

17FOI375 Urgent Care in the NHS

If your Trust has multiple A&E sites, then please complete one questionnaire for each site. Thank you.

Name of Hospital: Plymouth Hospitals NHS Trust

Introduction to our response

The Trust only provides Emergency Department facilities as described on the Trust website at: <https://www.plymouthhospitals.nhs.uk/emergency-department>. Minor Injury Services are not provided by our organisation. Please visit the Livewell Southwest website at: <https://livewellsouthwest.co.uk/>

Questions	PHNT response
TOTAL Number of Attenders to A&E for the year 2015/2016	94,560
Of these attenders – how many attended Majors?	36,480
Of these attenders – how many attended Minors?	58,077
Of these attenders – how many attended Children’s Paed A&E?	13,679
Of the TOTAL attenders, how many were conveyed by ambulance?	33,635
Of the TOTAL attenders, how many self-presented (made their own way to A&E)	59,425 – This consists of car, bike, bus and walking
Of the TOTAL attenders, how many were discharged with advice only/self-discharged without being seen (metrics can be added together)	14,332
How many 12 hour breaches did you have?	5 or less- Please note this refers to trolley breaches. A trolley breach is measured from when the decision is made to admit or treatment in A&E is completed (whichever is later) to when the patient is admitted. Please see NHS Improvement guidance for further definitions.
How many 4 hour breaches did you have?	1,530 - Please note this refers to trolley breaches. A trolley breach is measured from when the decision is made to admit or treatment in A&E is completed (whichever is later) to when the patient is admitted. Please see NHS Improvement guidance for further definitions.
What was the primary cause of the breaches?	Waiting for bed - Medical MAU
TOTAL Number of Attenders to A&E for	97,126

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the year 2016/2017	
Of these attenders – how many attended Majors?	38,339
Of these attenders – how many attended Minors?	58,783
Of these attenders – how many attended Children’s Paed A&E?	15,057
Of the TOTAL attenders, how many were conveyed by ambulance?	34,384
Of the TOTAL attenders, how many self-presented (made their own way to A&E)	61,229
Of the TOTAL attenders, how many were discharged with advice only/self-discharged without being seen (metrics can be added together)	14,332
How many 12 hour breaches did you have?	5 or less – Please note this refers to trolley breaches. A trolley breach is measured from when the decision is made to admit or treatment in A&E is completed (whichever is later) to when the patient is admitted. Please see NHS Improvement guidance for further definitions.
How many 4 hour breaches did you have?	1,919 – Please note this refers to trolley breaches. A trolley breach is measured from when the decision is made to admit or treatment in A&E is completed (whichever is later) to when the patient is admitted. Please see NHS Improvement guidance for further definitions.
What was the primary cause of the breaches? was this reason different from 2015/16?	7b - Waiting for bed - Medical MAU (No difference to 2015/16)
TOTAL Number of Attenders to A&E for year 2017/18 – to-date	25,457 (Up until end of June 2017)

Please describe how your patients are triaged, what is their typical journey? Is there a streaming model? If yes, how effective is it and who streams e.g. GP or Nurse?

Patients are currently triaged by a registered professional in both majors and minors

What would you like to see implemented in your health economy to deter avoidable admissions? i.e. those who have attended A&E but could have been seen and treated in a walk-in centre/MIU, Pharmacy or GP etc.

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PHNT are to open a dedicated Acute Assessment Hub in 2017 to provide primary care streaming, expand the capacity of the ambulatory and frailty care pathways and work in collaboration with our acute GP service. The expectation with therapy, imaging and pharmacy support, admissions will be avoided as alternatives are identified.

Do you have Self Check-in Kiosks in your A&E area?	No
Do you have publically available WiFi in your A&E waiting areas?	Yes
What is the bandwidth?	1Mb per user
If you don't have publically available WiFi in your A&E waiting area, is there a plan to install this? If yes, when? Is it on trajectory for delivery and what is the planned bandwidth? Please comment	
Not applicable	
Do you think technology has a role to play in preventing avoidable admissions? If yes, please comment on what the value of technology would be.	
The Trust does not hold this information. This part may fall outside the Act. The Trust is not required to create comments for the purpose of answering questionnaires. The Trust cannot within the limitations of the Act obtain a corporate and approved view of the question asked. Sorry we could not be more helpful.	

Thank you very much for completing this Information Request

File reference	W17FOI375
Key words	Urgent Care in the NHS
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Attachments	Yes

Freedom of Information Act Disclosure log - Reply Extract

You asked

Please accept this email as a formal request for information under the Freedom of Information Act. My interest is in the activity in Accident and Emergency Departments and I have a couple of questions regarding the application of technology in the A&E environment. I anticipate that there are 3 teams that may need to input into the request: A&E, Informatics/data and IT systems. I have attached a word document which is designed to make my request as quick and simple to answer as possible. If your Trust has multiple A&E sites, I would be grateful if a questionnaire could be completed for each site. My request is for personal interest

Our Reply

Please find attached your completed questionnaire

Attachments included: Yes