

# Publication Summary



## Emergency Department Activity and Waiting Times

Publication date – 26 November 2013



### About this Release

This publication reports on attendances at Accident and Emergency (A&E) services across Scotland. The information presented in the publication includes trends in the number of attendances, performance against the four hour waiting time standard and performance against the target to reduce attendance rates.

### Key Points

- During the quarter ending 30 September 2013, the proportion of new attendances at A&E services across Scotland that were admitted, transferred or discharged within four hours were:
  - July– 95.9%
  - August – 95.1%
  - September – 94.8%
- In September 2013 five NHS Boards achieved the waiting time standard of 98% of patients admitted, transferred or discharged from A&E within four hours; the remaining nine NHS Boards achieved over 92% compliance with the standard.
- In the year ending September 2013, 93.3% patients were admitted, transferred or discharged from A&E within four hours, against the HEAT target of 95% by the year ending September 2014.
- In the 12 months to 30 September 2013, the average Emergency Department attendance rate was 2,142 per 100,000 population. The HEAT target is to reduce the rate of new attendances at Emergency Departments to 2,095 per 100,000 population by March 2014.
- Total A&E attendances increased from 1.60 million in 2008/09 to 1.65 million in 2012/13.

## Background

The term Accident and Emergency service is as a collective term that describes the following types of service or location:

- **Emergency Department (ED):** A 24 hour service, led by a hospital consultant with full resuscitation facilities.
- **Minor Injury Unit (MIU) / Other:** Emergency service sites including Minor Injuries Units (MIUs), small hospitals and health centres, community A&Es or community casualty departments that are GP or nurse led. They may or may not be open 24 hours.

A list of sites providing emergency care and their classification can be found online at [Emergency Care - Publications](#).

The national standard for A&E waiting times states that at least 98% of new attendances at an A&E Service should be seen and then admitted, transferred or discharged within four hours. This standard applies to anywhere emergency care type activity takes place. A HEAT target to support the sustainable delivery of four hour A&E performance all year round was announced by the Scottish Government. The first target milestone is for 95% of patients to wait no more than four hours by the year ending September 2014.

The Scottish Government introduced a HEAT target performance measure to support of a reduction in the number of attendances at Emergency Departments (EDs). NHS Boards are tasked with reducing the attendance rate at EDs. The target for March 2014 is to reduce the rate of new and unplanned attendances to 2,095 per 100,000 population.

## Contact

If you have any further questions about this publication, you can contact the team:

**Anne Stott**

Senior Information Analyst

0131 275 6820

**Catriona Haddow**

Principal Information Analyst

0131 275 6341

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

## Further Information

Further information, including the [full publication report](#), can be found on the [Emergency Care](#) pages of the ISD Scotland website.

### 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 Health Department and others, responsive to the needs of NHSScotland as the delivery of health and social care evolves.

### 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.

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](http://www.isdscotland.org/About-ISD/About-Our-Statistics/) [www.isdscotland.org/About-ISD/About-Our-Statistics/](http://www.isdscotland.org/About-ISD/About-Our-Statistics/)