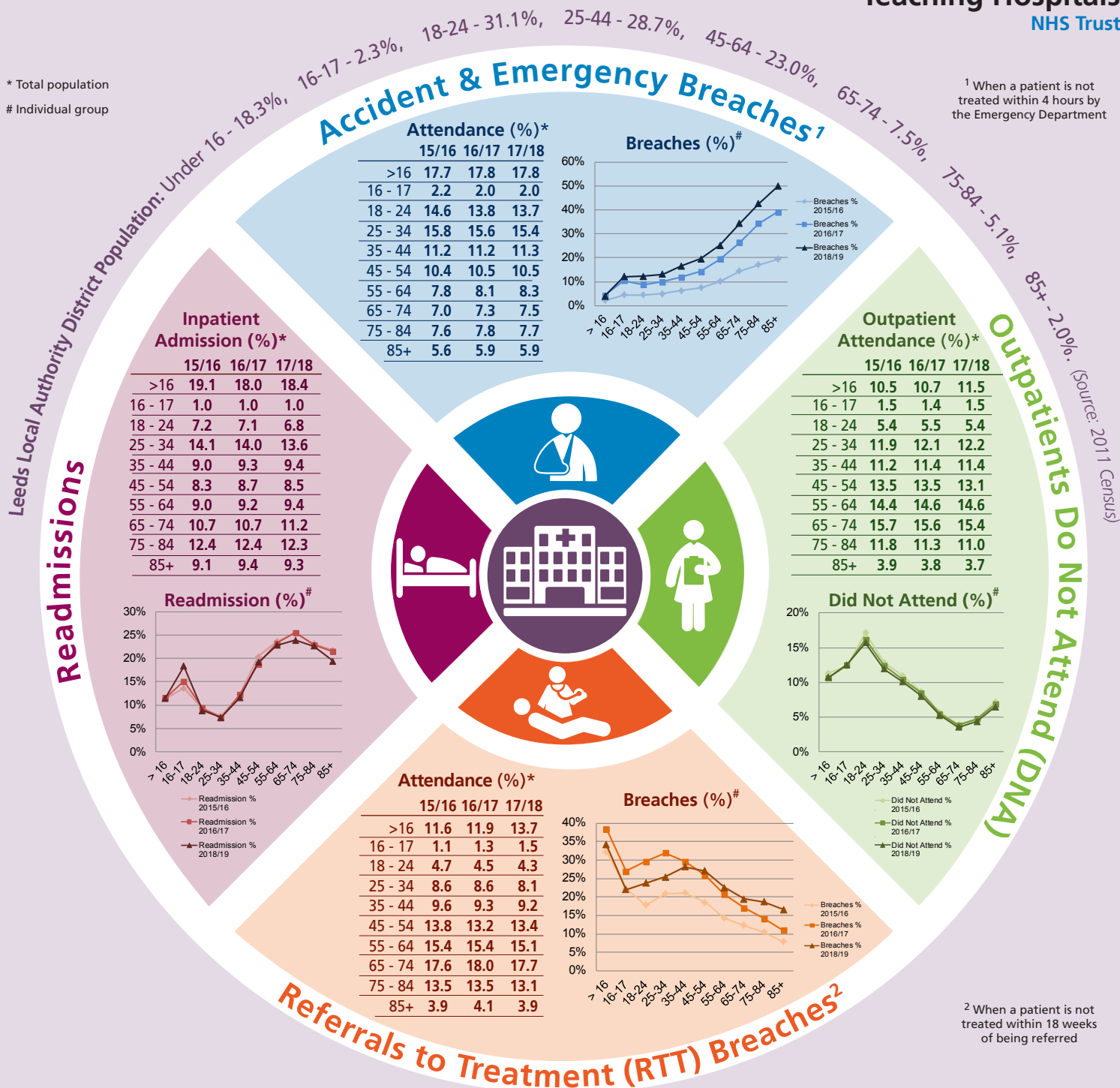


Age @ LTHT - Patients

April 2017 - March 2018

* Total population
Individual group

¹ When a patient is not treated within 4 hours by the Emergency Department



Key Findings

Further deeper analysis of the above data shows that compared to last year:

- Older patients remain more likely than younger patients to attend their outpatient appointments. However, the year on year percentage change shows the gap is closing.
- Older patients remain more likely to be readmitted than younger patients in particular 65 to 74, but the year on year percentage change shows the gap is closing.
- Older patients remain more likely to be treated within an 18 week period from the point of referral, but the year on year percentage change shows the gap is closing.
- Older patients are less likely to be treated within 4 hours by the Emergency Department and the year on year percentage change shows the gap is widening.

Key Actions

- Continue improvement projects within Outpatients including:
 - fit-for-purpose outpatient leaflets and appointment letters
 - text reminders
- Continue to:
 - regularly monitor effectiveness of Elective Treatment Access Policy, which covers DNAs and RTTs.
 - consider Friends and Family Test feedback, including ensuring inclusive of all age bands and equality-related themes are identified and addressed.
 - roll out the Patient Advice and Liaison Service within the different communities, including the different age groups, to ensure all concerns are raised and addressed as far as reasonably possible.
 - ensure robust and safe discharge and admission of older patients by working closely with the Trust's multi-disciplinary team and Adult Social Services.