

Focus on Patient Waits Report to Board – Emergency and Urgent referrals

19 July 2021

Martyn Ward

Director of Strategy
and CIO)
Oxford Health

Waiting lists - improving our data quality:

In response to the Board's request for patient waiting time information, the directorate's have undertaken a review of their **emergency and urgent** waiting lists/times data. Significant improvement has been made and whilst there is still some further improvement to be made in some areas, the Directorate's are now more confident that this report now reflects the true waiting lists/times performance position.

This report provides an update on two things;

1. Patients waiting - emergency and urgent patients who are **still waiting** to be seen
2. Patients seen - emergency and urgent patients who **were seen** in May and **how long they waited (i.e. our waiting time performance)**

Further work is now underway to review the routine waiting time information and will be shared with the Board once the Directorate checks have been completed.

Headlines

Area	Patients seen in May – How long did they wait?			Patients Waiting – how many are there?		
	Emergency	Urgent	Exceptions	Emergency	Urgent	Exceptions
Bucks MH – Adults	<1 hour median	<1 day median	None	None	None	None
Buck MH - CAMHS	No patients seen	<1 day median	None	None	None	None
Oxon and BSW - Adults	<1 hour median	<1 day median	Eating Disorders	None	41	Eating Disorders
Oxon and BSW – CAMHS	2 hours median	<1 day median	<ul style="list-style-type: none"> Oxon GMH North Oxon GH South Oxon Complex Keyworker Wiltshire Liaison Risk team 	3	10	<ul style="list-style-type: none"> Emergencies issues are CAMHS Swindon Liaison Risk Team Urgent issues are mainly BSW
Community	1 day median	1 day median	<ul style="list-style-type: none"> Respiratory District Nursing NW and W Community Therapy Community Response Children’s Integrated Therapies Podiatry 	43	682	<ul style="list-style-type: none"> Respiratory Community Response Podiatry Community Therapies
Specialised – Forensic	No patients seen YTD	No patients seen YTD	None	None	1	Forensic Berks E Community Team
Specialised – LD	No patients seen YTD	2 seen (231 days and 1 day)	LDS Community Team	None	1	LDC Community Team

Waiting Times and Lists – report on progress

Buckinghamshire Mental Health Directorate – ADULT teams as at 19 July 2021

Patients seen waiting times

Patient waiting times for emergency and urgent referrals that were seen in May were good in the Directorate:

- **Emergency = 1 hour median waiting time (146 seen)** – 100% of patients were seen on the same day they were referred
- **Urgent = <1 day median waiting time (262 seen)** – 188 (72%) patients were seen on the same day, 69 (26%) patients were seen 2-7 days, 3 (1%) were seen 1-2 weeks and 2 (1%) were seen 2-4 weeks.

Patients still waiting

Emergency referrals waiting = 0

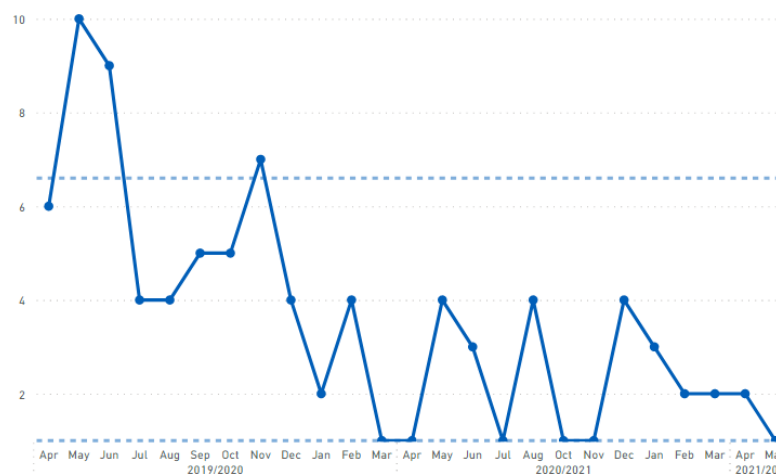
Urgent referrals waiting = 0

The Directorate has made significant improvements over recent weeks and currently has **no emergency or urgent referrals** waiting over 48 hours and 7 days respectively.

The graphs show the improvement in terms of how many patients were still waiting to be seen at the end of each month from April 2019 to end of May 2021

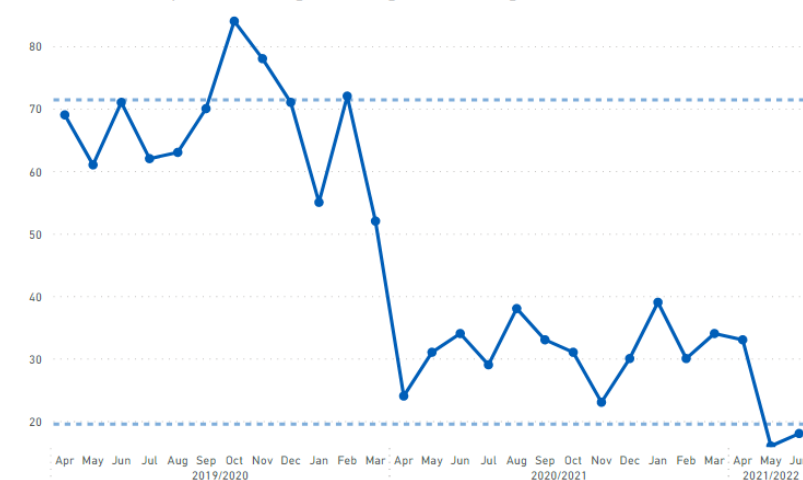
Indicator	Actual	Trend
Emergency referrals still waiting for first contact >48 hours after referral date	0	↓
Last month's position	1	

Is the number of patients waiting increasing or decreasing?



Indicator	Actual	Trend
Urgent referrals still waiting for first contact >7 days after referral date	0	↓
Last month's position	2	

Is the number of patients waiting increasing or decreasing?



Waiting Times and Lists – report on progress

Buckinghamshire Mental Health Directorate – CAMHS teams as at 19 July 2021

Patients seen waiting times

There were no emergency referrals seen in May. Patient waiting times for urgent referrals in May were good in the Directorate:

Urgent = <1 day median waiting time (44 patients seen). 37 (84%) were seen on the same day they were referred, 5 (11%) were seen 2-7 days after referral and 2 (5%) were seen 2-4 weeks after referral. The 2 longest waits were for the CAMHS B Reconnect Caseload team

Patients waiting

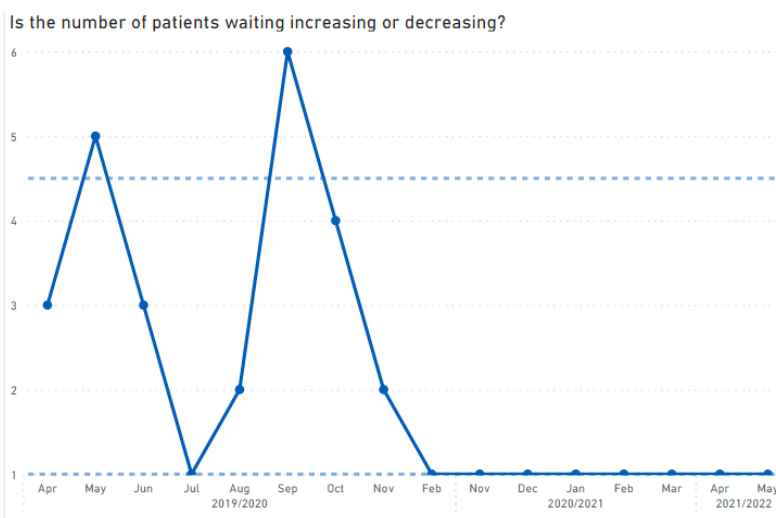
Emergency referrals waiting = 0

Urgent referrals waiting = 0

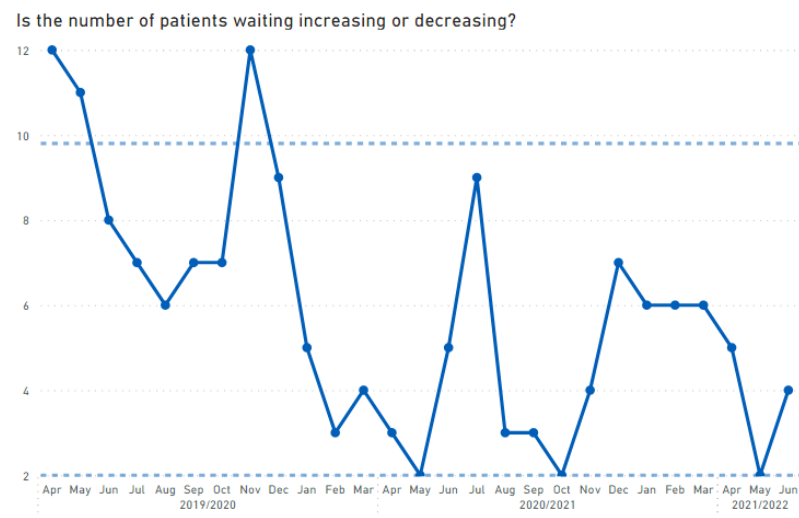
The Directorate is in a positive position and currently has **no emergency or urgent referrals** waiting

The graphs show the improvement in terms of how many patients were still waiting to be seen at the end of each month from April 2019 to end of May 2021

Indicator	Actual	Trend
Emergency referrals still waiting for first contact >48 hours after referral date	0	↓
Last months position	1	



Indicator	Actual	Trend
Urgent referrals still waiting for first contact >7 days after referral date	0	↓
Last month's position	1	



Waiting Times and Waiting Lists – Report on progress

Oxfordshire and BSW Mental Health Directorate – ADULT teams at 19 July 2021

Patients waiting times

Overall, patient waiting times for emergency and urgent referrals in May were good in the Directorate:

- **Emergency = <1 hour median waiting time (252 patients seen).** The longest wait was 36 hours for AMHO EDPS
- **Urgent = <1 day median waiting time (611 patients seen).** While the overall waiting time was good, there were **long waits for Eating Disorders** (33 days median waiting time and longest wait was 52 days).

Patients waiting

Emergency referrals waiting = 0

The Directorate has made positive progress in relation to emergency referrals waiting over 48 hours and currently has **no patients waiting**

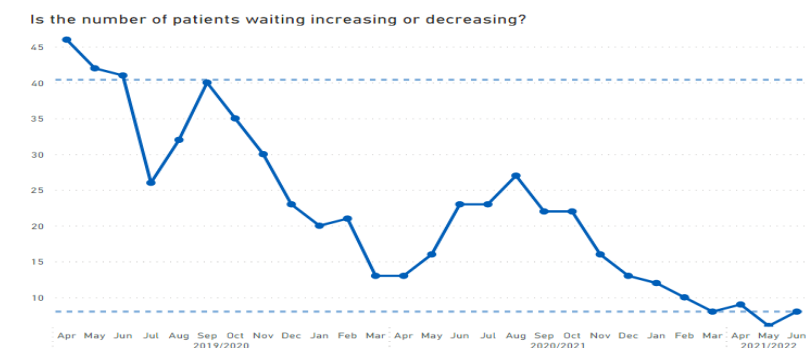
Urgent referrals waiting = 41

The number of urgent referrals waiting longer than 7 days has reduced from 69 to 41. The teams with the highest number of urgent patients waiting are shown in the bottom right table.

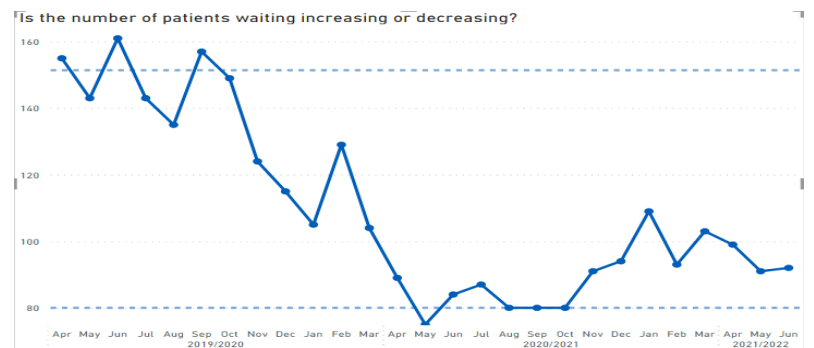
Eating Disorders has the highest number of urgent patients waiting to be seen. ED is a higher clinical risk team.

The graphs show the improvement in terms of how many patients were still waiting at the end of each month from April 19 to end of May 21

Indicator	Actual	Trend
Emergency referrals still waiting for first contact >48 hours after referral date	0	↓
Last months position	5	



Indicator	Actual	Trend
Urgent referrals still waiting for first contact >7 days after referral date	41	↓
Last months position	69	



HealthcareTeamName	Patients waiting	Wait so far in days
ED O Cotswold House Caseload	29	79
AMHO City and NE Oxon Assessment Team	6	81
ED W Cotswold House Caseload	2	120
AMHO South Assessment Team	1	24
AMHO Specialist Psychological Intervention Assessment Team	1	34
O OA Central Memory Assessment Service	1	40
O OA South CMHT	1	158

Waiting Times and Waiting Lists – report on progress

Oxfordshire and BSW Mental Health Directorate – CAMHS teams at 19 July 2021

Patients waiting times

- Emergency = 2 hour median waiting time (77 patients seen).** 76 (99%) patients were seen on the same day they were referred. There was 1 exception; 1 emergency patient waited 13 days to be seen by the CAMHS Wiltshire Liaison Risk team
- Urgent = <1 day median waiting time (80 patients seen).** 69 (86%) were seen within 7 days, 7 (9%) were seen 1-2 weeks after referral, There were 3 exceptions (4%); 1 urgent patient waited 148 days to be seen by CAMHS O GMH North, 1 patient waited 134 days to be seen by CAMHS O Getting Help South team and 1 urgent patient waited 40 days to be seen by the CAMHS Complex Key worker Team

Patients waiting

Emergency referrals = 3

The directorate has 3 data quality issues to resolve (**CAMHS S Swindon Liaison Risk Team**). Once resolved the directorate will have no emergency referrals waiting over 48 hours.

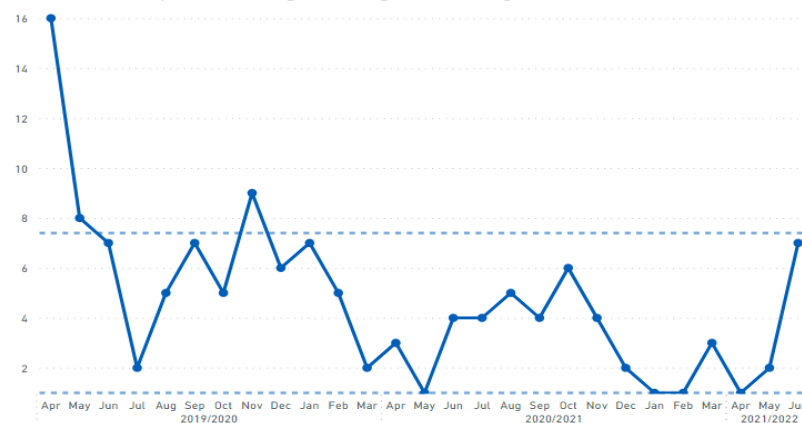
Urgent referrals waiting = 10

There appear to be some outstanding data quality issues – see the far right table for the affected teams.

The graphs show the improvement in terms of how many patients were still waiting to be seen at the end of each month from April 2019 to end of May 2021

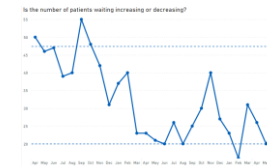
Indicator	Actual	Trend
Emergency referrals still waiting for first contact >48 hours after referral date	3	↑
Last months position	1	

Is the number of patients waiting increasing or decreasing?



Indicator	Actual	Trend
Urgent referrals still waiting for first contact >7 days after referral date	10	↓
Last months position	12	

Directorate	Patients waiting	Wait in days
Oxfordshire & Sw Mental Health	10	39
+ CAMHS W Wiltshire Liaison RISK	3	40
+ CAMHS O Complex Keyworker Team	2	64
+ CAMHS W BaNES SPOC	2	29
+ CAMHS O GMH North	1	83
+ CAMHS W BaNES GH	1	54
+ CAMHS W Wiltshire OSCA RISK	1	37
Total	10	39



Waiting Times and Waiting Lists – Report on progress

Community Services Directorate –at 19 July 2021

Patients waiting times

- Emergency = 1 day median waiting time (241 patients seen).** 188 (78%) were seen on the same day, 34 (14%) waited 2-7 days, 12 waited 1-4 weeks, 6 waited more than a month; 199 to DN NE Montgomery, 180 day wait for Respiratory Isis caseload, 147 day wait for the community respiratory service, 77 DN West, 49 day wait CT West Team, 48 day wait for Podiatry.
- Urgent = 1 day median waiting time (1034 patients seen).** 108 (10%) waited longer than 1 month in the following service - **Community Response, Community Respiratory Service, Childrens Integrated Therapies, Community Therapy Service and Podiatry**

Patients waiting

Emergency referrals waiting = 43

Down from last month. A number of these are data quality issues due to the excessive time these patients are reported to be waiting.

Urgent referrals waiting = 682

There has been a slight reduction in the number of urgent referrals since the last report, however numbers remain high.

The graphs show that the number of emergency and urgent patients waiting is actually increasing. Snapshot reporting can tell a misleading story for services that have such high referral volumes.

Indicator	Actual	Trend
Emergency referrals still waiting for first contact >48 hours after referral date	43	↓
Last months position	60	

HealthcareTeamName	Patients waiting	Wait so far in days
Community Response	19	211
Respiratory – Pulmonary Rehab	5	121
Respiratory Post Covid	3	208
POD North Horton Hospital	2	25
POD SW Wantage	2	26



Indicator	Actual	Trend
Urgent referrals still waiting for first contact >7 days after referral date	682	↑
Last months position	575	

HealthcareTeamName	Patients waiting	Wait so far in days
Respiratory Post Covid	135	115
Community Response	100	233
CT - South East Team	57	40
CT - South West Team	45	31
CT - North East Team	34	26



Waiting Times and Waiting Lists – Report on progress

Specialised Services Directorate – Forensics as at 19 July 2021

Patients waiting times

- Emergency = no emergency referrals seen in 2021 so far
- Urgent = no urgent referrals seen in 2021 so far

Patients waiting

Emergency referrals waiting = 0

Urgent referrals waiting = 1

This is clearly a data quality issue as the patient is reported to have waited 2,314 days so far.

Indicator	Actual	Trend
Emergency referrals still waiting for first contact >48 hours after referral date	0	→
Last months position	0	

Indicator	Actual	Trend
Urgent referrals still waiting for first contact >7 days after referral date	1	→
Last months position	1	

HealthcareTeamName	Patients waiting	Wait so far in days
+ Forensic Berks E Community Team	1	2,314

Waiting Times and Waiting Lists – Report on progress

Specialised Services Directorate – Learning Disabilities as at 19 July 2021

Patients waiting times

- Emergency = no emergency referrals seen in 2021 so far
- Urgent = no urgent referrals seen in May. 2 seen since 1 January 2021. 1 waited 231 days to be seen by the LDS Community Team. The other waited 1 day

Patients waiting

Emergency referrals waiting = 0

Urgent referrals waiting = 1

This is clearly a data quality issue as the patient is reported to have waited 212 days so far.

Indicator	Actual	Trend
Emergency referrals still waiting for first contact >48 hours after referral date	0	→
Last months position	0	

Indicator	Actual	Trend
Urgent referrals still waiting for first contact >7 days after referral date	1	→
Last months position	1	

HealthcareTeamName	Patients waiting	Wait so far in days
+ LDC Community Team	1	212

Next steps

Waiting lists - improving our data quality in relation to routine referrals:

Over the next 4 weeks, the Directorates will focus on resolving their outstanding data quality issues in relation to emergency and urgent referrals in addition to focussing on resolving routine referral data quality issues in order that a future report on performance reflects the actual position.

Action Plan – Emergency and Urgent waits

Directorate	Service	Action
Specialised	LDC Community Team	Resolve 1 data quality issue relating to an urgent patient still waiting
Specialised	Forensic E Berks Team	Resolve 1 data quality issue relating to an urgent patient still waiting
Community	Community Response	Resolve data quality issues associated with 19 emergency and 100 urgent patients waiting
Community	Respiratory Service	Resolve data quality issue relating to an urgent patient still waiting
Community	Podiatry and Community Therapy Service	Services to advise if long emergency and urgent waiters are genuine waiters – if not, DQ issues to be resolved. If yes. Plan to be provided to mitigate clinical risk
Oxon and BSW	CAMS S Swindon Liaison Risk	Resolve 3 data quality issues associated with emergency still waiters
Oxon and BSW	Identified CAMHS teams on slide 7	Services to advise if long emergency and urgent waiters are genuine waiters – if not, DQ issues to be resolved. If yes. Plan to be provided to mitigate clinical risk
Oxon and BSW	Eating Disorders (ED O Cotswold House Caseload and ED W Cotswold House caseload)	Service to advise if long emergency and urgent waiters are genuine waiters – if not, DQ issues to be resolved. If yes. Plan to be provided to mitigate clinical risk
Oxon and BSW	Identified teams on slide 6	Non Eating Disorder services to advise if long emergency and urgent waiters are genuine waiters – if not, DQ issues to be resolved. If yes. Plan to be provided to mitigate clinical risk
All	All	All services to routinely review waits data to ensure accurate data quality.