

Issue/concern

- There is now a clear evidence base, that highlights the clear harm associated with a protracted ED length of stay (LOS) beyond 6 hours
- Data Insights from NHS Model Hospital
- 325 mental health attendances/month at RBH
- ~20% breach the 12-hour target (~65 patients/month)
- Highlights the scale of the issue and supports the need for systemic change.

Aim

- To improve patient experience whilst the patient is within the ED environment (to minimise harm from a protracted LOS)
- Key areas of data analysis to identify where improvement actions are required and can be tested.
- A patient feedback survey
- Informal qualitative interviews

Aim: Understand what matters most to patients and how to improve their ED experience

- Visit to RBH planned for 21st July to support this.
- LOS tracking data within the ED department
- PMS data (90%+ seen within 1 hour) and patient feedback information