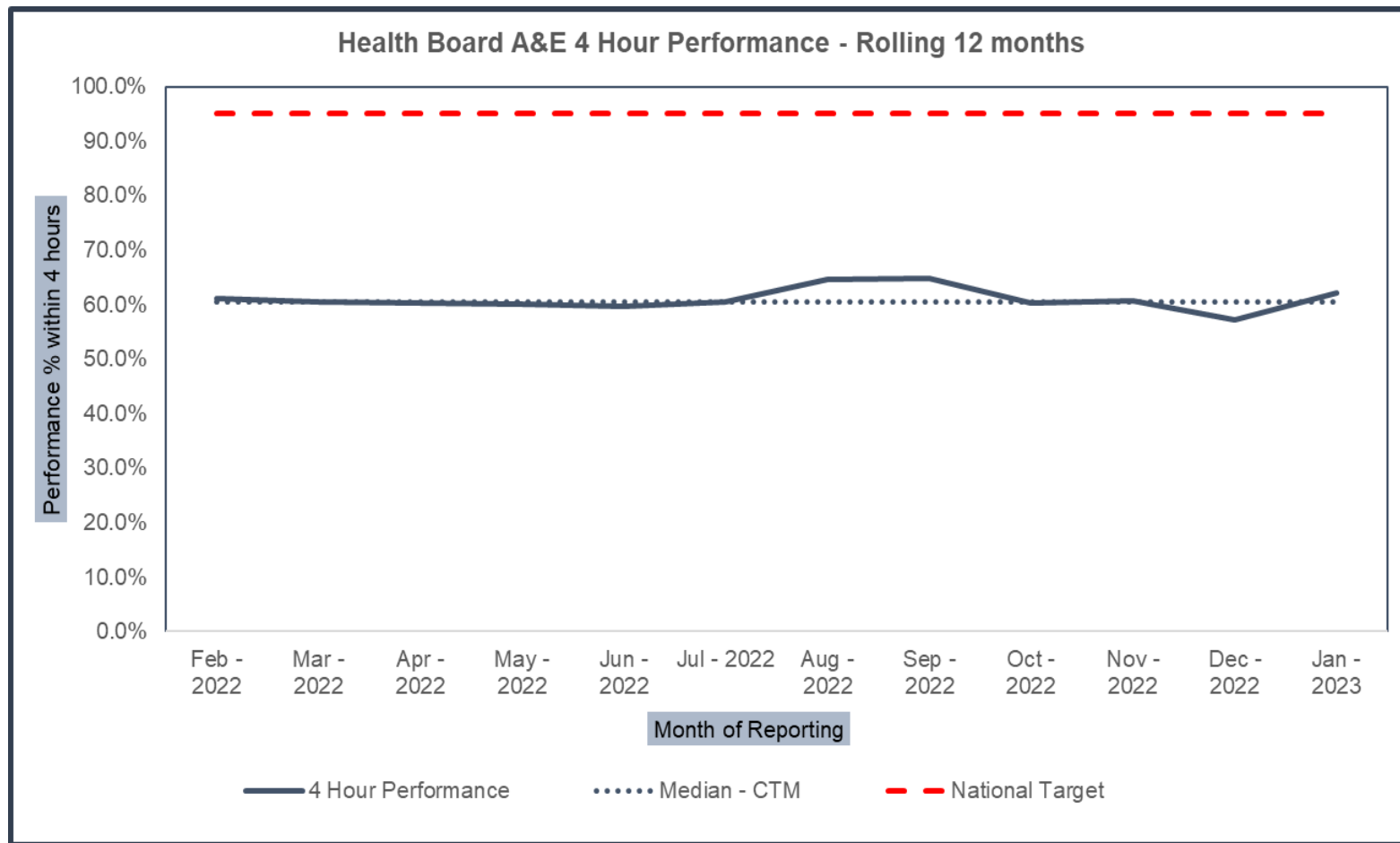


Historic Trend Data (March)

- Month on Month from Feb last year (rolling 12 month going forward) of 4 hour performance as CTM



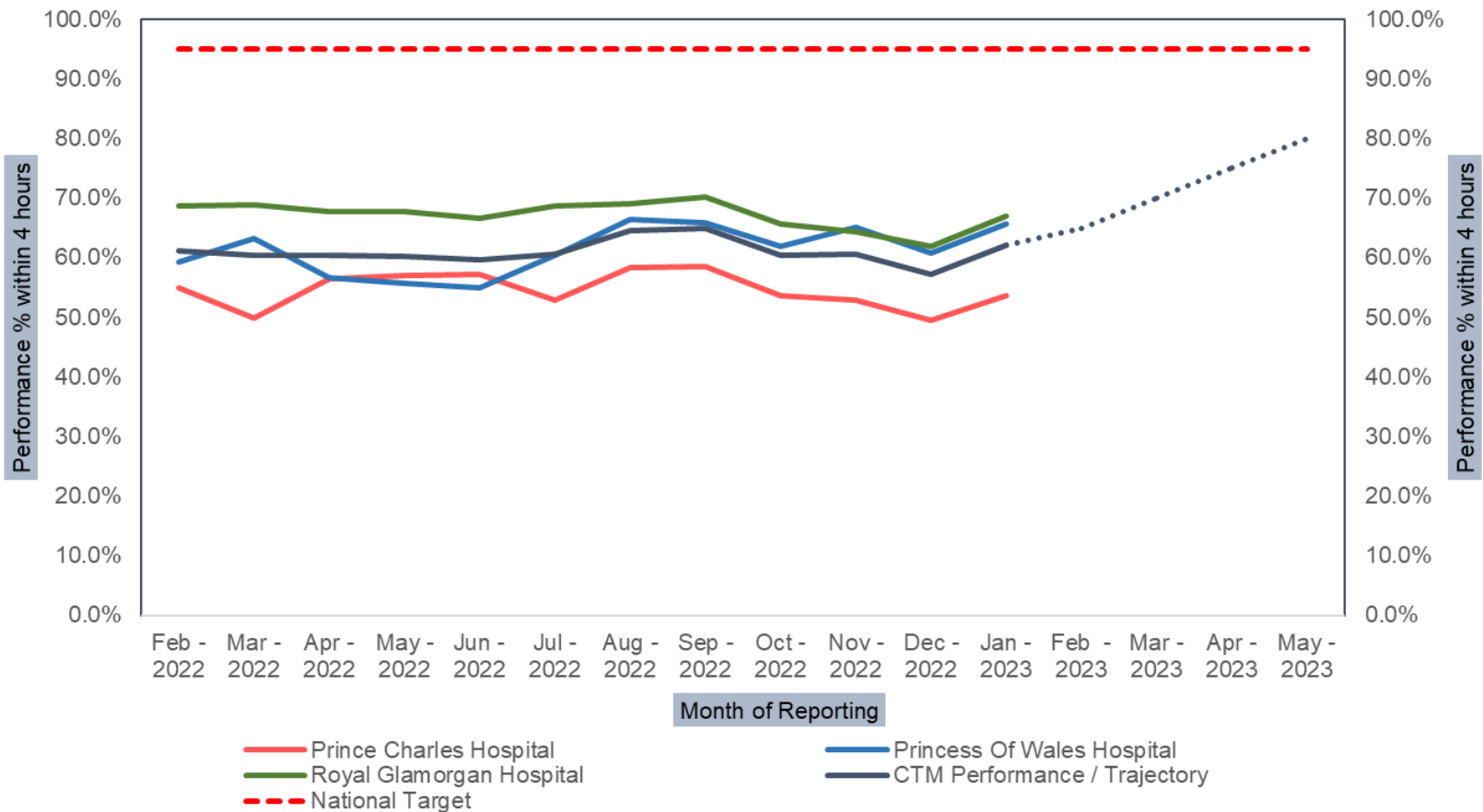
The data shown here only includes attendances that are applicable for national compliance reporting.

Stratified Data

- Trajectory on for April to hit 75%, May 80%

The data shown here only includes attendances that are applicable for national compliance reporting.

By Acute Hospital - A&E 4 Hour Performance - Rolling 12 months



3. Top Contributors / Pareto: Appraisals Core

Demand Issues

- Variation in hours v out of hours
- Self presenting v conveyances
- Variation in acuity for self presenting patients
- Speciality referrals
- Clearly defined clinical pathways

System Issues

- Variation in electronic reporting
- BI is not as fully developed as in other Health Boards

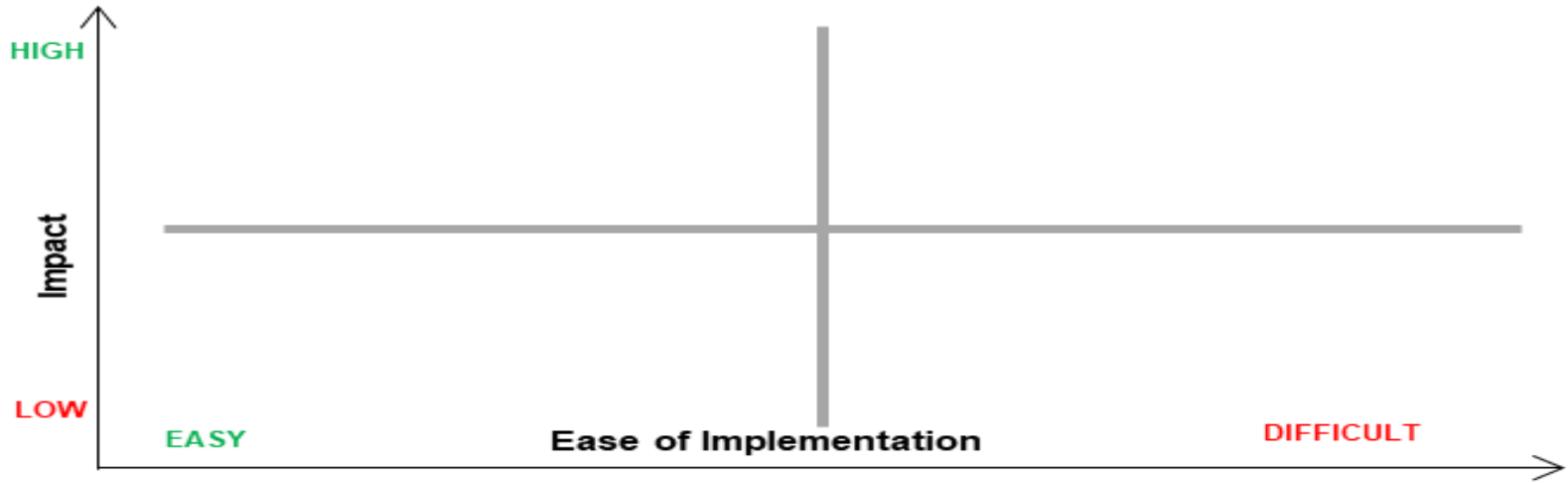
Staffing Issues

- Right workforce aligned to footprint
- Reliance on temporary staffing
- Ability to provide real time patient tracking

Planning Issues

- Workload prioritisation of clinical and managerial staff
- Post COVID footprint /Workforce/Pathway review
- Development of SDEC and Navigation Hub

4. Opportunities and Countermeasures: Appraisals Core



Contributor	Root Cause	Counter-Measure	Impact	Ease

5. Action Plan

Contributor	Potential Root Cause	Solution / Countermeasure	Owner	Completion Date	RAG Rating
Footprint review	Variation cross site in footprint challenges post COVID	Review footprint/activity/workforce	Owen Weeks/Emma James/Sarah Follows	30 June 2023	R
Clinical Pathways	Clear clinical pathways Lack of defined CDU	Review current/potential clinical pathways Virtual CDU	Owen Weeks	31 May 2023	R
Electronic systems	Variation across sites and variation in footprints	Review electronic systems and reporting Real time patient tracking	Sarah Follows/Owen Weeks/Neil Poulton	31 May 2023	R
Emergency pressures	Emergency escalation procedures not robust and equitable	Review pan CTM emergency pressures escalation policy	Sarah Follows/Rob Foley	20 March 2023	A