

## REASON WHY?

Patients who present to the Emergency Department (ED) are typically seen within arrival time order. Once an initial assessment has been carried out, the patients will be seen by a doctor. There can be delays in this process due to the availability of doctors within the department.



To improve the percentage of patients seen by a doctor within 4 hours by 20% by 07/06/2024.

## PLAN

The Emergency Care Transformation Programme (ECTP) aims to improve services across the Emergency Care Department. Following the success of the "Perfect Week" the team planned to continue the improvements to improve the time to be seen within 4 hours of arrival.

The teams engaged with colleagues to understand current opportunities and the plan was to ensure that each shift would have a doctor allocated to the Children and Young Persons Unit to improve the percentage of patients seen within 4 hours.

## DO

A doctor was allocated to each shift within the Children's and Young Persons Unit 12:00 – 20:00 between the 3<sup>rd</sup> and 7<sup>th</sup> of June 2024.

The process measure for this intervention was the number of times a doctor was allocated to the shift. This happened 3 out of 5 days.

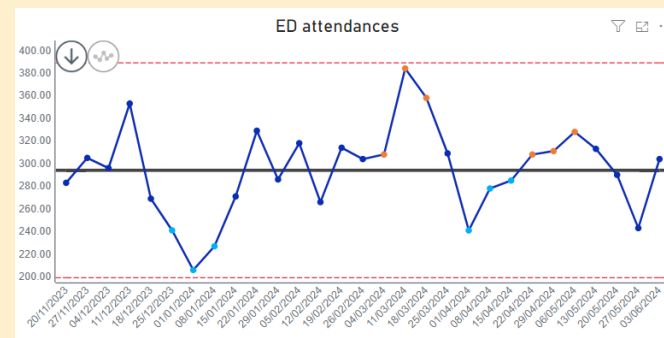
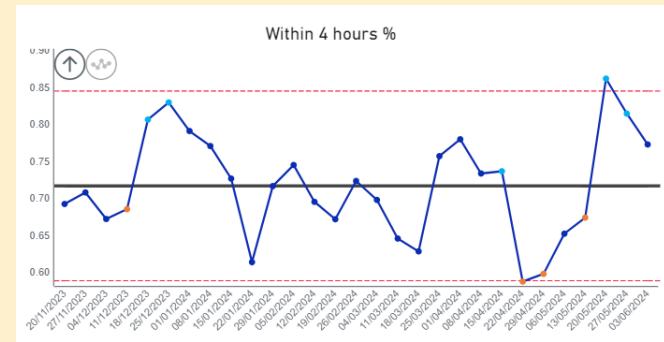
This allowed patients to be seen as soon as possible following the initial assessment (For information around improvements to Initial Assessment please see the case study and graph below).



## STUDY

Feedback received during the week from colleagues was positive and it was felt that having a consistent presence was beneficial. However, statistically, there did not appear to be any improvement during the week. The average number of patients seen within 4 hours has been sustained over a three week period following initial improvements to initial assessment.

It is worth noting that ED attendances during the week were higher than average, which may have had an impact on the ability to see patients within 4 hours.



## ACT

During the week, there was positive feedback. The process will be ADOPTED where possible to allow for an allocated doctor to remain within the Children's and Young Person Unit.

This will continue to be monitored over a period of 30, 60 and 90 days.