

Performance Management Report Impact of Covid-19 on Performance

Paper Number: SET/70/2021

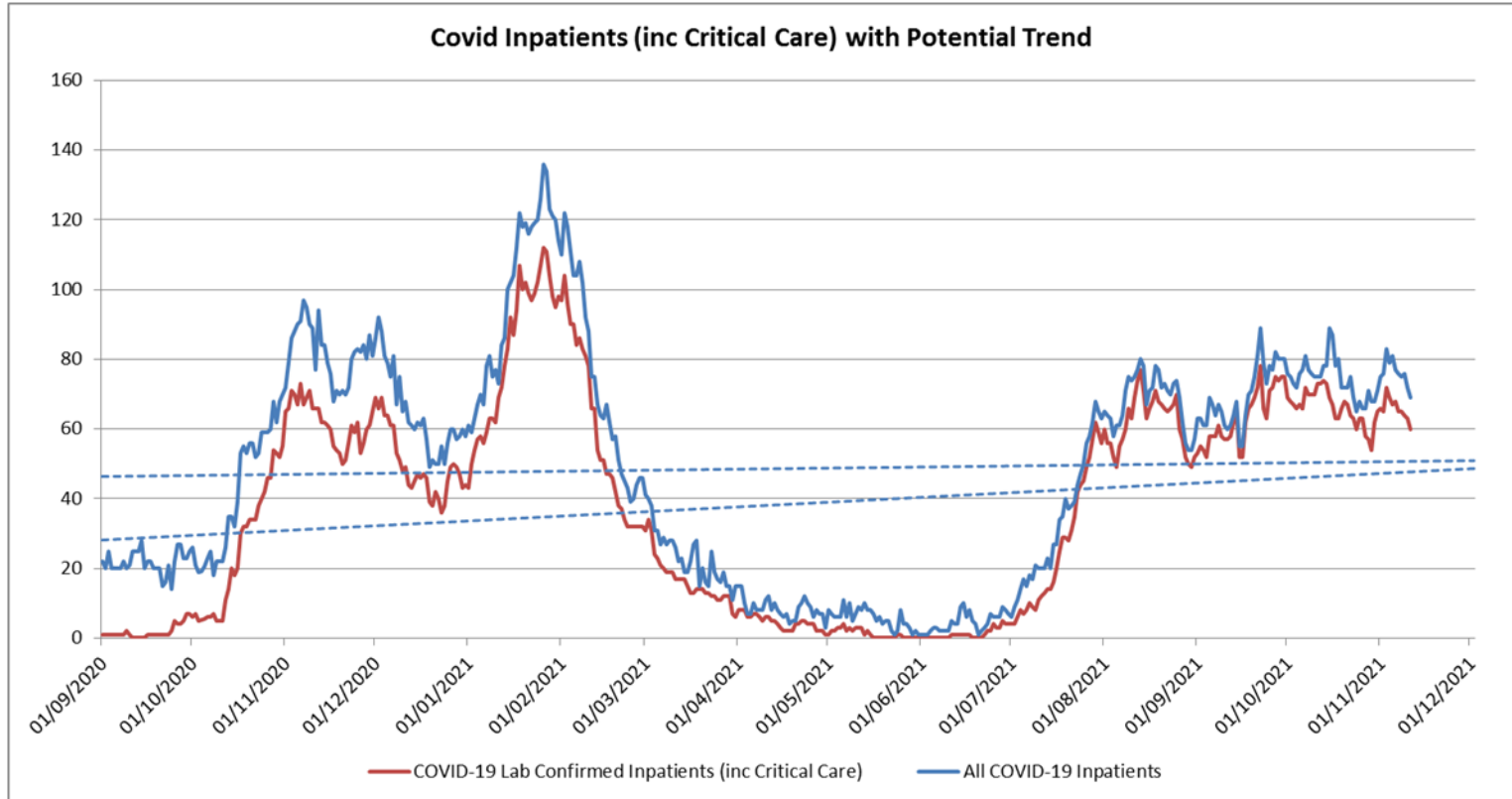
October 2021



South Eastern Health
and Social Care Trust



COVID-19 Inpatients



Surge	Peak Date	COVID-19 Positive Inpatients
1	10/04/2020	43
2	22/10/2020	73
3	26/01/2021	112
4	22/9/2021	78



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Rebuild Plan Performance

Trust	Number of Indicators Monitored	Achieved target or over delivered	Achieved 80-99%	Achieved less than 80% of target	Not Provided
South Eastern	45	19	17	9	1*
Belfast	55	12	15	9	19
Northern	47	8	17	10	12
Southern	48	19	16	6	7
Western	53	25	18	10	0

* Endoscopy figures outstanding for SET



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Impact on Performance by Service Area

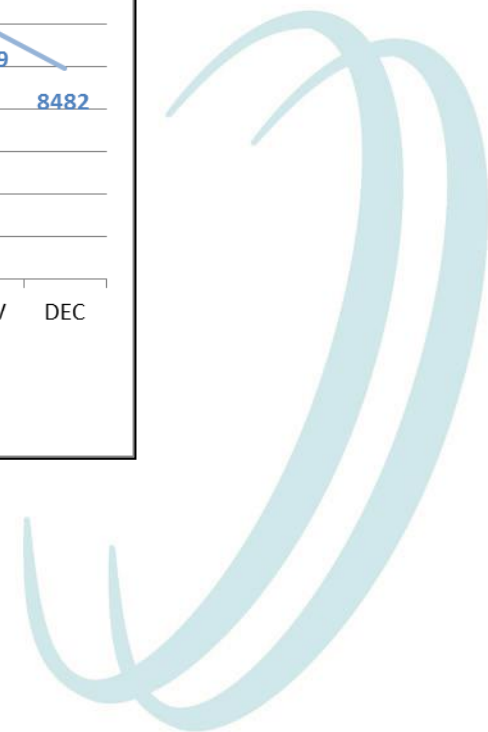
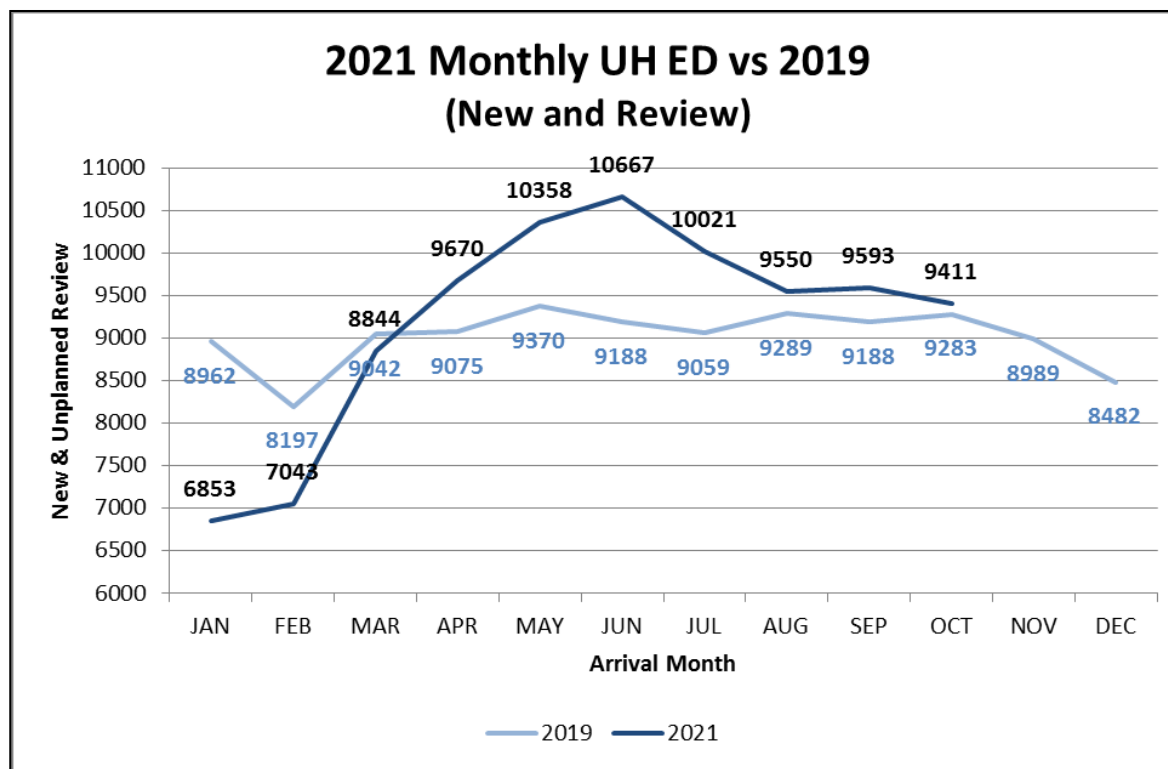
Hospital Services



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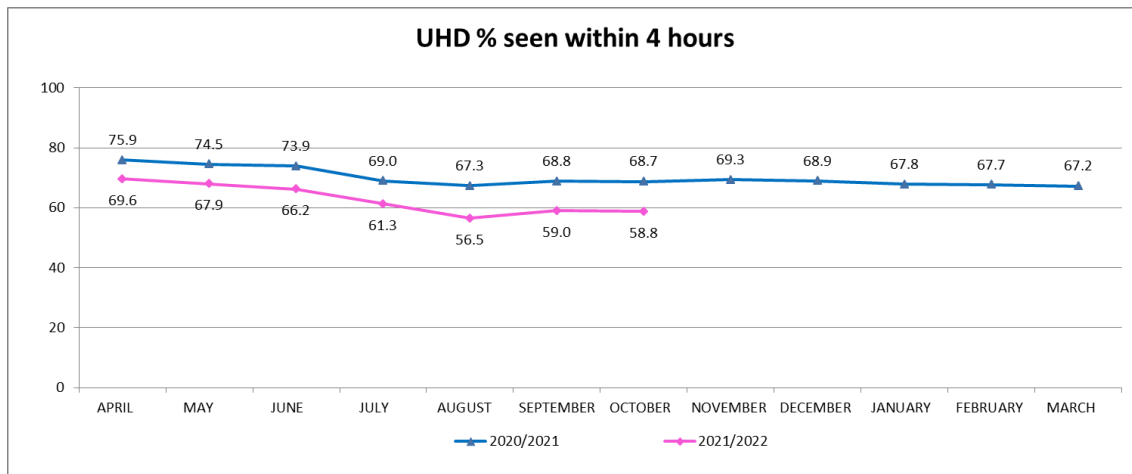
Monthly ED attendances



Monthly ED Performance

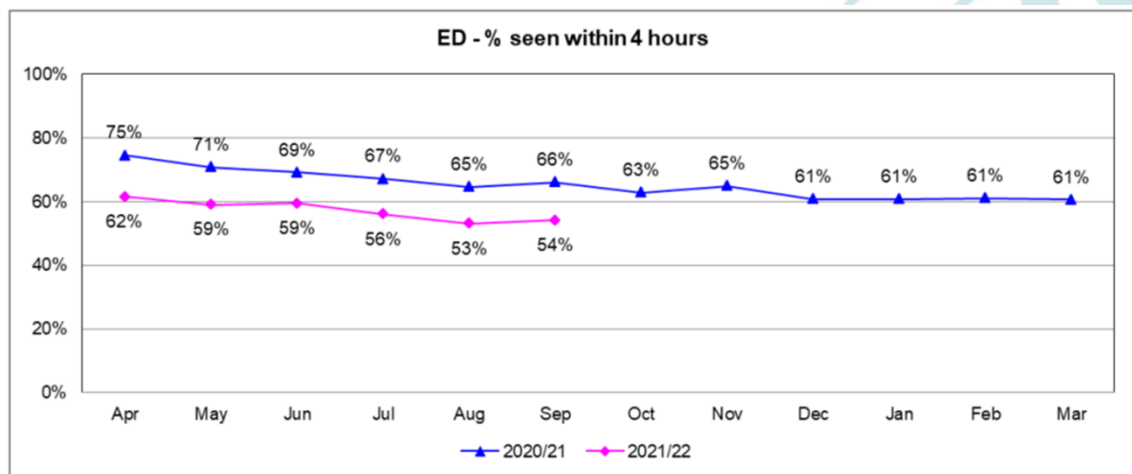
UHD 4hr Performance

In October 2021 58.8% of ED attendances at the Ulster Hospital were admitted or discharged within 4hrs.



Regional 4hr Performance

In September 2021 54% of ED attendances were admitted or discharged within 4hrs.



Lagan Valley ED

On Monday 18 October 2021, the South Eastern Trust introduced a 'Phone First' Service at the Lagan Valley Hospital Emergency Department and the operational hours changed from 8am - 8pm Monday to Friday, to 8am - 6pm Monday to Friday.

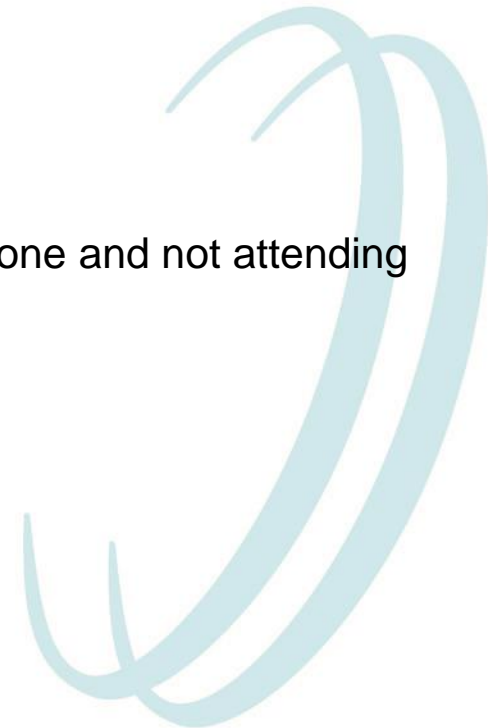
The Phone First service ensures patients, who are assessed by a senior clinician over the phone, receive the right care, first time.

In the period of 18th – 31st October 2021 on average there were:

- 99 patients contacting the Emergency Department daily
- 15 patients daily receiving appropriate clinical advice over the phone and not attending the Emergency Department on site
- 84 patients daily attending the Emergency Department on-site



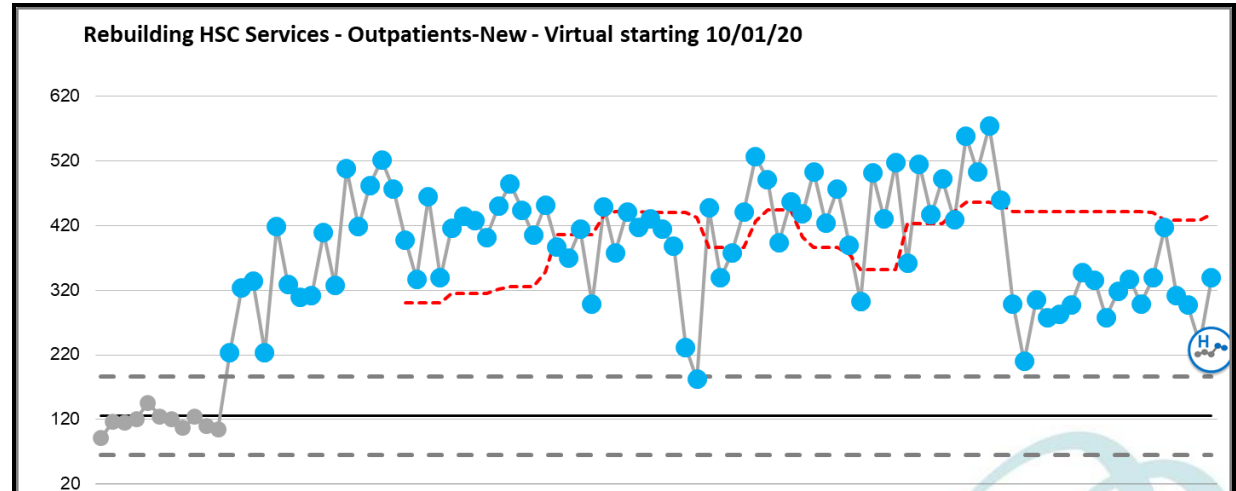
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Outpatients: New & Review

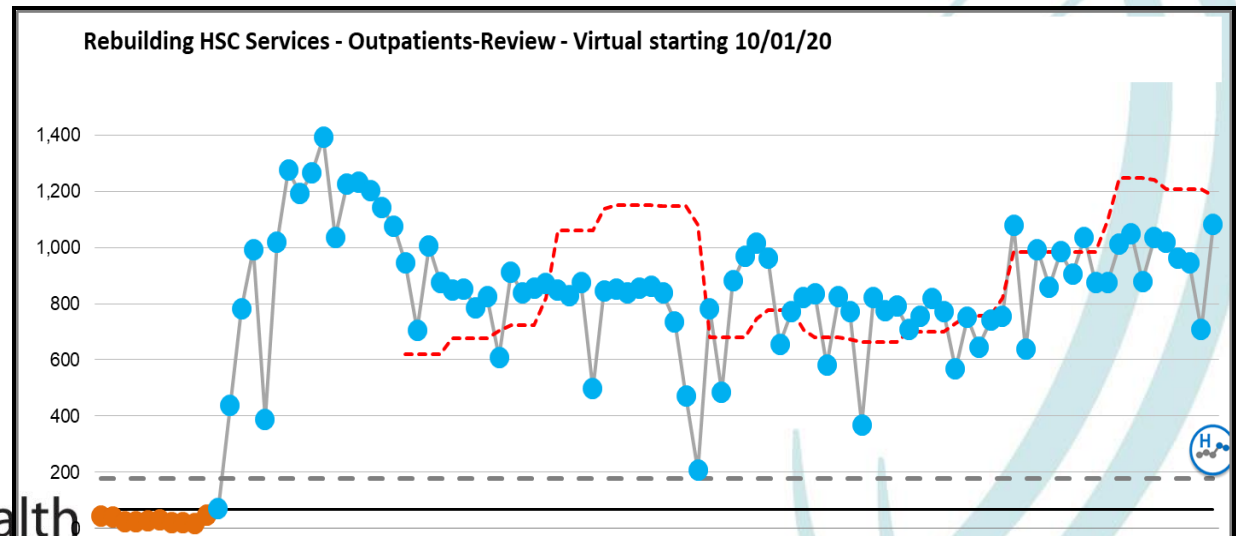
Outpatients New

New virtual outpatients performing at 76% of rebuild targets for October 2021.



Outpatients Review

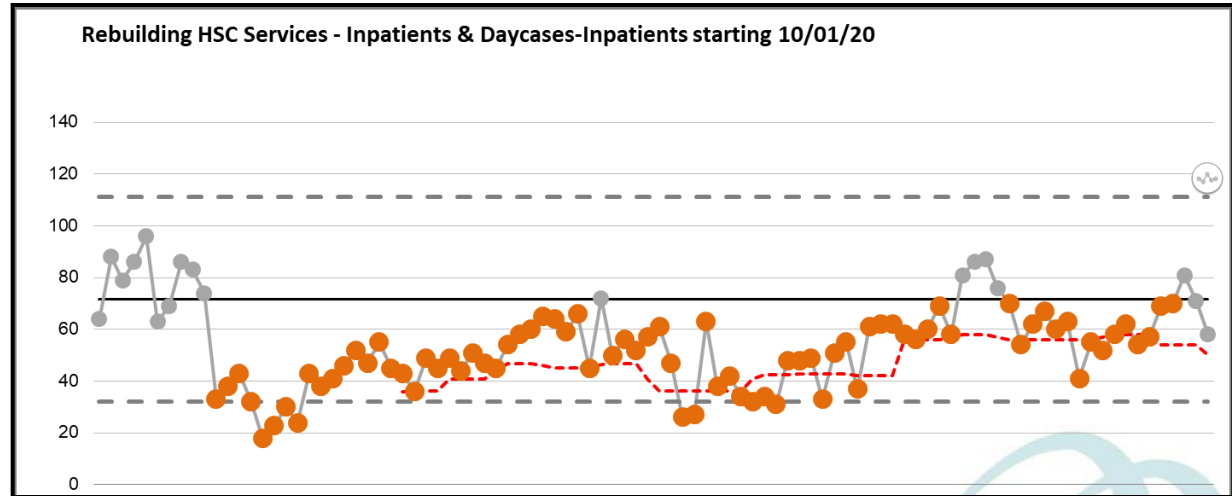
Review virtual outpatients performing at 74% of rebuild targets for October 2021.



Inpatients and Day Cases

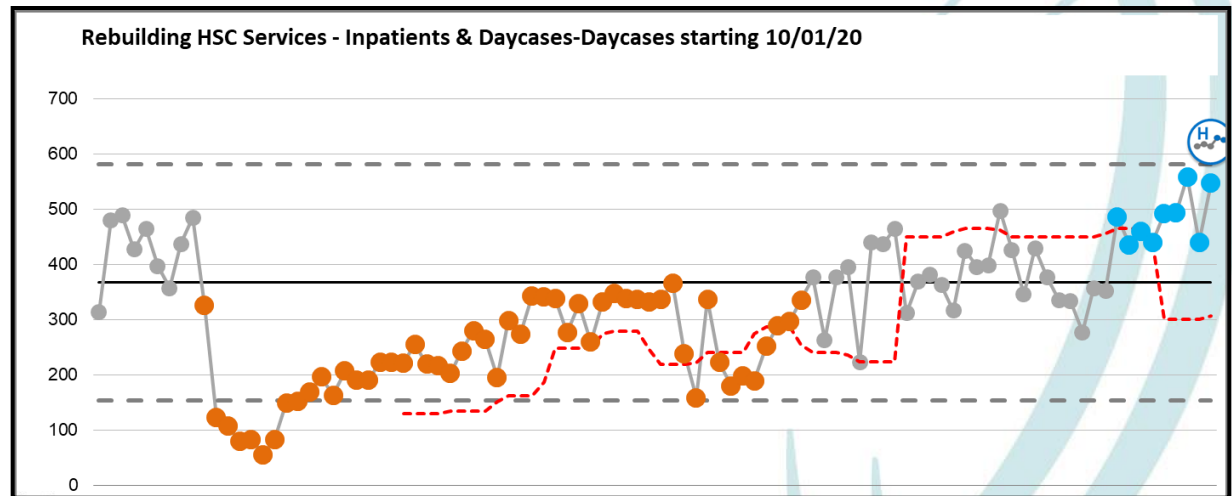
Inpatients

Achieving 125% rebuild target for October

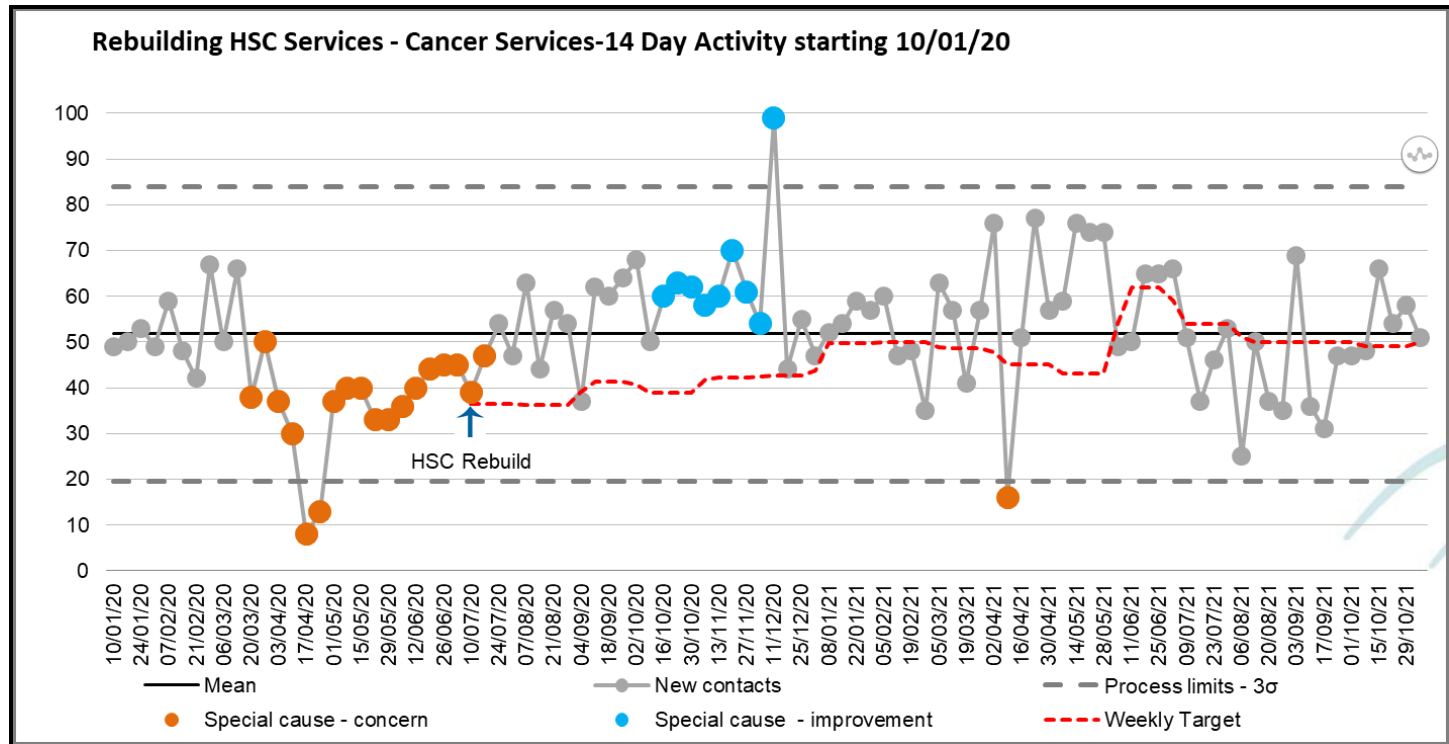


Day cases

Achieving 156% rebuild target



Cancer Services



14 Day Performance achieved 13% for October, having predicted 30%.

31 Day Performance achieved 98% for October, having predicted 87%

62 Day Performance achieved 25% for October, having predicted 30%



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Impact on Performance by Service Area

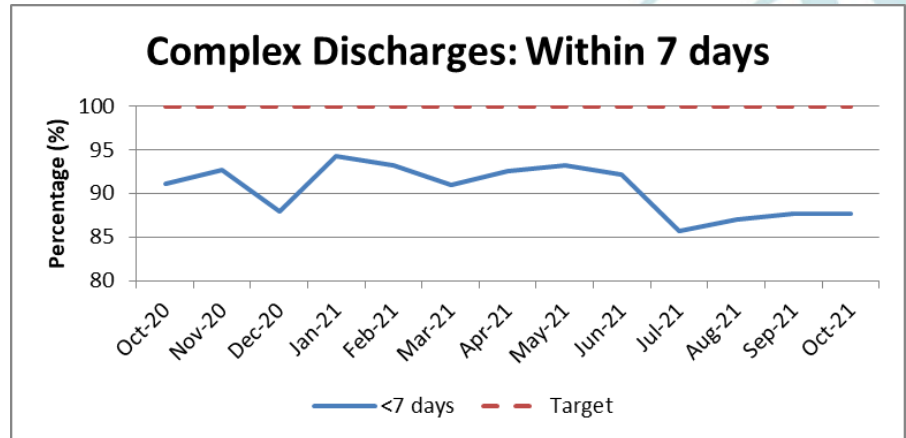
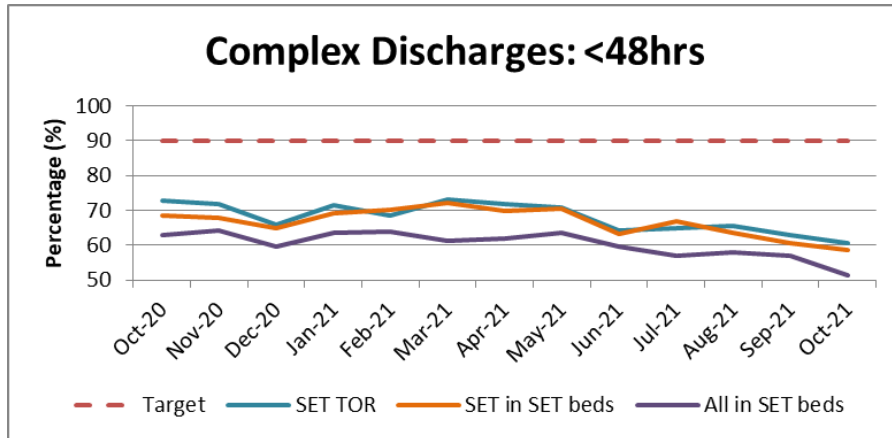
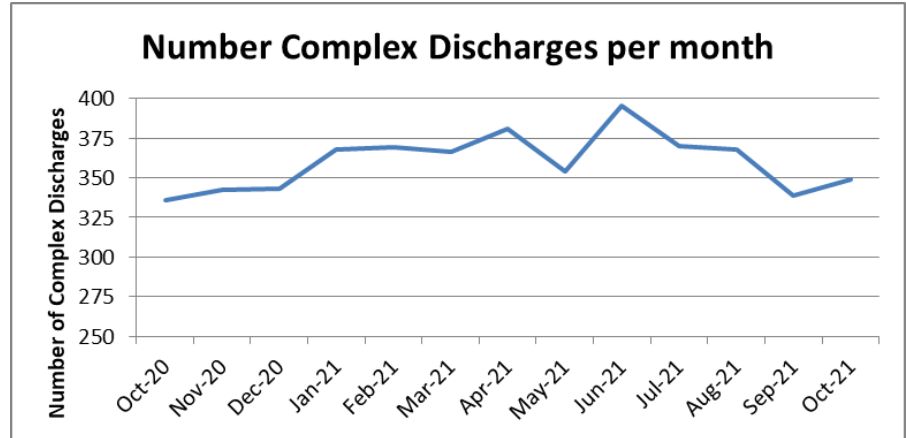
Primary Care and Older Peoples
Services



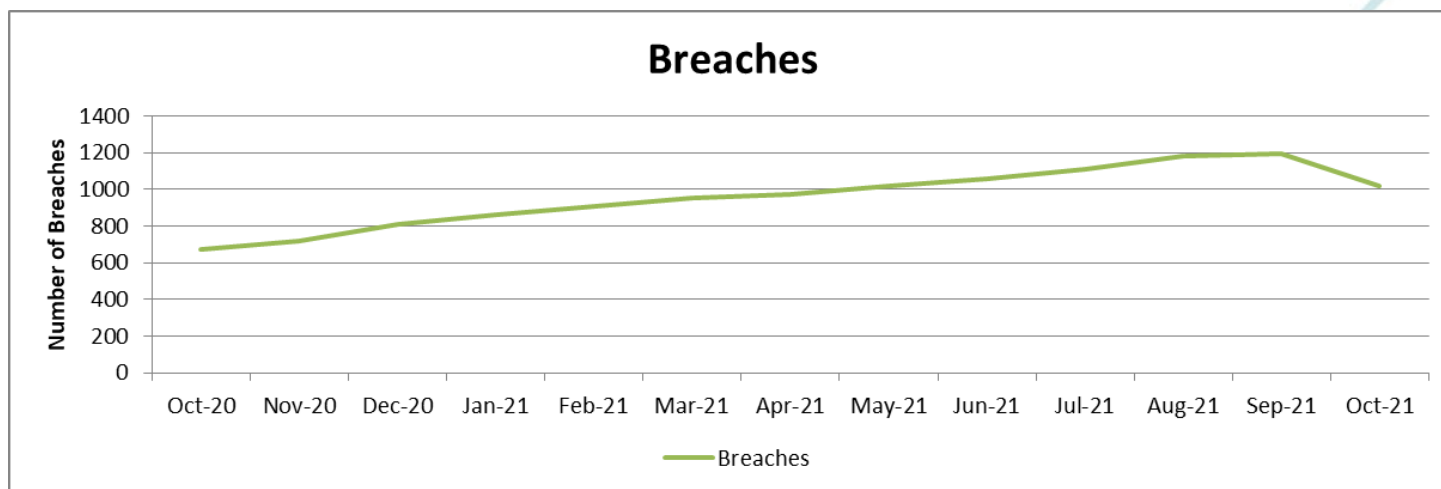
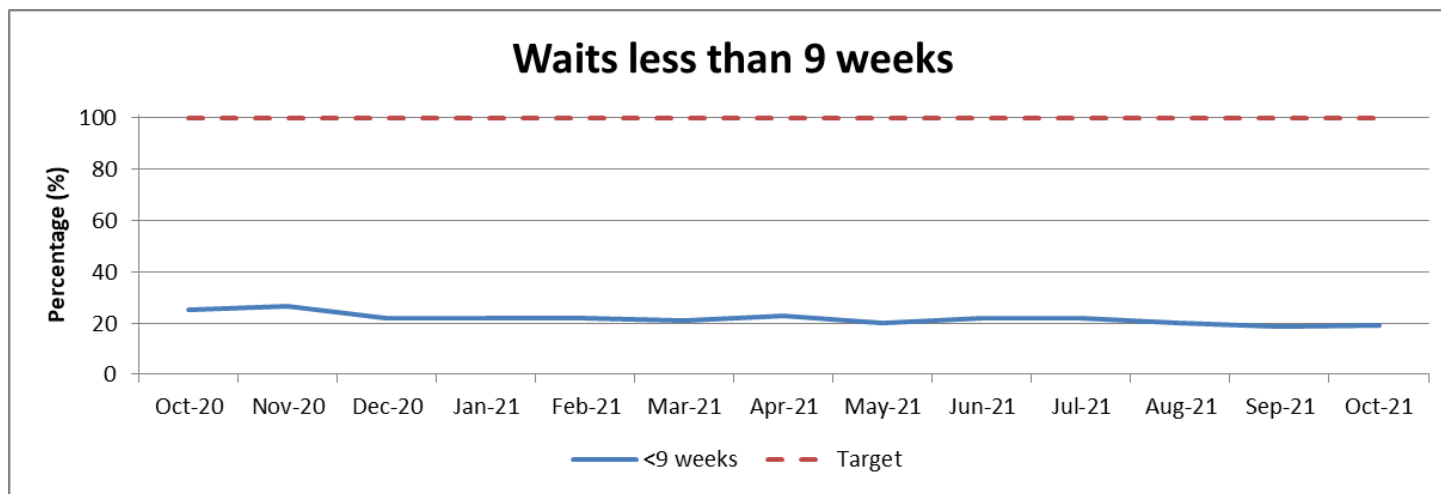
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PCOP Complex Discharges

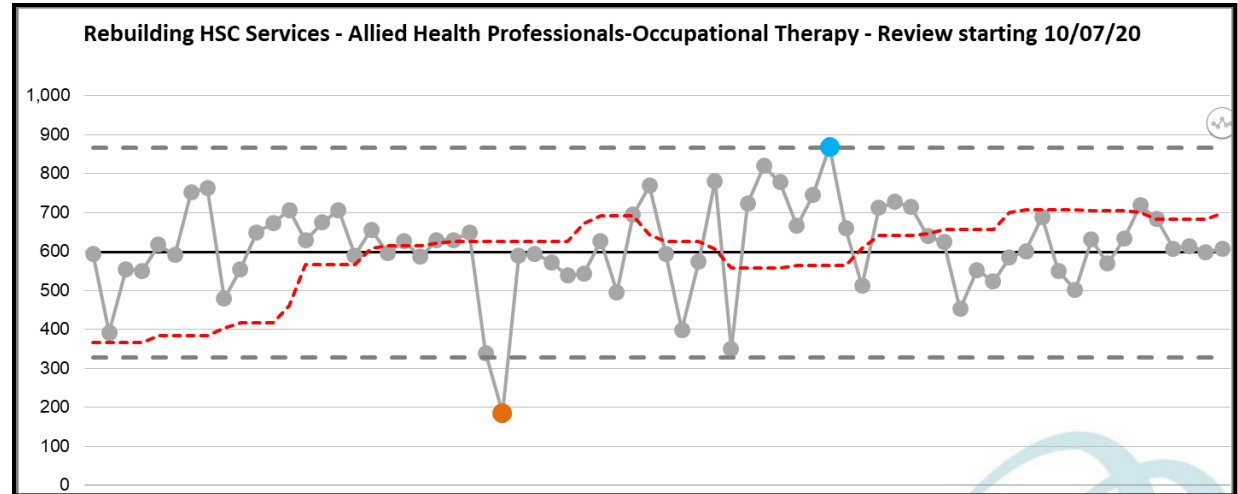


Dementia Services

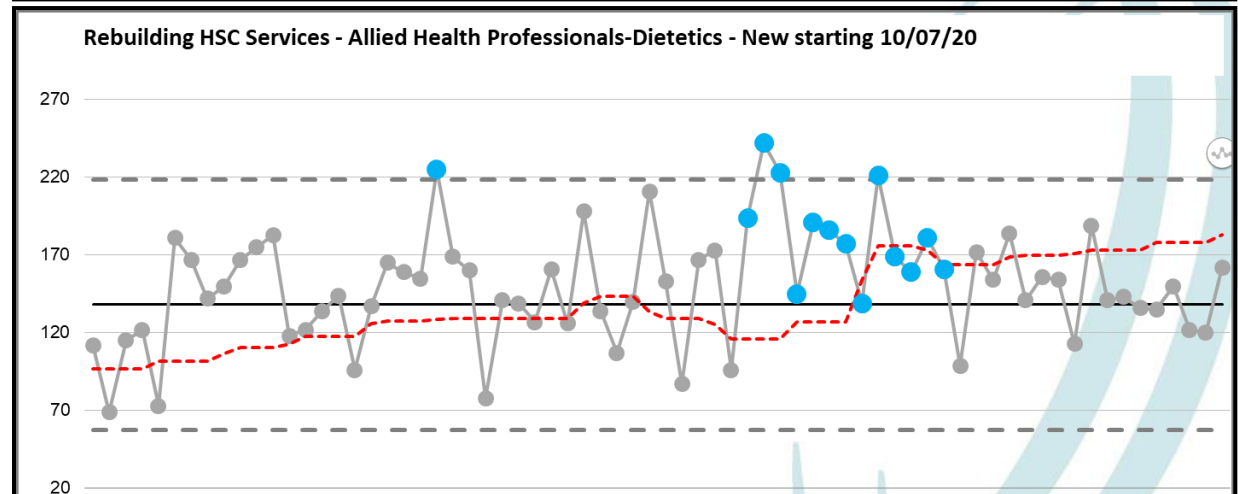


Allied Health Professionals

**Occupational
Therapy Review**
Achieving 86% of
rebuild targets



Dietetics New
Achieving 71% of
rebuild targets



Impact on Performance by Service Area

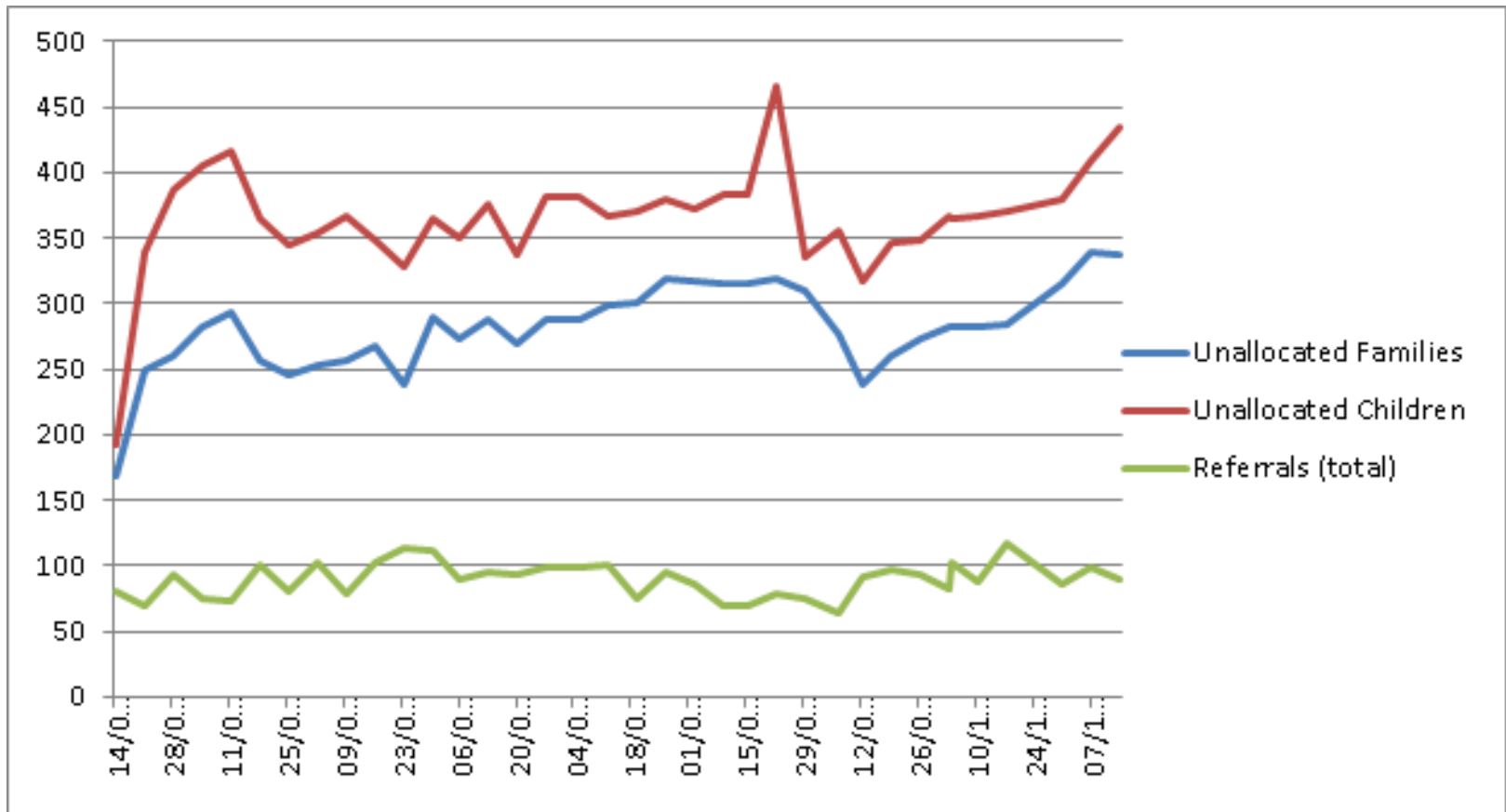
Children's Services



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Unallocated cases



Impact on Performance by Service Area

Adult Services



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Mental Health Services

