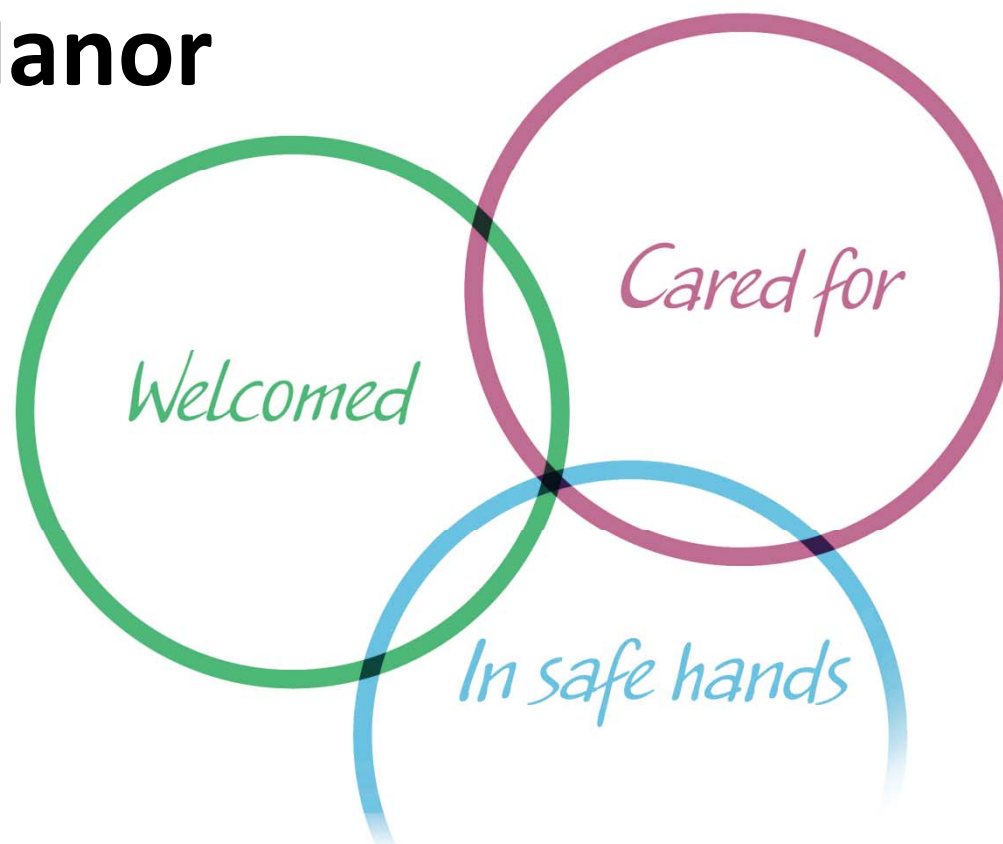


A&E at Walsall Manor Hospital: Update

Richard Kirby
Chief Executive

January 2014



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Background

- The Trust presented a report to the Scrutiny Committee in June 2013 providing:
 - An overview of activity patterns;
 - Performance ;
 - Areas for improvement.
- We reported that A&E attendances were broadly stable but that emergency admissions to hospital were increasing significantly partly due to changes in our catchment (related mainly to Stafford) and partly due to increases in demand from Walsall residents. As a result the Trust was struggling to meet the 4 hour waiting standard for patients needing admission.
- The Trust had set out an A&E Improvement Plan that included action on the physical environment, team working and the culture in the department, staffing numbers and patient experience.
- This brief report provides an update on A&E for the members of the Committee.

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Update (1)

- **Activity.** A&E attendances remain broadly stable compared with last year (excluding patients referred to the Badger-run GP Urgent Care Centre at the hospital). Emergency admissions to the hospital have continued at significantly higher rates than in previous years (up 15% on last year). These increases remain partly driven by catchment changes (mainly Staffordshire) and partly by local increases in demand. Recent norovirus outbreaks have further increased the pressure on beds in January.
- **4 Hour Performance.** The high level of emergency admissions continue to create difficulties in delivering the 95% 4 hour standard. Performance in December was 94.2% and year to date is 94.4%. This remains a key challenge for the Trust.
- **Patient Experience.** In spite of longer waits for those patients needing admission to beds, our Friends & Family Test patient experience score remains relatively high (7.4 / 10 in December) compared to other trusts.
- **Staffing.** We continue to operate with 6 A&E consultants and 11 middle grade doctors. We use additional middle grade doctors at busiest times. We have invested in 10 additional nursing staff who will be joining the team over the next 2-3 months.
- **Team Working.** We have worked with the medical and nursing leadership of the department to strengthen team working in the department.

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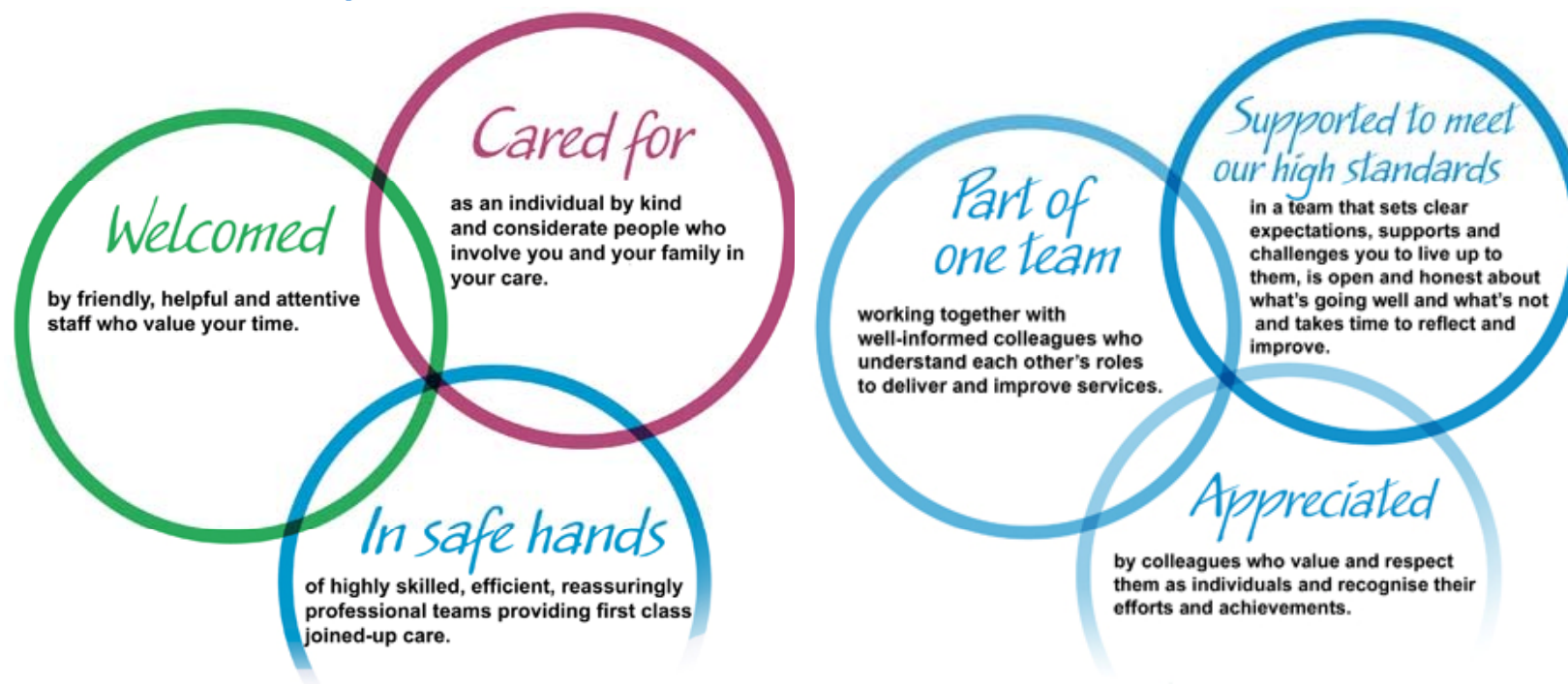
Update (2)

- **Environment.** We are about to commence some short-term improvement work to provide 3 extra cubicles for patients and improve facilities for assessing patients with mental health needs in the existing department. We are continuing to work with the CCG on plans for the complete redevelopment of the unit. The exact timing for this will be confirmed as part of the Trust's updated plan due in June 2014 but is likely to be 2015/16 – 2016/17.
- **West Midlands Quality Review Service Visit.** We requested a peer review by the WMQRS team during the autumn of 2013. The review confirmed the need for a redevelopment of the estate but reported significant improvement in the department since their earlier review in 2010.

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