

# Publication Report



## Emergency Department Activity and Waiting Times

Publication date – 27 November 2012



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## **Revised Emergency Department Activity and Waiting Times publication**

This report has been revised with the aim of improving analytical functionality and usability for the reader. The report now gives the users time series data for many analysis thus negating the need to refer to previous reports. The excel spreadsheets provided allow the user to drill into the data in a variety of ways.

Future reports will include further enhancements including additional analysis.

If you would like to feedback any comments or suggestions for future reports please contact ISD at [nss.isdunscheduledcare@nhs.net](mailto:nss.isdunscheduledcare@nhs.net)

## Introduction

Data from Emergency Departments and departments that provide Accident and Emergency services has been submitted to ISD since July 2007. Prior to that time only aggregate data was available. This new data collection was primarily established to support the 4-hour waiting time target. Since that time the dataset has been expanded and the information has been used to support a variety of other purposes both by NHS Boards and Scottish Government. Information on compliance with the 4-hour wait has been published since 2007 and more recently we have been expanding the published information on this activity.

This release includes charts and tables which present additional information about attendances at these services across Scotland. The information is provided for Scotland, NHS Board and in some instances location of treatment.

The tables and charts in this publication include;

- Total and new attendances time trend
- Waiting Times performance against the 4-hour wait standard
- Heat Target attendance rates

Throughout this report we refer to the collective term Accident and Emergency (A&E) Services which includes the following site types:

- 1) Emergency Departments (EDs) – a consultant-led, 24 hour service with full resuscitation facilities and designated accommodation for the reception of emergency patients
- 2) MIU/Other – smaller sites such as Minor Injury Units (MIUs), community A&Es or community casualty departments that are GP or nurse led

A list of sites and their classification can be found on the [Emergency Department Activity - Data Collection](#) webpage.

Previous releases of the 4-hour wait performance publication were known as 'Accident and Emergency Waiting Times' and 'Emergency Department Activity'.

Previous Emergency Department Waiting Times publication reports are available on the [Waiting Times](#) and [Emergency Care](#) publication web pages.

## Key points

- Total A&E attendances have increased from 1.5 million in 2001/02 to 1.6 million in 2011/12
- During the quarter ending 30 September 2012, the proportion of new and unplanned attendances at all A&E services across Scotland that were seen and discharged within 4 hours was; 96.2% July, 95.5% August and 95.0% September.
- In September 2012 five NHS Boards achieved the waiting time standard of 98% of patients treated, admitted or discharged from A&E within 4 hours.
- The HEAT target to reduce attendances at Emergency Departments shows that in September 2012 the 12 monthly average was 2,190. The planned March 2014 target end point is 2,095.

## Results and Commentary

### Attendances

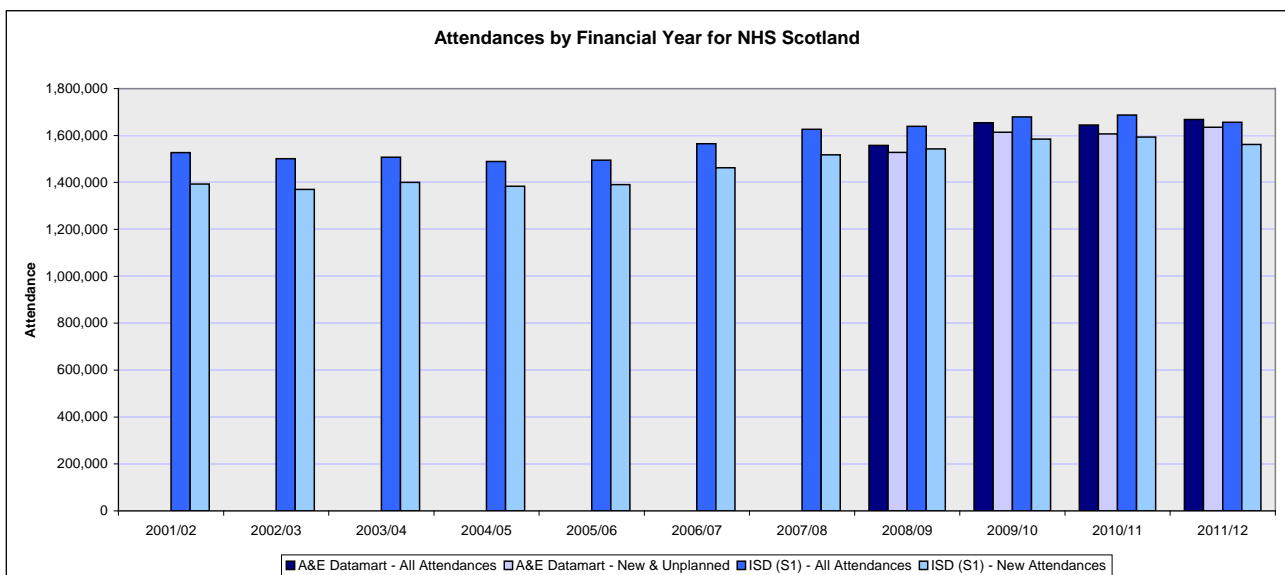
The total attendances figures from the A&E datamart include all of the four attendance categories presenting at Accident and Emergency services; new, unplanned returns, planned returns and recall attendances. The first two of these categories are classed as new presentations while the latter two are classed as follow-up attendances, as they are connected with the original complaint. The ISD(S)1 data collection shows only new and total attendances

Figure 1-1 consists of a four year trend from the A&E datamart and a ten year trend from the ISD(S)1 data collection. Both sources show an overall increase of A&E new and total attendances within Scotland.

- ISD(S)1 shows an increase in all attendances from 1.5 million in 2001/02 to 1.6 million in 2011/12 and an increase in new attendances from 1.4 million in 2001/02 to 1.6 million in 2011/12
- The A&E datamart shows an increase in all attendances from 1.5 million in 2008/09 to 1.6 million in 2011/12 and an increase in new and unplanned attendances from 1.5 million in 2008/09 to 1.6 million in 2011/12.

It should be noted that the number of attendances quoted in the 4-hour waiting time standard and the HEAT target data quoted in the later sections of this report only include new presentations; that is the new and unplanned return attendance categories.

**Figure 1-1: Number of new and total attendances at A&E services across Scotland, April 2001 to March 2012**

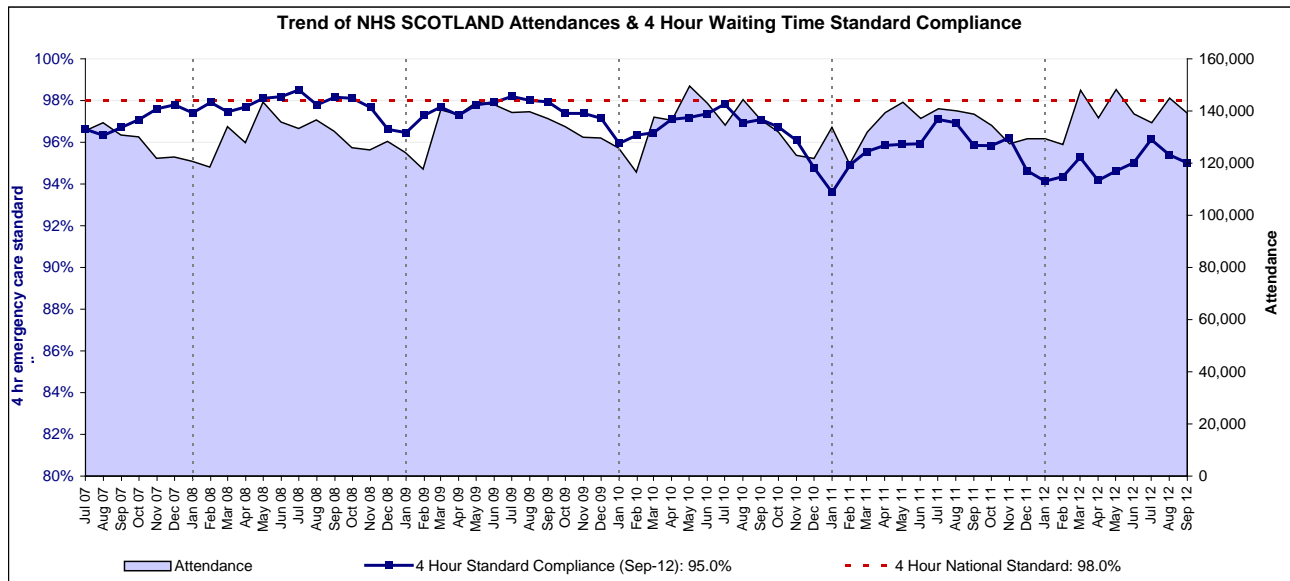


Source: ISD Scotland

[Please read accompanying notes](#)

Figure 1.2 shows, from the A&E datamart, the number of new attendances and unplanned attendances within Scotland from July 2007 to September 2012, a trend line showing the four hour waiting time compliance standard and a red line showing the 98% compliance standard. On inspection of it can be seen that the last time compliance was met across Scotland was August 2009 with 98% compliance. Since July 2007 compliance with the 4 hour standard has been met on 7 occasions.

**Figure 1-2: Number of new and unplanned attendances at A&E Services across Scotland and proportion of those seen within 4 hours, July 2007 to September 2012**



Source: ISD Scotland [Please read accompanying notes](#)

This chart and the underlying figures are supplied in an Excel Workbook - [Attendances](#). Also available within this workbook are interactive tables and charts showing annual, annual monthly and trend numbers and rates on:

- Trend of attendances from 2002 - this uses data from ISD(S1) and the A&E datamart.
- Trend of attendances and 4 hour waiting time standard compliance by NHS board of treatment or hospital
- Trend of attendances rates and admission rates per 100,000 population from April 2010 by NHS board of treatment, age & gender

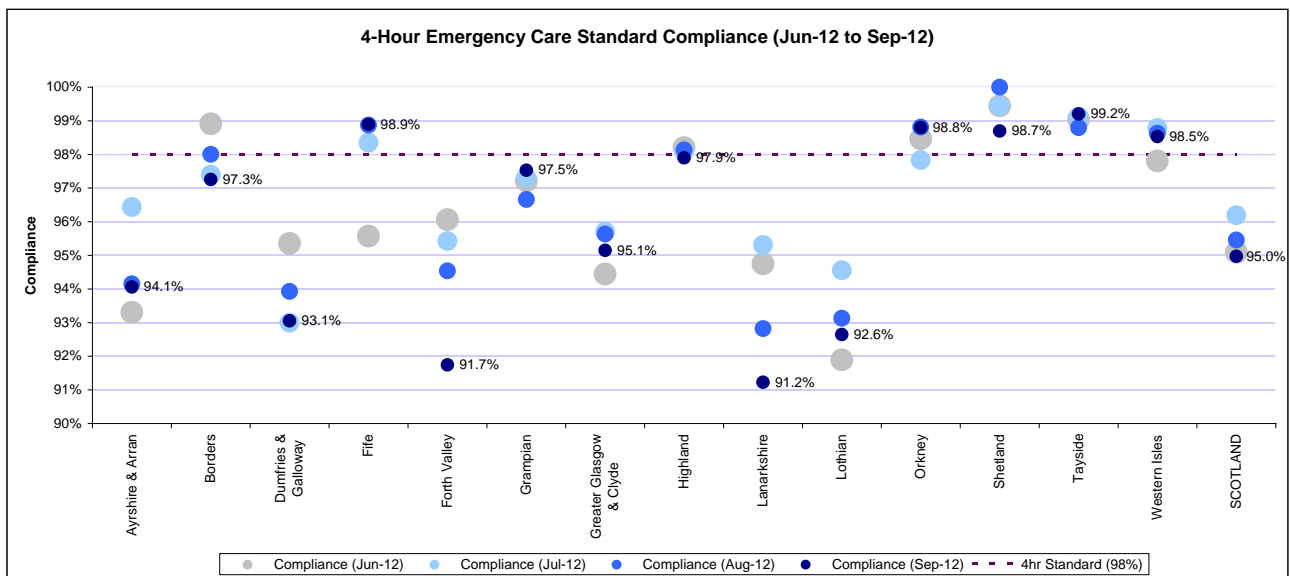
## Compliance

The national standard for A&E waiting times states that at least 98% of new and unplanned return attendances at an A&E Service should be seen and then admitted, transferred or discharged within 4 hours. This standard applies to all areas of emergency care such as assessment units, minor injury units, community hospitals, anywhere where emergency care type activity takes place. The 4-hour waiting time standard came into place in 2007 and continues to be the measure by which the Scottish Government (SG) monitors NHS boards' performance within A&E Services.

Figure 2-1 shows, for the last four quarters from the A&E datamart, the percentage of new and unplanned return attendances at A&E Services across Scotland complying with the 4 hour standard. During this period two NHS Boards had over 98% compliance for each month. In September 2012 five NHS Board achieved the standard.

This plus additional information on Four Hour Compliance, Compliance Rate Comparison and Time of Arrival are on the [Compliance](#) workbook

**Figure 2-1: Four Hour Emergency Care Compliance, June 2012 to September 2012**



Source: ISD Scotland [Please read accompanying notes](#)

4 Hour Compliance	Jun-12	Jul-12	Aug-12	Sep-12
Ayrshire & Arran	93.3%	96.4%	94.2%	94.1%
Borders	98.9%	97.4%	98.0%	97.3%
Dumfries & Galloway	95.4%	93.0%	93.9%	93.1%
Fife	95.6%	98.4%	98.9%	98.9%
Forth Valley	96.1%	95.4%	94.5%	91.7%
Grampian	97.2%	97.3%	96.7%	97.5%
Greater Glasgow & Clyde	94.4%	95.7%	95.6%	95.1%
Highland	98.2%	98.1%	98.1%	97.9%
Lanarkshire	94.7%	95.3%	92.8%	91.2%
Lothian	91.9%	94.6%	93.1%	92.6%
Orkney	98.5%	97.8%	98.8%	98.8%
Shetland	99.4%	99.4%	100.0%	98.7%
Tayside	99.0%	99.1%	98.8%	99.2%
Western Isles	97.8%	98.8%	98.6%	98.5%
<b>SCOTLAND</b>	<b>95.1%</b>	<b>96.2%</b>	<b>95.5%</b>	<b>95.0%</b>



## HEAT Target - Reducing Attendances

In order to reduce the number of attendances at Emergency Departments (EDs) across Scotland and shift the balance of care, the Scottish Government has introduced a [HEAT target](#) performance measure. NHS Boards are tasked with reducing the attendance rate at EDs between 2009/10 and 2013/14.

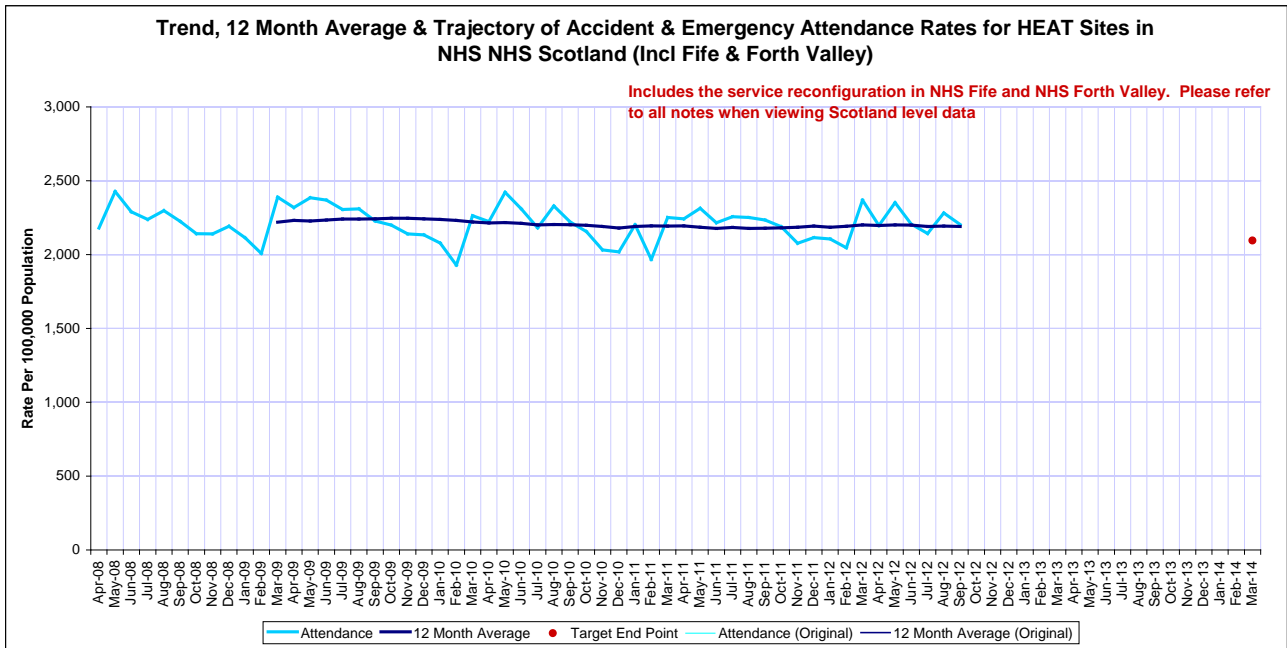
The aim of the target is to reduce attendances with better provision and use of primary care services, better preventative and continuous care in the home and improved self care. This will result in more appropriate alternative services for patients. The target only applies to EDs and excludes MIUs.

Figure 3-1 below shows, for the trend and final trajectory, the rate of new and unplanned return attendances across Scotland for HEAT ([List of Sites](#)). The red dot is the agreed target end point for Scotland which NHS Boards are aiming to achieve by March 2014. The current 12 monthly average shows that the rate of attendance was 2,190 in September 2012.

Detailed information on the HEAT target showing trend for Scotland and each NHS Board with their target end point for March 2014 is available within the HEAT workbook [HEAT](#). The information provided is:

- Trend of attendances split by HEAT and non-HEAT sites
- Trend of HEAT site attendances, and trajectory by NHS board of treatment
- Latest 4 months HEAT site attendance rates by NHS board of treatment

**Figure 3-1: Trend, 12 month average and trajectory end points of A&E data emergency attendance rates, April 2008 to September 2012**



## Notes

- 1) Borders - Borders General Hospital transferred to a new patient management system at the end of November 2010. There was an issue with the new system that prevented the recording of different attendance categories from April to September 2011. This results in the attendance figures for Borders General being artificially inflated by approximately 0.8 % (estimated from the data 12 months leading up to transfer), please interpret with caution.
- 2) Fife - As of 08:00 hrs on 19 January 2012 all ED services were transferred to Victoria Hospital and Queen Margaret Hospital became an MIU.
- 3) Forth Valley - As of 08:00 on 12 July 2011 the ED at Stirling Royal Infirmary closed and became an MIU at Stirling Community Hospital; a new ED opened at Forth Valley Royal Hospital and the MIU at Falkirk Community Hospital closed.
- 4) Greater Glasgow & Clyde - Stobhill Hospital changed from having both an ED and MIU to only having an MIU in April 2011.
- 5) Lanarkshire - the three EDs transferred to a new patient management system during March 2011. There was an issue with the new system that prevented the recording of different attendance categories from April to June 2011. This results in the attendance figures for the three EDs being artificially inflated by approximately 5.0 % (estimated from the data 12 months leading up to transfer), please interpret with caution.

## Glossary

Emergency Department (ED)	a large hospital department which provides a consultant-led, 24 hour service with full resuscitation facilities and designated accommodation for the reception of emergency patients.
Accident & Emergency (A&E) Services	collectively the term Accident and Emergency (A&E) Services includes the following site types: 1) Emergency Departments (EDs) 2) MIU/Other – small sites such as Minor Injury Units (MIUs), community A&Es or community casualty departments that are GP or nurse led.
A&E datamart	Secure medium for storing data and analysing patient level/aggregate attendances from July 2007 for all Accident and Emergency Services across Scotland. Preferred tool for analysing A&E services data from this date.
ISD(S)1	Aggregate quarterly return provided by NHS Boards showing attendances at A&E services across Scotland.
Attendance	the presence of a patient in an A&E service seeking unplanned medical attention
Waiting time	the time of arrival until the time of discharge, admission or transfer.
4-hour performance	the proportion of all attendances in a calendar month that are seen within 4 hours of arrival
The 4 hour standard	a HEAT Standard whereby 98% of all patients are assessed and either discharged, redirected or admitted within 4 hours of arrival.
HEAT target	to reduce the number of accident and emergency attendances at hospitals are included in the target
Patients seen	patients who are assessed by a clinician then either admitted to hospital, discharged or transferred to another hospital
Admission	admission to a hospital bed following an attendance at an A&E service
Attendance category	a record of whether a patient is making a first or follow-up attendance at a particular A&E service
Attendance rate	the ratio of the number of attendances in a region divided by the number of people resident in that region (the population). The ratio presented here is given as per 1,000 population (or even 100,000 population) as the numbers can be relatively small. The attendance rate of 500 per 1,000 population is equivalent to 1 in 2 people

Admission rate

the ratio of the number of admissions in a region divided by the number of people resident in that region (the population). The ratio presented here is given as per 1,000 population as the numbers can be relatively small. The attendance rate of 500 per 1,000 population is equivalent to 1 in 2 people

## List of EXCEL sheets and tables

EXCEL sheet	Name on TAB	Time period	File & size
<a href="#">Attendances</a>	AnnualTrend	2001/02 – 2011/12	Excel [983kb]
	MonthlyTrend	Jul 07 – Sep 12	
	TrendRates	Jul 07 – Sep 12	
<a href="#">Compliance</a>	4HourCompliance	Jun 12 – Sep 12	Excel [335kb]
	RateCompliance	Jun 12 – Sep 12	
	TimeOfArrival	Jun 12 – Sep 12	
<a href="#">HEAT</a>	Trend	Apr 08 – Sep 12	Excel [465kb]
	Trend&Trajectory	Apr 08 – Mar 13	
	RateCompliance	Jun 12 – Sep 12	
<a href="#">Hospital Site List</a>	SiteList	As at Nov 12	Excel [43kb]

## Contact

### Anne Stott

Senior Information Analyst

[nss.isdunscheduledcare@nhs.net](mailto:nss.isdunscheduledcare@nhs.net)

0131 275 6820

### Michael Burslem

Principal Information Analyst

[nss.isdunscheduledcare@nhs.net](mailto:nss.isdunscheduledcare@nhs.net)

0131 275 6532

## Further Information

Further information on Emergency Department Activity can be found on the [Emergency Department Activity](#) pages of the ISD website.

Further details on ISD publications and available information can be found on the [ISD website](#).

## Rate this publication

[Click here](#) to provide feedback and rate this publication.

Appendix

## **A1 – Background Information**

Data on A&E service attendances across Scotland are collected and maintained by ISD in the national data warehouse known as the A&E data mart. Data is collected on local systems, then extracted and submitted to the data mart soon after the end of each month. All sites that provide emergency care are required to submit data to the A&E data mart.

There are two types of data submitted to the A&E data mart; episode and aggregate level data. The larger hospitals with EDs generally submit episode level data containing a detailed record for each patient attendance. Smaller sites such as minor injury units or community hospitals generally only submit aggregate level data as they do not have the information systems and support to enable collection of detailed patient based information. The aggregate level data consists of the total monthly attendance figures and the number of these seen within 4 hours.

A&E service attendances are also collected as part of the ISD(S)1 data submission. This data provides aggregate numbers of attendances going back to 2001, and can be found on the [Acute Hospital Activity](#) pages of the ISD website.

**A2 – Publication Metadata (including revisions details)**

<b>Metadata Indicator</b>	<b>Description</b>
Publication title	Emergency Department Activity and Waiting Times
Description	Summary of activity of attendances at emergency departments including the proportion of those waiting less than 4 hours, breakdown by age and gender.
Theme	Health and Social Care
Topic	Emergency Care
Format	Excel workbooks and PDF
Data source(s)	A&E data mart
Date that data are acquired	Monthly by the 10 <sup>th</sup>
Release date	The last Tuesday of the month for each publication
Frequency	Quarterly
Timeframe of data and timeliness	New data from July 2012 to 30 September 2012
Continuity of data	<p>1) Borders - Borders General Hospital transferred to a new patient management system at the end of November 2010. There was an issue with the new system that prevented the recording of different attendance categories from April to September 2011. This results in the attendance figures for Borders General being artificially inflated by approximately 0.8 % (estimated from the data 12 months leading up to transfer), please interpret with caution.</p> <p>2) Fife - As of 08:00 hrs on 19 January 2012 all ED services were transferred to Victoria Hospital and Queen Margaret Hospital became an MIU.</p> <p>3) Forth Valley - As of 08:00 on 12 July 2011 the ED at Stirling Royal Infirmary closed and became an MIU at Stirling Community Hospital; a new ED opened at Forth Valley Royal Hospital and the MIU at Falkirk Community Hospital closed.</p> <p>4) Greater Glasgow &amp; Clyde - Stobhill Hospital changed from having both an ED and MIU to only having an MIU in April 2011.</p> <p>5) Lanarkshire - the main EDs transferred to a new patient management system during March 2011. There was an issue with the new system that prevented the recording of different attendance categories from April to June 2011. This results in the attendance figures for the three EDs being artificially inflated by approximately 5.0 % (estimated from the data 12 months leading up to transfer), please interpret with caution.</p>
Revisions statement	
Revisions relevant to this publication	



<p>Concepts and definitions</p>	<p>Details of data items collected and validation process : <a href="#">A&amp;E Users Guide</a>                  Data item codes, descriptions and definitions: <a href="#">A&amp;E: Codes and Values</a></p>
<p>Relevance and key uses of the statistics</p>	<p>Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country. The NHS in Scotland has been set a number of targets for maximum waiting times.</p> <p>Monitoring HEAT target to reduce the rate of attendance at Emergency Departments.</p> <p>Other uses of the data include information requests for a variety of customers, e.g. research charities; public companies; freedom of Information requests; information support to Boards; parliamentary questions.</p>
<p>Accuracy</p>	<p>In addition to any local data quality checks, the data submitted to the A&amp;E data mart is subject to a validation procedure. For a list of the validation rules refer to Appendix A of the <a href="#">A&amp;E User Guide</a>. As well as ensuring that data for the correct site and time period is submitted, the validation ensures that the data is in the correct format and only contains accepted codes, refer to <a href="#">A&amp;E: Codes and Values</a>.</p> <p>If the submission file does not meet all of the validation rules then the whole file is rejected. The resulting errors are reported back to the submitting site where they must be amended and the file resubmitted. Once the file passes validation it is loaded into the data mart where it is then available for analysis and reporting. ISD works closely with colleagues in the NHS boards to improve the validation and accuracy of the data and to ensure that the appropriate data standards are understood and applied by all sites.</p> <p>Each month a suite of performance and monitoring reports are produced and sent to the SG. These are reviewed and any unusual or unexpected figures are raised with the NHS board for confirmation. Before the 4-hour waiting times data is published each quarter, the figures are sent back to the NHS boards to confirm their accuracy. If changes are required then they must be explained fully by the NHS board and the data is resubmitted. A log is kept noting any changes that are necessary.</p>
<p>Completeness</p>	<p>Following on from the <a href="#">Audit Scotland Review of Emergency Departments</a> in 2010 a programme of work has begun in order to develop training for NHS Board staff on the completion and understanding of A&amp;E data items, particularly those used for national reporting purposes. In</p>

	addition to this, ongoing monitoring of the quality of data has begun; this covers the completeness, timeliness and accuracy of data recorded. Biannual meetings with data providers are being established to discuss all aspects of A&E data including data quality.
Comparability	
Accessibility	It is the policy of ISD Scotland to make its web sites and products accessible according to <a href="#">published guidelines</a> .
Coherence and clarity	
Value type and unit of measurement	Count of total attendances. Count of attendances seen within 4 hours. Proportion of attendances seen within 4 hours. Rate of attendance by age and gender and subsequent admission.
Disclosure	The <a href="#">ISD protocol on Statistical Disclosure Protocol</a> is followed.
Official Statistics designation	National Statistics (attendances and 4-hour wait). Non National Statistics remaining charts and tables.  The waiting times (4-hour wait) part of this publication was previously assessed as part of the <a href="#">Statistics on NHS Waiting Times in Scotland</a> assessment and was designated as National Statistics.
UK Statistics Authority Assessment	Assessed by UK Statistics Authority as part of the <a href="#">Statistics on NHS Waiting Times in Scotland</a> report.
Last published	28 August 2012
Next published	28 February 2013
Date of first publication	Data available from 1 July 2007 (with data from main Emergency Departments back to 1 March 2006)
Help email	<a href="mailto:nss.isdunscheduledcare@nhs.net">nss.isdunscheduledcare@nhs.net</a>
Date form completed	11 November 2012

## **A3 – Early Access details (including Pre-Release Access)**

### **Pre-Release Access**

Under terms of the "Pre-Release Access to Official Statistics (Scotland) Order 2008", ISD are obliged to publish information on those receiving Pre-Release Access ("Pre-Release Access" refers to statistics in their final form prior to publication). The standard maximum Pre-Release Access is five working days. Shown below are details of those receiving standard Pre-Release Access and, separately, those receiving extended Pre-Release Access.

#### **Standard Pre-Release Access:**

Scottish Government Health Department  
NHS Board Chief Executives  
NHS Board Communication leads

#### **Extended Pre-Release Access**

Extended Pre-Release Access of 8 working days is given to a small number of named individuals in the Scottish Government Health Department (Analytical Services Division). This Pre-Release Access is for the sole purpose of enabling that department to gain an understanding of the statistics prior to briefing others in Scottish Government (during the period of standard Pre-Release Access).

Scottish Government Health Department (Analytical Services Division)

## A4 – ISD and Official Statistics

### About ISD

Scotland has some of the best health service data in the world combining high quality, consistency, national coverage and the ability to link data to allow patient based analysis and follow up.

Information Services Division (ISD) is a business operating unit of NHS National Services Scotland and has been in existence for over 40 years. We are an essential support service to NHSScotland and the Scottish Government and others, responsive to the needs of NHSScotland as the delivery of health and social care evolves.

**Purpose:** To deliver effective national and specialist intelligence services to improve the health and wellbeing of people in Scotland.

**Mission:** Better Information, Better Decisions, Better Health

**Vision:** To be a valued partner in improving health and wellbeing in Scotland by providing a world class intelligence service.

### Official Statistics

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of 'Official Statistics'. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. The Code of Practice is produced and monitored by the UK Statistics Authority which is independent of Government. Under the Code of Practice, the format, content and timing of statistics publications are the responsibility of professional staff working within ISD.

ISD's statistical publications are currently classified as one of the following:

- National Statistics (ie assessed by the UK Statistics Authority as complying with the Code of Practice)
- National Statistics (ie legacy, still to be assessed by the UK Statistics Authority)
- Official Statistics (ie still to be assessed by the UK Statistics Authority)
- other (not Official Statistics)

Further information on ISD's statistics, including compliance with the Code of Practice for Official Statistics, and on the UK Statistics Authority, is available on the [ISD website](#).

The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics. Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods, and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.