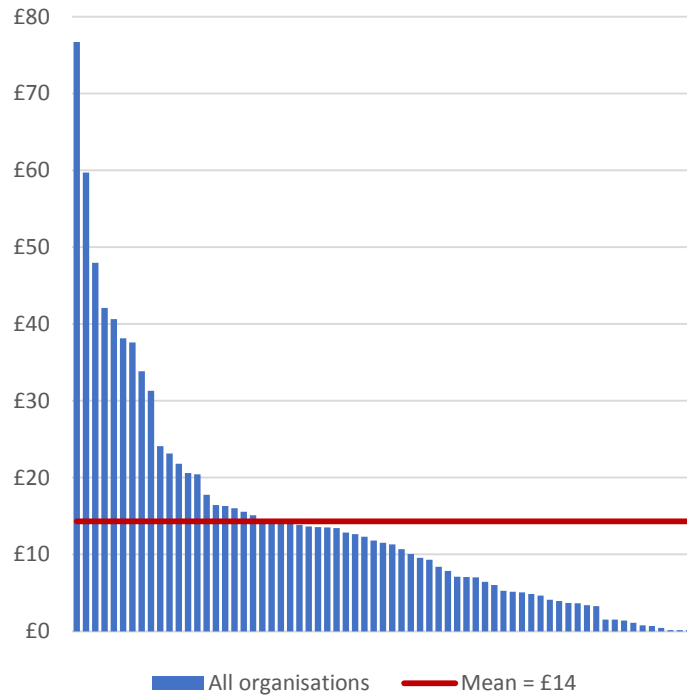


### Other Clinical Staff WTE per 1,000 AEC patient care episodes

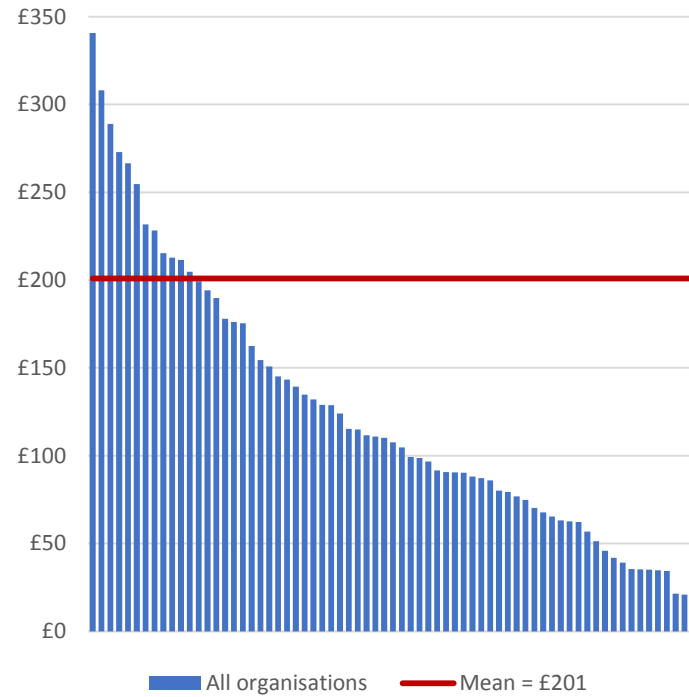


# Finance (2017/18)

## Total non-pay direct costs for AEC stream per patient care episode



## Total pay costs for AEC stream per patient care episode



# Conclusions

- ED benchmarking;
  - Trusts continue to deliver excellent performance in difficult circumstances
  - Demand growth continues
- AEC Benchmarking
  - Variety of approaches are evident
  - Making a positive contribution to patient streaming
  - Lower conversion rate than Type 1 activity
  - Model still evolving

# Next steps

- Data finalisation and sharing information with Getting It Right First Time Team
- Organisations bespoke report and web tools available in November
- National Report – December
- 2019 benchmarking

**Thank you to all contributors!**