Ref: FOI/CAD/ID 4136

Please reply to:
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Trust Management
Maidstone Hospital
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20 September 2017

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to A&E Urgent Care and Technology.

1. TOTAL Number of Attenders to A&E for the year 2015/2016
a. Of these attenders – how may attended Majors?
b. Of these attenders – how many attended Minors?
c. Of these attenders – how many attended Children's Paed A&E?
d. Of the TOTAL attenders, how may were conveyed by ambulance?
e. Of the TOTAL attenders, how many self-presented (made their own way to A&E)
f. Of the TOTAL attenders, how many were discharged with advice only/self-discharged without being seen (metrics can be added together)
g. How many 12 hour breaches did you have?
h. How many 4 hour breaches did you have?
i. What was the primary cause of the breaches?
2. TOTAL Number of Attenders to A&E for the year 2016/2017
a. Of these attenders – how may attended Majors?
b. Of these attenders – how many attended Minors?
c. Of these attenders – how many attended Children's Paed A&E?
d. Of the TOTAL attenders, how may were conveyed by ambulance?
e. Of the TOTAL attenders, how many self-presented (made their own way to A&E)
f. Of the TOTAL attenders, how many were discharged with advice only/self-discharged without being seen (metrics can be added together)
g. How many 12 hour breaches did you have?
h. How many 4 hour breaches did you have?
i. What was the primary cause of the breaches? Was this reason different from 2015/16?
3. TOTAL Number of Attenders to A&E for year 2017/18 – to-date
4. Please describe how your patients are triaged, what is their typical journey? Is there a streaming model? If yes, how effective is it and who streams e.g. GP or Nurse?

5. What would you like to see implemented in your health economy to deter avoidable admissions? I.e. those who have attended A&E but could have been seen and treated in a walk-in centre/MIU, Pharmacy or GP etc.
6. Do you have Self Check-in Kiosks in your A&E area?
7. Do you have publically available WiFi in your A&E waiting areas?
a. What is the bandwidth?
b. If you don't have publically available WiFi in your A&E waiting area, is there a plan to install this? If yes, when? Is it on trajectory for delivery and what is the planned bandwidth? Please comment
8. Do you think technology has a role to play in preventing avoidable admissions?
If yes, please comment on what the value of technology would be.

Please see below for the completed forms:
Name of Hospital: _____Maidstone Hospital

TOTAL Number of Attenders to A&E for the year **2015/2016**	66,213
Of these attenders – how may attended Majors?	10,914
Of these attenders – how many attended Minors?	55,299
Of these attenders – how many attended Children's Paed A&E?	11,235
Of the TOTAL attenders, how may were conveyed by ambulance?	12,939
Of the TOTAL attenders, how many self-presented (made their own way to A&E)	53,274
Of the TOTAL attenders, how many were discharged with advice only/self-discharged without being seen *(metrics can be added together)*	11,337
How many 12 hour breaches did you have?	0
How many 4 hour breaches did you have?	4,689
What was the primary cause of the breaches? Availability of Beds	
TOTAL Number of Attenders to A&E for the year **2016/2017**	67,213
Of these attenders – how may attended Majors?	11,515
Of these attenders – how many attended Minors?	56,359
Of these attenders – how many attended Children's Paed A&E?	11,570
Of the TOTAL attenders, how may were conveyed by ambulance?	13,484
Of the TOTAL attenders, how many self-presented (made their own way to A&E)	54,390
Of the TOTAL attenders, how many were discharged with advice only/self-discharged without being seen *(metrics can be added together)*	10,342
How many 12 hour breaches did you have?	0
How many 4 hour breaches did you have?	5,675
What was the primary cause of the breaches? *was this reason different from 2015/16?* Availability of Beds	
TOTAL Number of Attenders to A&E for year 2017/18 – to-date 23-Jul-17	21,551

Please describe how your patients are triaged, what is their typical journey? Is there a streaming model? If yes, how effective is it and who streams e.g. GP or Nurse? Ambulatory patients triaged by a nurse/ENP through to be seen in most appropriate area Ambulance conveyances triaged through assessment points by senior ED team (Registrar, nurse) through to be seen in most appropriate area. Diagnostics implemented/requested at this point.	
What would you like to see implemented in your health economy to deter avoidable admissions? *i.e. those who have attended A&E but could have been seen and treated in a walk-in centre/MIU, Pharmacy or GP etc.* *This question does not fall within the remit of the FOI Act as it is asking for thoughts rather than data.*	
Do you have Self Check-in Kiosks in your A&E area?	No
Do you have publically available WiFi in your A&E waiting areas?	Yes
What is the bandwidth?	1Gb
If you don't have publically available WiFi in your A&E waiting area, is there a plan to install this? If yes, when? Is it on trajectory for delivery and what is the planned bandwidth? Please comment Public Wi-Fi is Available	
Do you think technology has a role to play in preventing avoidable admissions? If yes, please comment on what the value of technology would be. *This question does not fall within the remit of the FOI Act as it is asking for thoughts rather than data.*	

Name of Hospital: _____Tunbridge Wells Hospital at Pembury

TOTAL Number of Attenders to A&E for the year **2015/2016**	72,925
Of these attenders – how may attended Majors?	17,064
Of these attenders – how many attended Minors?	55,861
Of these attenders – how many attended Children's Paed A&E?	15,413
Of the TOTAL attenders, how may were conveyed by ambulance?	24,477
Of the TOTAL attenders, how many self-presented (made their own way to A&E)	48,448
Of the TOTAL attenders, how many were discharged with advice only/self-discharged without being seen *(metrics can be added together)*	16,871
How many 12 hour breaches did you have?	1
How many 4 hour breaches did you have?	12,463
What was the primary cause of the breaches? Availability of Beds	
TOTAL Number of Attenders to A&E for the year **2016/2017**	75,994
Of these attenders – how may attended Majors?	18,754
Of these attenders – how many attended Minors?	57,240
Of these attenders – how many attended Children's Paed A&E?	17,026
Of the TOTAL attenders, how may were conveyed by ambulance?	25,642
Of the TOTAL attenders, how many self-presented (made their own way to A&E)	50,352
Of the TOTAL attenders, how many were discharged with advice only/self-discharged without being seen *(metrics can be added together)*	12,078
How many 12 hour breaches did you have?	2
How many 4 hour breaches did you have?	16,195
What was the primary cause of the breaches? *was this reason different from 2015/16?* Availability of Beds	
TOTAL Number of Attenders to A&E for year 2017/18 – to-date 23-Jul-17	24,386

Please describe how your patients are triaged, what is their typical journey? Is there a streaming model? If yes, how effective is it and who streams e.g. GP or Nurse?
Ambulatory patients triaged by a nurse/ENP through to be seen in most appropriate area Ambulance conveyances triaged through assessment points by senior ED team (Registrar, nurse) through to be seen in most appropriate area. Diagnostics implemented/requested at this point.

What would you like to see implemented in your health economy to deter avoidable admissions? *i.e. those who have attended A&E but could have been seen and treated in a walk-in centre/MIU, Pharmacy or GP etc.*
This question does not fall within the remit of the FOI Act as it is asking for thoughts rather than data.

Do you have Self Check-in Kiosks in your A&E area?	No

Do you have publically available WiFi in your A&E waiting areas?	Yes
What is the bandwidth?	1Gb
If you don't have publically available WiFi in your A&E waiting area, is there a plan to install this? If yes, when? Is it on trajectory for delivery and what is the planned bandwidth? Please comment Public Wi-Fi is Available	
Do you think technology has a role to play in preventing avoidable admissions? If yes, please comment on what the value of technology would be. *This question does not fall within the remit of the FOI Act as it is asking for thoughts rather than data.*	