



8 October 2018

Editor: Ruth Colville

## NOT ALL FUN AND GAMES AT THE FAIR



### CHRIS LONG

From Desk of the Chief  
Executive Officer

It may be a fine 800 year tradition that we all enjoy but the delights of Hull Fair carry hidden dangers for our young people. What we see is an increase in paediatric attendances during the week.

#### THIS WEEK IT'S GOOD NEWS AGAIN

Trust teams are managing well. We've sustained performance despite the usual increase in attendances and continue to deliver above our 4-Hour Trajectory.

We were at OPEL Level 1 at the weekend delivering 99% on Saturday night – traditionally THE BIG ONE for the fair.

#### IT'S ALL ABOUT SUSTAINABILITY

Patient flow has been sustained through the system for 10 days running now. It's been challenging

## HULL FAIR is no Merry-Go Round for Children's A&E

but staff from all walks of the system have been rising to the challenge. As winter settles we will need to keep this focus on safety. It's a system delivery target visible locally in Our Emergency Department.

### A Bloody Good Service

DR ANDREW BOTHAM

**Our Phlebotomy trial is making a difference.** At the hospital front door where the sickest patients are conveyed by ambulance – time is of the essence. Here, front-loading the blood tests that guide decisions is a quick win. *It takes an average of 1.5 hours from requesting blood samples to receiving the results.* Most doctors rely on bloods to form a management plan.

Patients whose veins have collapsed, who have needle phobias or who have thin skin due to aging, can prove tricky to draw blood from. That's why the Floating Phlebotomist trial is a winner. Michael Crowther, one of our precious few phlebotomists has been working extra shifts floating between ED's Emergency Care and Initial Assessment areas – taking bloods.

Michael's work is highly valued by teams in both areas. No wonder. With Michael supporting the teams, an average of 23 minutes was shaved off the wait for blood results. **That's a 9.5% savings.**

The 4-Hour Access Standard is evidence based and a proxy quality indicator.

A win on bloods, is a win for patients. Our phlebotomists are expert needle workers. So it's a safer, better experience for patients.

**JAMES TAYLOR**, Locality Manager for YAS, sent his thanks to the team in Initial Assessment saying, "Around lunchtime 29 September we had approximately eight crews inbound with patients – all expected within five minutes of each other. Staff in Initial Assessment pulled extra nurses into the area so that that ambulance handover performance was maintained and we could respond to patient calls with minimal waits."

This carried on last week with average ambulance handover times of 11 minutes – well above target.

### Do you know a Remarkable Person?

If you have seen a colleague do something extraordinary to support system flow – or know someone that always gives 110% let us know. We're always on the lookout for staff from any service for **Tea on Terry**. To nominate – pass their details on to [ruth.colville@hey.nhs.uk](mailto:ruth.colville@hey.nhs.uk) and tell us what makes them special.