

## **Cover Sheet**

**Trust Board Meeting in Public: Wednesday 10 September 2025**

**TB2025.85**

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**Title:**                **Urgent and Emergency Care Oxfordshire System Dashboard**

**Status:**            **For Discussion**

**History:**          **N/A**

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**Board Lead:**     **Chief Operating Officer**

**Author:**           **Lisa Glynn, Director of Clinical Services and Louise Johnson,**  
                             **Deputy Director of Urgent Care**

**Confidential:**    **No**

**Key Purpose:**    **Assurance and Performance**

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## Summary

- The Urgent and Emergency Care (UEC) Oxfordshire System Dashboard illustrates, in a consolidated format, the relative performance of 75 indicators relating to Urgent and Emergency Care across the areas of:
  - Admissions avoidance schemes
  - Ambulance arrivals and turnaround times
  - In-hospital performance
  - Discharges performance
  - Emergency Department (ED) performance
- The formatting of the report uses a heat map-based approach to highlight performance for each month relative to performance within the time series. For example, ED performance that is red will be at a level when it is lower than average, and green when above average, within the time period. The heat-map methodology, therefore, does not indicate whether any indicator is achieving target or at a level that meets expectations with respect to quality, efficiency or productivity. The purpose is to highlight visually how clusters of indicators change (improving or deteriorating) relative to other indicators. From this view the dashboard shows the relative importance of the following indicators on ED performance:
  - Referrals into the Urgent Community Response (UCR)
  - Minor Injuries Unit (MIU) and First Aid Units (FAU) referrals
  - Acute Same Day Emergency care (SDEC)
  - Community SDEC
  - Medically Optimised For Discharge (MOFD) total and Average Length of Stay (ALOS)
  - Total discharges from OUH Inpatient wards on pathway 0-3
  - Discharge to Assess (D2A) pathways
- The above list does not highlight statistical significance but may be used to direct further attention to some of the more detailed reports for each area within the accompanying productivity report, as well as other reports produced within the UEC system covering these areas.
- Information is now available for the Primary Care indicators and this is included. Additionally, further forms of analysis using this dashboard are being considered, including statistical significance tests for changes, as well as setting targets for each indicator.
- The report will be updated monthly and shared at the Oxfordshire UEC Board as well as in other performance forums. Following the meeting held in

October, it has been agreed that the dashboard will now form part of the UEC Sitrep pack presented and discussed at the Oxfordshire UEC Board.

- The System and partners will review in light of the winter plan the focus for key metrics as we approach this period for 2025/26.

### **Current Status and Trends:**

- Emergency Department (ED) 4- and 12-hour performance (a key patient quality indicator) has sustained the significant improvement seen since April 2025 and improved further to reach 82.1% for 4-hour all types and 99.3% for 12-hour performance in July.
- OUH has exceeded its trajectory (positive) for average ambulance handover times with very minimal >60 minute and >30-minute handover delays. Further work to improve data quality in this area is required.
- The number of GP surgeries declaring 'red' on the Directory of Services has significantly increased.
- CARE (crisis care) team community pick-ups have increased over the last four months fully utilising their capacity for the appropriate patient group.
- Utilisation of admission avoidance pathways or alternatives to ED has been sustained at a higher-level March through to July across all providers.
- Although the overall number of patients delayed in OUH has remained broadly the same, this does represent a deterioration in occupied bed days since May and it has not achieved the lower levels that we would aspire to, for the time of year. Referrals into the Transfer of Care Hub are increasing month on month.
- There has however been a gradual reduction in the average length of stay of medically optimised patients over the last two years, with April seeing the lowest average days delay since recording this metric began. Therefore, there is a very high turnover of patients who are declared medically fit and who are being supported for discharge.
- Reablement outcomes are a concern which is influenced by increasing volume, increasing dependency and workforce factors. Focused work is underway in this area to overcome these challenges and consider alternatives and different ways of working.
- The number of patients discharged before midday remains low at 16.78% for June and 17.84% for July. This is an area of focus within the Discharge Quality Priority.

### **Key Focus Areas:**

- Emphasis on addressing the root causes of increased ED attendances and improving admission or conveyance avoidance strategies.

- Further development of SPA, to include access to SCAS 'stack' for Category 3 and 4 calls.
- Additional review of a deterioration in occupied bed days for patients who do not have a criteria to reside.

## **Recommendations**

- The Integrated Assurance Committee is asked to:
  - Review the UEC Performance Dashboard and, noting that this will continue to be developed, and that this will be used to provide assurance on system performance in connection with other detailed reports produced or with accompanying narrative.
  - Note that the Oxfordshire UEC Board review the dashboard monthly as part of the system sitrep report & develop KPIs for Winter preparedness.

| System area         | Indicator                                                       | Jul-23  | Aug-23  | Sep-23  | Oct-23  | Nov-23  | Dec-23  | Jan-24  | Feb-24  | Mar-24  | Apr-24  | May-24  | Jun-24  | Jul-24  | Aug-24  | Sep-24  | Oct-24  | Nov-24  | Dec-24  | Jan-25  | Feb-25  | Mar-25  | Apr-25  | May-25  | Jun-25  | Jul-25 |
|---------------------|-----------------------------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| A&E Performance     | A&E 4hr performance (all attendance types)                      | 68.5%   | 69.1%   | 63.7%   | 61.7%   | 57.9%   | 59.8%   | 63.7%   | 65.0%   | 72.2%   | 71.4%   | 74.9%   | 74.0%   | 78.7%   | 76.1%   | 73.1%   | 69.0%   | 68.8%   | 66.7%   | 72.7%   | 70.8%   | 68.4%   | 75.5%   | 75.8%   | 80.0%   | 82.1%  |
|                     | A&E 4hr performance - Type 1                                    | 62.5%   | 63.0%   | 57.5%   | 55.0%   | 50.8%   | 53.2%   | 57.1%   | 58.7%   | 67.3%   | 66.1%   | 67.1%   | 66.6%   | 72.1%   | 69.1%   | 65.3%   | 59.9%   | 59.6%   | 57.0%   | 63.9%   | 61.9%   | 59.8%   | 66.1%   | 66.3%   | 72.8%   | 75.4%  |
|                     | A&E 4hr performance - Paed's Type 1                             | 75.9%   | 79.9%   | 72.0%   | 64.0%   | 56.5%   | 62.5%   | 66.0%   | 70.0%   | 70.2%   | 74.4%   | 74.4%   | 74.8%   | 80.8%   | 81.5%   | 74.9%   | 69.0%   | 62.1%   | 63.7%   | 74.2%   | 74.8%   | 71.9%   | 76.9%   | 75.9%   | 79.9%   | 84.2%  |
|                     | A&E 4hr performance - Day (8am to 5pm)                          | 73.4%   | 72.7%   | 69.3%   | 66.5%   | 62.8%   | 63.2%   | 68.5%   | 70.3%   | 76.3%   | 76.3%   | 79.1%   | 79.0%   | 81.6%   | 80.2%   | 76.8%   | 73.2%   | 72.3%   | 69.9%   | 74.2%   | 72.9%   | 71.1%   | 76.7%   | 77.7%   | 80.6%   | 82.3%  |
|                     | A&E 4hr performance - Night (5pm to 8am)                        | 55.3%   | 57.3%   | 49.3%   | 47.4%   | 42.1%   | 47.3%   | 49.4%   | 50.6%   | 61.2%   | 58.9%   | 58.8%   | 57.7%   | 65.3%   | 60.9%   | 56.5%   | 49.9%   | 49.7%   | 47.6%   | 56.2%   | 53.3%   | 50.9%   | 57.8%   | 57.8%   | 66.8%   | 70.5%  |
|                     | A&E 4hr performance - Weekdays                                  | 61.3%   | 62.9%   | 57.7%   | 56.6%   | 50.8%   | 52.7%   | 57.3%   | 58.7%   | 65.8%   | 66.5%   | 67.6%   | 66.1%   | 71.7%   | 69.3%   | 64.9%   | 60.1%   | 59.3%   | 59.7%   | 63.9%   | 61.7%   | 59.8%   | 66.8%   | 65.6%   | 73.5%   | 75.9%  |
|                     | A&E 4hr performance - Weekends                                  | 70.2%   | 69.9%   | 62.9%   | 57.2%   | 56.8%   | 60.3%   | 63.6%   | 64.8%   | 75.4%   | 69.7%   | 71.1%   | 71.8%   | 77.3%   | 72.3%   | 70.8%   | 65.4%   | 65.6%   | 55.8%   | 69.5%   | 67.0%   | 64.3%   | 68.3%   | 73.0%   | 73.5%   | 77.3%  |
|                     | A&E 12hr performance (all attendance types)                     | 97.0%   | 96.4%   | 95.0%   | 94.2%   | 93.0%   | 92.7%   | 93.2%   | 93.7%   | 95.0%   | 95.8%   | 96.2%   | 96.7%   | 97.2%   | 95.7%   | 95.8%   | 95.3%   | 94.6%   | 94.2%   | 94.5%   | 95.1%   | 96.0%   | 97.0%   | 96.7%   | 98.0%   | 99.3%  |
| Primary care        | A&E 12hr trolley waits (DTA to admission)                       | 0       | 0       | 0       | 0       | 0       | 3       | 0       | 1       | 1       | 0       | 1       | 0       | 0       | 0       | 0       | 0       | 2       | 0       | 0       | 0       | 3       | 0       | 0       | 0       | 1      |
|                     | GP: Number of face-to-face GP appointments (Oxfordshire)        | 204,375 | 208,766 | 230,364 | 275,333 | 242,564 | 192,010 | 246,721 | 231,534 | 225,726 | 228,351 | 228,052 | 211,312 | 230,380 | 203,888 | 225,115 | 314,516 | 246,551 | 211,441 | 250,236 | 221,129 | 239,092 | 224,479 | 216,784 | 226,327 |        |
|                     | GP: Number of telephone GP appointments (Oxfordshire)           | 134,177 | 132,445 | 131,136 | 142,552 | 142,689 | 118,213 | 149,143 | 138,079 | 133,200 | 131,294 | 129,877 | 121,373 | 125,913 | 114,537 | 119,303 | 130,906 | 122,131 | 114,433 | 135,162 | 121,958 | 129,016 | 118,578 | 116,047 | 122,989 |        |
|                     | GP: Total number of GP appointments (Oxfordshire)               | 349,052 | 352,090 | 373,285 | 431,775 | 400,313 | 322,554 | 414,614 | 385,540 | 375,839 | 376,346 | 374,314 | 348,223 | 373,198 | 334,449 | 363,531 | 469,188 | 390,389 | 347,049 | 412,446 | 365,905 | 393,182 | 366,378 | 357,045 | 374,413 |        |
|                     | GP: Number of GP hours at red DoS capacity status (Oxfordshire) | 0:00    | 0:00    | 0:00    | 0:00    | 11:46   | 39:39   | 18:41   | 40:53   | 13:01   | 9:23    | 2:57    | 19:49   | 86:02   | 398:58  | 601:01  | 793:24  | 1181:12 | 1423:47 | 1322:35 | 1292:12 | 1405:54 | 1546:22 | 1186:25 | 1134:43 |        |
| Admission avoidance | Hospital @ Home - new admissions                                | 248     | 312     | 350     | 352     | 346     | 507     | 620     | 454     | 389     | 422     | 437     | 448     | 466     | 384     | 419     | 445     | 344     | 417     | 412     | 361     | 377     | 366     | 367     | 391     | 409    |
|                     | Hospital @ Home - beddays consumed                              | 1806    | 1768    | 1848    | 2519    | 2275    | 3577    | 3748    | 2802    | 2732    | 2251    | 2583    | 3450    | 2861    | 2834    | 2933    | 3040    | 2508    | 2605    | 2910    | 2706    | 2643    | 2364    | 2996    | 2496    | 2325   |
|                     | CARe (crisis care) team - Community pickups                     | 93      | 104     | 126     | 140     | 121     | 133     | 133     | 126     | 113     | 91      | 123     | 111     | 92      | 105     | 104     | 114     | 112     | 119     | 141     | 114     | 119     | 140     | 145     | 151     | 134    |
|                     | CARe (crisis care) team - Bed based pickups                     | 26      | 22      | 13      | 19      | 29      | 32      | 32      | 57      | 47      | 50      | 49      | 36      | 42      | 49      | 18      | 26      | 30      | 35      | 37      | 23      | 20      | 13      | 14      | 13      | 11     |
|                     | Community referrals accepted for reablement                     | 51      | 48      | 56      | 56      | 46      | 43      | 41      | 60      | 48      | 58      | 74      | 65      | 66      | 67      | 84      | 99      | 75      | 98      | 130     | 94      | 97      | 75      | 83      | 79      | 66     |
|                     | Referrals into Urgent Community Response                        |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         | 627     | 681     | 716     | 665     | 839     | 890     | 1018    | 948     | 999    |
|                     | D2A pick ups from bed-based referrals (Home First)              |         |         |         |         |         |         |         |         |         |         |         |         | 250     | 242     | 256     | 317     | 281     | 298     | 322     | 294     | 314     | 377     | 320     | 346     | 383    |
|                     | D2A pick ups from all teams (Home First)                        |         |         |         |         |         |         | 360     | 330     | 340     | 345     | 401     | 349     | 375     | 391     | 396     | 464     | 420     | 440     | 513     | 450     | 446     | 484     | 437     | 442     | 488    |
|                     | Fiennes UOC attendances                                         | 1555    | 1501    | 1568    | 1659    | 1720    | 1628    | 1542    | 1419    | 1728    | 1896    | 1824    | 1501    | 1682    | 1421    | 1524    | 1964    | 1983    | 2043    | 2065    | 1807    | 1659    | 1734    | 1863    | 1640    | 1654   |
|                     | Qty UOC referrals                                               | 840     | 750     | 1018    | 1305    | 1117    | 1139    | 1340    | 1337    | 1360    | 1229    | 1259    | 1335    | 1622    | 1230    | 1289    | 1683    | 1882    | 1588    | 1486    | 1340    | 1314    | 1345    | 1416    | 1366    | 1404   |
|                     | MIU and FAU referrals: Total                                    | 4644    | 4523    | 4709    | 4500    | 4208    | 3672    | 3969    | 3973    | 4645    | 4389    | 5137    | 4407    | 4817    | 4647    | 4627    | 4517    | 4184    | 3726    | 3979    | 3733    | 4865    | 4753    | 5289    | 5239    | 5277   |
|                     | MIU referrals: Abingdon                                         | 2111    | 2000    | 2181    | 2105    | 1912    | 1630    | 1784    | 1828    | 2067    | 1954    | 2278    | 1938    | 2180    | 1997    | 2115    | 2129    | 1936    | 1632    | 1787    | 1758    | 2190    | 2075    | 2319    | 2311    | 2315   |
|                     | MIU referrals: Henley                                           | 968     | 938     | 875     | 969     | 870     | 743     | 830     | 748     | 958     | 894     | 1040    | 924     | 997     | 1024    | 967     | 903     | 827     | 797     | 792     | 701     | 1005    | 981     | 1093    | 1134    | 1108   |
|                     | MIU referrals: Witney                                           | 1417    | 1469    | 1516    | 1325    | 1318    | 1229    | 1267    | 1288    | 1490    | 1395    | 1612    | 1375    | 1517    | 1458    | 1416    | 1341    | 1326    | 1187    | 1292    | 1180    | 1534    | 1539    | 1706    | 1627    | 1676   |
|                     | FAU referrals: Bicester                                         | 148     | 116     | 137     | 101     | 108     | 70      | 88      | 109     | 130     | 146     | 207     | 170     | 123     | 168     | 129     | 144     | 95      | 110     | 108     | 94      | 136     | 158     | 171     | 167     | 178    |
|                     | Acute SDEC: total                                               | 3030    | 3194    | 3286    | 3381    | 3364    | 3164    | 3418    | 3215    | 3336    | 3245    | 3520    | 3228    | 3388    | 3170    | 3293    | 3724    | 3232    | 3274    | 3454    | 3045    | 3511    | 3384    | 3270    | 3181    | 3221   |
|                     | Acute SDEC: H-WD Rowan AU                                       | 414     | 416     | 448     | 444     | 452     | 419     | 470     | 452     | 493     | 496     | 548     | 472     | 516     | 449     | 470     | 578     | 512     | 485     | 522     | 493     | 531     | 507     | 482     | 471     | 456    |
|                     | Acute SDEC: J-WD AAU                                            | 1455    | 1508    | 1610    | 1707    | 1765    | 1650    | 1739    | 1597    | 1656    | 1624    | 1712    | 1604    | 1618    | 1583    | 1603    | 1808    | 1559    | 1634    | 1671    | 1514    | 1666    | 1665    | 1666    | 1491    | 1482   |
|                     | Acute SDEC: J-WD SEU triage                                     | 885     | 981     | 951     | 937     | 875     | 833     | 940     | 907     | 921     | 861     | 961     | 895     | 971     | 897     | 953     | 1011    | 895     | 885     | 968     | 780     | 986     | 940     | 902     | 983     | 1030   |
|                     | Acute SDEC: J-WD Child CDU                                      | 276     | 289     | 277     | 293     | 272     | 262     | 269     | 259     | 266     | 264     | 299     | 257     | 283     | 241     | 267     | 327     | 266     | 270     | 293     | 258     | 328     | 272     | 220     | 236     | 253    |
|                     | Acute SDEC Specialty: C-WD OnchTriage                           | 209     | 233     | 220     | 232     | 240     | 220     | 246     | 206     | 212     | 192     | 208     | 213     | 232     | 235     | 199     | 233     | 229     | 228     | 237     | 215     | 233     | 239     | 212     | 192     | 221    |
|                     | Acute SDEC Specialty: C-WD UroTriage                            | 214     | 217     | 252     | 240     | 226     | 193     | 226     | 189     | 215     | 211     | 229     | 205     | 237     | 277     | 203     | 233     | 256     | 239     | 265     | 246     | 280     | 272     | 247     | 247     | 231    |
|                     | Acute SDEC Specialty: C-WD GPRU                                 | 79      | 76      | 98      | 85      | 78      | 88      | 87      | 87      | 85      | 103     | 76      | 89      | 84      | 99      | 78      | 81      | 110     | 93      | 97      | 88      | 82      | 108     | 102     | 88      | 91     |
|                     | Acute SDEC Specialty: J-WD Gyn Triage                           | 344     | 325     | 307     | 325     | 316     | 320     | 359     | 326     | 386     | 344     | 320     | 312     | 380     | 336     | 326     | 296     | 266     | 266     | 347     | 254     | 282     | 330     | 317     | 299     | 338    |
|                     | Acute SDEC Specialty: J-WD Maty AU                              | 408     | 396     | 370     | 453     | 355     | 371     | 366     | 374     | 392     | 357     | 400     | 371     | 369     | 353     | 388     | 431     | 378     | 422     | 414     | 384     | 431     | 355     | 371     | 362     | 412    |
|                     | Community SDEC: total                                           | 218     | 255     | 252     | 272     | 274     | 259     | 311     | 323     | 286     | 303     | 217     | 263     | 277     | 234     | 237     | 289     | 328     | 328     | 311     | 253     | 313     | 302     | 318     | 319     | 349    |
|                     | Community SDEC: Abingdon EMU                                    | 81      | 104     | 113     | 114     | 118     | 107     | 140     | 128     | 124     | 108     | 87      | 90      | 123     | 89      | 98      | 110     | 119     | 130     | 116     | 91      | 131     | 108     | 116     | 132     | 143    |
|                     | Community SDEC: Witney EMU                                      | 84      | 98      | 80      | 95      | 86      | 97      | 103     | 122     | 109     | 128     | 87      | 107     | 97      | 51      | 84      | 101     | 140     | 131     | 124     | 102     | 124     | 115     | 144     | 121     | 144    |
|                     | Community SDEC: RACU                                            | 53      | 53      | 59      | 63      | 70      | 55      | 68      | 73      | 53      | 67      | 43      | 66      | 57      | 94      | 55      | 78      | 69      | 67      | 71      | 60      | 58      | 79      | 58      | 66      | 62     |

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| System area     | Indicator                                                        | Jul-23  | Aug-23  | Sep-23  | Oct-23  | Nov-23  | Dec-23  | Jan-24  | Feb-24  | Mar-24  | Apr-24  | May-24  | Jun-24  | Jul-24  | Aug-24  | Sep-24  | Oct-24  | Nov-24  | Dec-24  | Jan-25  | Feb-25  | Mar-25  | Apr-25  | May-25  | Jun-25  | Jul-25 |
|-----------------|------------------------------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| A&E Performance | A&E 4hr performance (all attendance types)                       | 68.5%   | 69.1%   | 63.7%   | 61.7%   | 57.9%   | 59.8%   | 63.7%   | 65.0%   | 72.2%   | 71.4%   | 74.9%   | 74.0%   | 78.7%   | 76.1%   | 73.1%   | 69.0%   | 68.8%   | 66.7%   | 72.7%   | 70.8%   | 68.4%   | 75.5%   | 75.8%   | 80.0%   | 82.1%  |
|                 | A&E 4hr performance - Type 1                                     | 62.5%   | 63.0%   | 57.5%   | 55.0%   | 50.8%   | 53.2%   | 57.1%   | 58.7%   | 67.3%   | 66.1%   | 67.1%   | 66.6%   | 72.1%   | 69.1%   | 65.3%   | 59.9%   | 59.6%   | 57.0%   | 63.9%   | 61.9%   | 59.8%   | 66.1%   | 66.3%   | 72.8%   | 75.4%  |
|                 | A&E 4hr performance - Paed's Type 1                              | 75.9%   | 79.9%   | 72.0%   | 64.0%   | 56.5%   | 62.5%   | 66.0%   | 70.0%   | 70.2%   | 74.4%   | 74.4%   | 74.8%   | 80.8%   | 81.5%   | 74.9%   | 69.0%   | 62.1%   | 63.7%   | 74.2%   | 74.8%   | 71.9%   | 76.9%   | 75.9%   | 79.9%   | 84.2%  |
|                 | A&E 4hr performance - Day (8am to 5pm)                           | 73.4%   | 72.7%   | 69.3%   | 66.5%   | 62.8%   | 63.2%   | 68.5%   | 70.3%   | 76.3%   | 76.3%   | 79.1%   | 79.0%   | 81.6%   | 80.2%   | 76.8%   | 73.2%   | 72.3%   | 69.9%   | 74.2%   | 72.9%   | 71.1%   | 76.7%   | 77.7%   | 80.6%   | 82.3%  |
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|                 | A&E 12hr performance (all attendance types)                      | 97.0%   | 96.4%   | 95.0%   | 94.2%   | 93.0%   | 92.7%   | 93.2%   | 93.7%   | 95.0%   | 95.8%   | 96.2%   | 96.7%   | 97.2%   | 95.7%   | 95.8%   | 95.3%   | 94.6%   | 94.2%   | 94.5%   | 95.1%   | 96.0%   | 97.0%   | 96.7%   | 98.0%   | 99.3%  |
|                 | A&E 12hr trolley waits (DTA to admission)                        | 0       | 0       | 0       | 0       | 0       | 3       | 0       | 1       | 1       | 0       | 1       | 0       | 0       | 0       | 0       | 0       | 2       | 0       | 0       | 0       | 3       | 0       | 0       | 0       | 1      |
| Ambulance       | OUH Percentage of ambulances with turnaround time >30 minutes    | 7.3%    | 9.2%    | 11.8%   | 13.6%   | 10.9%   | 11.6%   | 10.9%   | 10.9%   | 8.9%    | 7.8%    | 7.9%    | 7.39%   | 6.9%    | 8.5%    | 7.5%    | 10.7%   | 11.7%   | 10.5%   | 9.6%    | 8.3%    | 6.8%    | 5.6%    | 6.4%    | 4.7%    |        |
|                 | OUH Percentage of ambulances with turnaround time >60 minutes    | 0.5%    | 0.8%    | 0.7%    | 1.9%    | 1.1%    | 1.4%    | 1.0%    | 1.3%    | 0.7%    | 0.4%    | 0.8%    | 0.81%   | 0.5%    | 0.8%    | 0.5%    | 1.1%    | 1.3%    | 0.8%    | 0.5%    | 0.5%    | 0.8%    | 0.2%    | 0.5%    | 0.2%    |        |
|                 | OUH average ambulance handover time (h:mm:ss)                    | 0:17:42 | 0:18:43 | 0:19:47 | 0:21:00 | 0:19:27 | 0:19:54 | 0:19:47 | 0:19:09 | 0:18:39 | 0:17:46 | 0:18:07 | 0:17:48 | 0:17:14 | 0:17:59 | 0:18:24 | 0:19:13 | 0:19:53 | 0:20:07 | 0:19:23 | 0:18:17 | 0:17:28 | 0:17:14 | 0:17:16 | 0:16:48 |        |
|                 | Community Hospitals: Average number of MOFD patients per day     | 10      | 16      | 13      | 14      | 20      | 12      | 14      | 23      | 27      | 28      | 27      | 21      | 29      | 29      | 28      | 23      | 21      | 23      |         |         |         | 20      | 24      | 24      | 17     |
| In hospital     | OUH G&A bed occupancy                                            | 93.0%   | 93.5%   | 94.7%   | 95.1%   | 96.5%   | 94.9%   | 95.7%   | 95.5%   | 95.7%   | 95.2%   | 92.7%   | 93.1%   | 93.95%  | 92.52%  | 93.39%  | 94.10%  | 94.68%  | 93.83%  | 94.95%  | 95.11%  | 94.00%  | 93.48%  | 92.45%  | 90.90%  | 92.42% |
|                 | OUH ALOS while Medically Fit for Discharge (MOFD)                | 6.0     | 6.6     | 6.8     | 6.3     | 6.1     | 5.9     | 7.1     | 8.2     | 6.7     | 6.7     | 6.3     | 7.0     | 5.7     | 5.8     | 6.4     | 6.1     | 5.4     | 5.7     | 6.5     | 6.2     | 5.5     | 4.8     | 5.6     | 5.6     | 5.9    |
|                 | OUH Average number of MOFD patients per day                      | 87      | 87      | 79      | 83      | 96      | 104     | 120     | 125     | 95      | 98      | 96      | 91      | 87      | 90      | 92      | 99      | 90      | 113     | 121     | 99      | 90      | 90      | 104     | 106     | 105    |
|                 | Community Hospitals: Average number of MOFD patients per day     | 10      | 16      | 13      | 14      | 20      | 12      | 14      | 23      | 27      | 28      | 27      | 21      | 29      | 29      | 28      | 23      | 21      | 23      |         |         |         | 20      | 24      | 24      | 17     |
| Discharge       | Percentage of patients discharged before 12:00                   | 18.3%   | 17.1%   | 16.8%   | 18.3%   | 17.7%   | 18.2%   | 18.3%   | 17.4%   | 16.4%   | 15.7%   | 17.4%   | 17.1%   | 17.00%  | 17.03%  | 15.76%  | 17.01%  | 16.71%  | 17.90%  | 18.70%  | 18.05%  | 17.31%  | 17.39%  | 17.36%  | 16.78%  | 17.84% |
|                 | Percentage of patients discharged before 17:00                   | 61.4%   | 59.8%   | 59.5%   | 61.0%   | 60.3%   | 60.4%   | 60.9%   | 61.9%   | 60.5%   | 58.8%   | 59.6%   | 58.3%   | 60.38%  | 57.97%  | 56.79%  | 60.92%  | 59.56%  | 60.13%  | 60.72%  | 61.01%  | 60.85%  | 58.28%  | 58.72%  | 58.08%  | 59.52% |
|                 | Total discharges from OUH inpatient wards: Pathway 0             | 4982    | 4962    | 5029    | 5003    | 5130    | 4930    | 4628    | 4260    | 4743    | 4425    | 4811    | 4726    | 4916    | 4839    | 4690    | 5048    | 5009    | 4666    | 4652    | 4131    | 4802    | 4707    | 4772    | 4782    | 4860   |
|                 | Total discharges from OUH inpatient wards: Pathway 1             | 272     | 262     | 238     | 286     | 328     | 298     | 333     | 237     | 293     | 273     | 278     | 254     | 259     | 291     | 246     | 299     | 267     | 265     | 314     | 252     | 297     | 303     | 303     | 294     | 308    |
|                 | Total discharges from OUH inpatient wards: Pathway 2             | 233     | 244     | 216     | 216     | 230     | 225     | 214     | 215     | 217     | 186     | 226     | 212     | 207     | 199     | 195     | 223     | 192     | 213     | 228     | 220     | 234     | 222     | 174     | 165     | 183    |
|                 | Total discharges from OUH inpatient wards: Pathway 3             | 177     | 160     | 142     | 156     | 155     | 159     | 166     | 169     | 168     | 174     | 138     | 123     | 108     | 95      | 130     | 123     | 97      | 84      | 29      | 32      | 28      | 34      | 31      | 51      | 54     |
|                 | Percentage of OUH patients aged 18+ discharged on pathway 0 or 1 | 90.1%   | 90.7%   | 91.5%   | 91.1%   | 91.0%   | 90.7%   | 90.7%   | 90.4%   | 90.8%   | 91.1%   | 91.4%   | 92.0%   | 92.90%  | 93.30%  | 92.03%  | 92.36%  | 93.51%  | 92.48%  | 92.67%  | 92.81%  | 93.55%  | 93.05%  | 93.45%  | 93.20%  | 92.62% |
|                 | % Reablement outcomes: Reablement independent                    |         |         |         |         |         |         |         |         |         |         |         |         | 73%     | 71%     | 71%     | 74%     | 80%     | 72%     | 76%     | 71%     | 77%     | 67%     | 76%     | 74%     | 73%    |
|                 | % Reablement outcomes: Reablement reduced                        |         |         |         |         |         |         |         |         |         |         |         |         | 6%      | 15%     | 15%     | 10%     | 10%     | 11%     | 10%     | 15%     | 9%      | 12%     | 8%      | 11%     | 12%    |
|                 | JR: Days at OPEL 1                                               | 12      | 13      | 5       | 7       | 0       | 3       | 0       | 3       | 2       | 10      | 7       | 10      | 11      | 8       | 3       | 2       | 2       | 3       | 3       | 3       | 4       | 5       | 3       | 16      | 11     |
|                 | JR: Days at OPEL 2                                               | 14      | 15      | 13      | 6       | 12      | 4       | 0       | 6       | 11      | 6       | 14      | 12      | 9       | 13      | 9       | 9       | 5       | 8       | 10      | 10      | 18      | 16      | 17      | 14      | 16     |
|                 | JR: Days at OPEL 3                                               | 5       | 3       | 10      | 17      | 16      | 21      | 21      | 20      | 18      | 14      | 10      | 8       | 11      | 10      | 18      | 20      | 23      | 20      | 18      | 15      | 9       | 9       | 11      | 0       | 4      |
|                 | JR: Days at OPEL 4                                               | 0       | 0       | 2       | 1       | 2       | 3       | 10      | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0      |
|                 | HH: Days at OPEL 1                                               | 12      | 15      | 11      | 8       | 2       | 4       | 6       | 12      | 13      | 10      | 24      | 24      | 24      | 28      | 24      | 22      | 19      | 9       | 14      | 16      | 19      | 20      | 24      | 30      | 29     |
|                 | HH: Days at OPEL 2                                               | 9       | 8       | 10      | 6       | 10      | 4       | 7       | 4       | 8       | 7       | 5       | 5       | 4       | 3       | 5       | 7       | 7       | 9       | 11      | 6       | 9       | 9       | 7       | 0       | 2      |
|                 | HH: Days at OPEL 3                                               | 10      | 8       | 9       | 15      | 15      | 19      | 9       | 13      | 10      | 13      | 2       | 1       | 3       | 0       | 1       | 2       | 4       | 13      | 5       | 6       | 3       | 1       | 0       | 0       | 0      |
|                 | HH: Days at OPEL 4                                               | 0       | 0       | 0       | 2       | 3       | 4       | 9       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 1       | 0       | 0       | 0       | 0       | 0       | 0      |

The formatting of the report uses a heat map-based approach to highlight performance for each month relative to performance within the time series. For example, ED performance that is red will be at a level when it is lower than average, and green when above average, within the time period. The heat-map methodology, therefore, does not indicate whether any indicator is achieving target or at a level that meets expectations with respect to quality, efficiency or productivity. The purpose is to highlight visually how clusters of indicators change (improving or deteriorating) relative to other indicators. From this view the dashboard shows the relative importance of the indicators on ED performance. We are committed to ensuring that everyone can access this document as part of the Accessible Information Standard. If you have any difficulty accessing the information in this report, please contact us.