

<b>Report to:</b>	<b>Public Board of Directors</b>	<b>Agenda item:</b>	<b>9</b>
<b>Date of Meeting:</b>	<b>29 March 2017</b>		

<b>Title of Report:</b>	<b>4 Hour Performance Report</b>
<b>Status:</b>	<b>For Discussion</b>
<b>Board Sponsor:</b>	<b>Francesca Thompson, Chief Operating Officer</b>
<b>Author:</b>	<b>Suzanne Wills, Divisional Manager Medicine Sarah Hudson, Deputy Divisional Manager Medicine</b>
<b>Appendices</b>	<b>Appendix 1: Factors Affecting 4 Hour Performance Appendix 2: Emergency Department “<i>Amazing Things We Have Done In 2016</i>”</b>

<b>1.</b>	<b>Executive Summary of the Report</b>
To update the Board of Directors on the 2016/17 RUH Urgent Care Collaborative Board programme performance. The report reflects information up to and including the 28 <sup>th</sup> February 2017.	

<b>2.</b>	<b>Recommendations (Note, Approve, Discuss)</b>
<p>The Board of Directors are asked to note the following:</p> <ul style="list-style-type: none"> <li>• 4 Hour performance did not meet STF trajectory or the internal improvement trajectory.</li> <li>• Delivery of the identified schemes to improvement performance in month</li> <li>• Factors affecting performance include <ul style="list-style-type: none"> <li>○ Ambulance conveyance activity +11.5% variance compared to 2015/16 for week ending 19/02/2016</li> <li>○ Emergency presentations +5.9 % year to date variance in emergency presentations compared to the last financial year. To note for the month of February 2017 the non-elective activity was 2.2% below February 2016.</li> <li>○ Emergency Department attendances +3.2% year to date variance in ED attendances compared to last financial year</li> <li>○ Negative impact on bed capacity due to high numbers of influenza</li> <li>○ Delays in discharges / increased length of stay</li> </ul> </li> </ul> <p>Areas for improvement in March 2017:</p> <ul style="list-style-type: none"> <li>• Frailty direct admissions with ongoing support of Frailty Flying Squad.</li> <li>• MAU direct admits</li> <li>• Embedding the SAFER principles</li> <li>• Specialty Group Work plan</li> <li>• Urgent Care Away Day 30<sup>th</sup> March 2017</li> <li>• Development of Home First principles and pathways</li> </ul>	

<b>3.</b>	<b>Legal / Regulatory Implications</b>
Care Quality Commission (CQC) Registration 2016/17	

<b>4.</b>	<b>Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc)</b>
The 4 hour performance is currently on the risk register ID: 634	
<b>5.</b>	<b>Resources Implications (Financial / staffing)</b>
<p>Any requests for investment linked to this programme will continue to be reviewed monthly by the Urgent Care Collaborative Board and as directed by the Board, business cases taken through the usual Trust process.</p> <p>Operational Resilience and Capacity Funding 2016/17 monthly monitoring. The Urgent Care Improvement Board will review progress monthly against the National Frailty CQUIN to support successful implementation and milestone attainment.</p>	
<b>6.</b>	<b>Equality and Diversity</b>
All services are delivered in line with the Trust's Equality and Diversity Policy	
<b>7.</b>	<b>References to previous reports</b>
Monthly 4 hour performance reports and ECIST Recommendations.	
<b>8.</b>	<b>Freedom of Information</b>
Public	