

Publication Summary



Emergency Department Activity and Waiting Times

Publication date – 27 May 2014



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, for the last time, performance against the target to reduce attendance rates.

Key Points

- During the quarter ending 31 March 2014, the proportion of new attendances at A&E services across Scotland that were seen and subsequently admitted, transferred or discharged within four hours were:
 - January– 92.2%
 - February – 91.8%
 - March – 93.3%
- In March 2014 five NHS Boards achieved the waiting time standard of 98% of patients seen and admitted, transferred or discharged from A&E within four hours; eight of the remaining nine NHS Boards achieved over 92% compliance with the standard, with NHS Greater Glasgow and Clyde having the lowest at 90% compliance.
- Performance against the HEAT interim target in the year ending 31 March 2014 was 93.9%. The interim target is to achieve 95% of patients seen then admitted, transferred or discharged from A&E within four hours over 12 months (rather than a month as per the standard) by year ending September 2014.
- The HEAT target to reduce the rate of new attendances at Emergency Departments by 2013/14 was not met at Scotland level. In the 12 months to 31 March 2014, the average Emergency Department attendance rate was 2,116 per 100,000 population, against the HEAT target of 2,091 per 100,000 population.
- The number of new and unplanned attendances at A&E services across Scotland was little changed between 2012/13 and 2013/14 at 1.62 million in both years.

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). The target for March 2014 was to reduce the rate of new and unplanned attendances to 2,091 per 100,000 population.

Contact

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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/