

## Emergency department activity

|   | Jul-Sep 2020      | Jul-Sep 2019 | Difference | % change |        |
|---|-------------------|--------------|------------|----------|--------|
| All arrivals at ED by ambulance           | 5,070             | 5,119        | -49        | -1.0%    |        |
| ED Attendances                            | 17,216            | 18,259       | -1,043     | -5.7%    |        |
| Emergency presentations                   | 17,141            | 18,172       | -1,031     | -5.7%    |        |
| Emergency presentation by triage category | T1: Resuscitation | 142          | 164        | -22      | -13.4% |
|   | T2: Emergency     | 2,111        | 1,845      | 266      | 14.4%  |
|   | T3: Urgent        | 5,901        | 6,013      | -112     | -1.9%  |
|   | T4: Semi-urgent   | 7,743        | 8,909      | -1,166   | -13.1% |
|   | T5: Non-urgent    | 1,244        | 1,241      | 3        | 0.2%   |
| Admissions to hospital from EDs           | 4,539             | 4,372        | 167        | 3.8%     |        |

## Emergency department performance

|   | Jul-Sep 2020                                      | Jul-Sep 2019 | Difference             | Peer group results     |        |
|---|---|--------------|------------------------|------------------------|--------|
| Time to treatment by triage category                      | Median time to treatment                          | 7m           | 9m                     | -2m                    | 8m     |
|   | T2: Emergency 90th percentile time to treatment   | 18m          | 51m                    | -33m                   | 21m    |
|   | % started treatment on time                       | 82.4%        | 58.3%                  | 24.1 percentage points | 70.9%  |
|   | Median time to treatment                          | 21m          | 31m                    | -10m                   | 18m    |
|   | T3: Urgent 90th percentile time to treatment      | 1h 08m       | 1h 50m                 | -42m                   | 58m    |
|   | % started treatment on time                       | 72.2%        | 49.2%                  | 23.0 percentage points | 74.9%  |
|   | Median time to treatment                          | 25m          | 41m                    | -16m                   | 23m    |
|   | T4: Semi-urgent 90th percentile time to treatment | 1h 20m       | 1h 58m                 | -38m                   | 1h 26m |
|   | % started treatment on time                       | 83.7%        | 69.2%                  | 14.5 percentage points | 82.5%  |
|   | Median time to treatment                          | 18m          | 29m                    | -11m                   | 5m     |
|   | T5: Non-urgent 90th percentile time to treatment  | 1h 11m       | 1h 41m                 | -30m                   | 50m    |
|   | % started treatment on time                       | 98.1%        | 93.3%                  | 4.8 percentage points  | 97.8%  |
| Patients starting treatment on time %                     | 80.6%   | 62.8%        | 17.8 percentage points | 81.4%                  |        |
| Median time to leave the ED                               | 2h 54m  | 3h 18m       | -24m                   | 2h 42m                 |        |
| 90th percentile time to leave the ED                      | 7h 05m  | 8h 23m       | -78m                   | 7h 43m                 |        |
| Patients leaving the ED within four hours of presentation | 68.9%   | 62.0%        | 6.9 percentage points  | 71.9%                  |        |
| Transfer of care  | Median transfer of care time (minutes)            | 12m          | 14m                    | -2m                    | 11m    |
|   | 90th percentile transfer of care time (minutes)   | 58m          | 61m                    | -3m                    | 30m    |
|   | Percent on target                                 | 76.0%        | 73.7%                  | 2.3 percentage points  | 89.8%  |

Notes: ED attendances includes every patient visit to the ED during the defined period. The vast majority of ED attendances are classified as 'emergency presentations'. The remaining ED attendances include non-emergency visits such as planned returns, pre-arranged admissions, some outpatient visits and private referrals.

(\*) Suppressed due to small numbers and to protect patient privacy  
(n/a) not applicable

■ Results are for Jul-Sept 2020 and provided only for comparison purposes

## Elective surgery activity

|  | Jul-Sep 2020 | Jul-Sep 2019 | Difference | % change |        |
|--|--------------|--------------|------------|----------|--------|
| <b>Elective surgery procedures performed</b>                                     | 1,169        | 1,121        | 48         | 4.3%     |        |
| <b>Urgency category</b>  | Urgent       | 172          | 116        | 56       | 48.3%  |
|  | Semi-urgent  | 419          | 488        | -69      | -14.1% |
|  | Non-urgent   | 528          | 446        | 82       | 18.4%  |
| <b>Patients on waiting list ready for elective surgery at the end of quarter</b> | 2,164        | 1,669        | 495        | 29.7%    |        |
| <b>Urgency category</b>  | Urgent       | 35           | 28         | 7        | 25.0%  |
|  | Semi-urgent  | 484          | 306        | 178      | 58.2%  |
|  | Non-urgent   | 1,645        | 1,335      | 310      | 23.2%  |

## Elective surgery performance


|  |                | Jul-Sep 2020    | Jul-Sep 2019 | Difference              | Peer group results |          |
|--|----------------|-----------------|--------------|-------------------------|--------------------|----------|
| <b>Waiting time (days)</b>                           | Urgent         | Median          | 15 days      | 21 days                 | -6 days            | 15 days  |
|  |                | 90th percentile | 26 days      | 29 days                 | -3 days            | 27 days  |
|  | Semi-urgent    | Median          | 53 days      | 49 days                 | 4 days             | 58 days  |
|  |                | 90th percentile | 121 days     | 79 days                 | 42 days            | 120 days |
|  | Non-urgent     | Median          | 392 days     | 284 days                | 108 days           | 352 days |
|  |                | 90th percentile | 427 days     | 341 days                | 86 days            | 445 days |
| <b>Elective surgery procedures performed on time</b> | All procedures | 57.6%           | 99%          | -41.4 percentage points | 74.1%              |          |
|  | Urgent         | 100%            | 100%         | 0.0 percentage points   | 99.7%              |          |
|  | Semi-urgent    | 76.4%           | 99.2%        | -22.8 percentage points | 81.4%              |          |
|  | Non-urgent     | 28.8%           | 98.4%        | -69.6 percentage points | 58.1%              |          |

## Admitted patient activity

|                                      | Jul-Sep 2020    | Jul-Sep 2019 | Difference | % change |        |
|--------------------------------------|-----------------|--------------|------------|----------|--------|
| <b>Episodes</b>                      | All episodes    | 8,373        | 8,353      | 20       | 0.2%   |
|                                      | Acute           | 7,826        | 7,776      | 50       | 0.6%   |
|                                      | Acute Overnight | 3,957        | 4,014      | -57      | -1.4%  |
|                                      | Acute Same Day  | 3,869        | 3,762      | 107      | 2.8%   |
|                                      | Non-acute       | 289          | 327        | -38      | -11.6% |
|                                      | Mental health   | 258          | 250        | 8        | 3.2%   |
| <b>Average length of stay (days)</b> | Acute           | 2.9          | 2.9        | 0.0      |        |
|                                      | Acute Overnight | 4.7          | 4.7        | 0.0      |        |
|                                      | Non-acute       | 13.8         | 11.4       | 2.4      |        |
|                                      | Mental health   | 16.3         | 14.7       | 1.6      |        |
| <b>Hospital bed days</b>             | All bed days    | 30,692       | 30,047     | 645      | 2.1%   |
|                                      | Acute           | 22,499       | 22,638     | -139     | -0.6%  |
|                                      | Non-acute       | 3,986        | 3,723      | 263      | 7.1%   |
|                                      | Mental health   | 4,207        | 3,686      | 521      | 14.1%  |

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