

Age @ LTHT - Patients

April 2016 - March 2017*

*Previous PSED data is for the period October to September/as at 1st September. Future PSED factsheets will be for the financial year April to March/as at 1st April in keeping with standard business practice.

Accident & Emergency Breaches¹

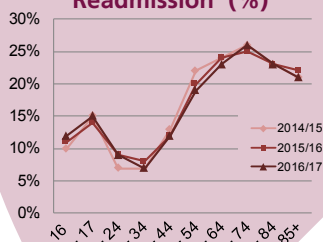
	Attendance (%)		
	14/15	15/16	16/17
>16	18	18	18
16 - 17	2	2	2
18 - 24	15	15	14
25 - 34	16	16	16
35 - 44	11	11	11
45 - 54	11	10	11
55 - 64	8	8	8
65 - 74	7	7	7
75 - 84	8	8	8
85+	5	6	6



Inpatient Admission (%)

	14/15	15/16	16/17
>16	20	10	18
16 - 17	1	1	1
18 - 24	7	7	7
25 - 34	14	14	14
35 - 44	9	9	9
45 - 54	8	8	9
55 - 64	9	9	9
65 - 74	10	11	11
75 - 84	13	12	12
85+	9	9	9

Readmission[‡] (%)

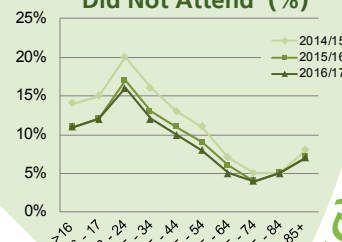


[‡]compared to inpatient profile data

Outpatient Attendance (%)

	14/15	15/16	16/17
>16	10	11	11
16 - 17	1	1	1
18 - 24	5	5	5
25 - 34	11	12	12
35 - 44	11	11	11
45 - 54	13	14	13
55 - 64	14	14	15
65 - 74	16	16	16
75 - 84	12	12	11
85+	4	4	4

Did Not Attend[#] (%)

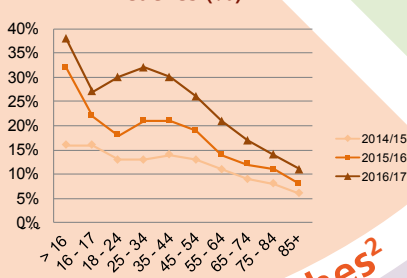


[#]compared to outpatient appointment profile data

Attendance (%)

	14/15	15/16	16/17
>16	11	12	12
16 - 17	1	1	1
18 - 24	5	5	4
25 - 34	9	9	9
35 - 44	10	10	9
45 - 54	14	14	13
55 - 64	15	15	15
65 - 74	17	18	18
75 - 84	14	14	14
85+	4	4	4

Breaches (%)



Referrals to Treatment (RTT) Breaches²

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

² When a patient is not treated within 18 weeks of being referred

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 % gap has closed by approximately 10% in the last 12 months
- older patients remain more likely to be treated within an 18 week period from the point of referral. The % gap has grown by approximately 50% in the last 12 months
- the older the patient the less likely they are to be treated within 4 hours by the Emergency Department (ED). The % gap has grown by approximately 80% in the last 12 months. Across all age bands there has been an increase in A&E breaches
- older patients remain more likely than younger patients to be readmitted. However, the % gap has closed by approximately 10% over the last 12 months

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
- implement plans to meet the needs of patients with complex needs within the Emergency Department (ED).
- Provide assurance that the process behind treatment of patients in the ED is not biased and the patient experience is positive
- Ensure ED Patient Reference Group is representative of the relevant age bands most affected by A&E Breaches and the patient experience of older patients is positive