Consultation on publication of
Emergency Department Statistics

Information Services Division (ISD)
NHS National Services Scotland

October 2010

Responses required by 5th November 2010

An electronic version of this document is available during the consultation period at http://www.isdscotland.org/isd/6186.html
Consultation on publication of Emergency Department Statistics

Introduction

ISD currently provides Emergency Department Data that are used to monitor the performance of hospitals in achieving the 4-hour wait standard. Information and statistics are important for those working in the NHS, to inform and support strategic and policy led processes for the benefit of patient care.

This consultation document summarises ISD’s proposals for the first series of official statistics due to be published from February 2011. We are asking for feedback from the people who would use this information to ensure we publish information that would best suit user needs. We would particularly appreciate feedback on what statistics should be published, how they should be laid out and the frequency of publication.

Publishing this developmental Emergency Department data will enable initial conclusions to be presented for discussion and will aim to promote and highlight the uses of this potentially rich data set. NHS boards will be able to review their own data to ascertain the extent to which their local trend follows the national pattern and highlight potential areas for improvement.

The following pages show charts that we have identified through an advisory group of NHS board and Scottish Government representatives. Please note that appropriate tables and text will be provided alongside these charts detailing the underlying data and that the charts in this consultation do not contain real data and have been produced for illustrative purposes only; we will add the real data when publishing them.

Please also note that we understand that data quality in Emergency Departments is developing and so the information will be published under the banner of emerging statistics with appropriate caveats. We have embarked on a Data Quality process with NHS boards to improve the data sent to ISD; and will report on this process in the publication.
WE NEED YOUR RESPONSES TO THIS CONSULTATION NO LATER THAN FRIDAY 5TH NOVEMBER 2010

How to respond
You can respond to us:

Ideally using our online feedback form https://www.surveymonkey.com/s/67LRQHP

- Or go to our website http://www.isdscotland.org/isd/6186.html and access the word version of the form which you can complete electronically and email or post back to us.
- Or, if you can’t access the online feedback forms, you can complete Appendix A of this document and post it back to us.

Please send forms back:
- By email, to nss.isdunscheduledcare@nhs.net
- By post, to Ken Nicholson, Senior Information Analyst, Information Services Division (Area 54A), Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB

If you want to provide feedback but cannot do it in writing or email, you can also contact: Meena Johnstone, Unscheduled Care Information Programme Manager on direct line: 0131 275 6304
If you need any more information on the contents of this consultation paper, please contact us via one of these options.

What happens next?
Prior to publishing any data, we seek valuable opinions in this consultation process and ask that individuals take the time to look at this document to identify if the types of statistics suggested meets your needs and/or if there is anything else you would like to see as part of this new release in statistics. Our final decisions on the layout and content of the publication will be guided by the feedback from the consultation. It will take into account stated preferences and needs for certain statistics based on information currently available.

Any requirements identified which are out with the scope of the data currently collected in Emergency Departments and submitted to ISD will be noted. There may be an opportunity at a later stage to explore the feasibility of where data being collected could be developed and/or analysis carried out to produce those requests. A report on the consultation feedback will be published mid December 2010.
Background

Emergency Department Data

Data from Emergency Departments and Minor Injuries Units are submitted on a monthly basis to ISD Scotland and are used for several purposes including:

- Monitoring the 4-hour waiting time standard
- HEAT T10 target to reduce attendances at A&E by Shifting the Balance of Care
- Information is used to support Winter Planning
- Identifying the times of the year where activity increases

The A&E datamart was created in July 2007 to monitor the 4 hour wait target (now a standard). Prior to this, A&E activity and waiting time data were captured from an annual survey. Core sites collect detailed episode level data. Non-core sites do not generally collect such detailed data and submit only monthly aggregate figures to ISD identifying the hospital, number of attendances and compliance with the 4 hour standard.

Recently work has been undertaken by ISD to improve the data items that are submitted to ISD and also to improve the validation and accuracy of the data, ensuring the appropriate data standards are understood and applied by all sites. This is new work and it is expected that it will take a while before data can become available at a National level. ISD is working with a number of key stakeholders to support their work and improve data collection in this important area. Data submitted will continue to support national information requirements for NHS boards and the Scottish Government.

The A&E data mart is capable of collecting many data items from NHS boards. Of these data items some are Mandatory. Further items are currently optional and are collected and submitted to ISD where available. NHS boards will be encouraged to collect these optional data items so that more information can be provided at a National level to support NHS Scotland.

Mandatory data items
The following data items are for mandatory collection:

- Location Code
- CHI Number
- Patient Reference Number
- Arrival mode
- Referral source
- Discharge destination
- Arrival date and time
- Attendance category
- Date and time of discharge, admission or transfer
- Reasons for Wait
- Patient Flow
- Diagnosis information
Optional data items
These data items are currently optional and are encouraged to be collected:

- Place of Incident
- Triage category
- Patient management type
- Date and time of first assessment
- Date and time of completion of treatment
- Investigation & Procedure information
- Patient postcode
- Injury information (inc Activity, Perpetrator, Intent, Nature etc)
- Alcohol involvement
- Further demographic information

About Data Quality

The following points should be considered prior to drawing conclusions from the data presented in this consultation process

- **Comparing data between NHS Boards of Treatment**
  It is important to note that there are A&E core sites and non-core sites. Non-core sites do not have the same range of information available to them. Therefore NHS boards with a number of non-core sites will have less representative data in some items; this should be taken into account when comparing NHS boards.

- **Injuries information**
  Please be aware that the inclusion of additional Injury data items for injury surveillance is currently being taken forward as a separate project with the intention of creating a separate publication for this.

- **Future work**
  ISD will continue to work with NHS Boards to improve the quality and scope of the data provided to the A&E data mart.

Timelines for publication of new Emergency Department Statistics

Subject to the Emergency Department Information recorded by NHS Boards being of sufficient quality and reliability to publish, figures following this consultation process will be published on ISD’s website at the end of February 2011.

Following the consultation review, we will determine the frequency of future publications. It is likely this will be quarterly, bi-annual or annual depending on demand.
Statistics to be published: Give us your views

The consultation questionnaire is divided into 4 parts:-

Section 1: Your details
Section 2: Notes regarding Consultation
Section 3: General Questions
Section 4: Proposed tables/charts showing Attendances, Admissions and Death Rates
Section 5: Attendances, proportions and costs based on Patient Flow
Section 6: Further Statistics including GPs, referral source, discharge destination and ambulance.
Section 7: Patient wait in Department and time of arrival

In each part we ask you questions and would like to receive your views. In particular please highlight where it would be useful to have charts presented at individual board level and where possible please say how you would use the information.

Please note that appropriate tables and text will be provided alongside these charts detailing the underlying data and that the charts in this consultation do not contain real data and have been produced for illustrative purposes only; we will add the real data when publishing them.

Please also note that we understand that data quality in Emergency Departments is developing and so the information will be published under the banner of emerging statistics with appropriate caveats. We have embarked on a Data Quality process with NHS boards to improve the data sent to ISD; and will report on this process in the publication.
Appendix A:

Consultation on Emergency Department Statistics: Your feedback please

This document outlines the consultation questions only. For a copy of the full consultation document (PDF format), please go to http://www.isdscotland.org/isd/6186.html

We need your responses to this consultation no later than 5th November 2010

Please refer to further details on How to respond at the end of the document

The following pages set out our questions to you (these are also in our web version of the survey form, available at: https://www.surveymonkey.com/s/67LRQHP

We are keen to receive your feedback and will try to take all feedback into account when deciding upon the final statistical content of the publication. Please be as clear as you can with your views and your reasons for them.

We also have comments boxes where you can express your requirements, opinions, concerns or questions. If you are happy with the proposal as it is, it would be useful if you could say why you like it as we will consider this when deciding whether to make changes. If you are completing a paper copy of the feedback form and find you don’t have enough space to provide your comments, please feel free to continue on a separate sheet of paper.
**Consultation on new Emergency Department Statistics**

Thank you for taking the time to complete this consultation. There are 25 questions in this consultation most of which are multiple choice questions with the space to add comments. All your responses will be used to help shape the publication of Emergency Department statistics for Scotland.

**Section 1 Your details**

1. Your details
   - **Full Name:**
   - **Organisation:**
   - **Job Title:**
   - **Team:**

2. Which of these best describes the organisation that you work for (please cross [X] one option)
   - NHS Board (special – excluding NSS) e.g. Scottish Ambulance Service
   - NHS Board (territorial) e.g. NHS Forth Valley
   - ISD Scotland
   - NHS National Services Scotland (excluding ISD) e.g. Practitioner Services Division
   - Scottish Government
   - Audit Scotland
   - Other UK Government organisation (excluding SG and Audit Scotland)
   - Academia
   - Media
   - Commercial organisation
   - Charity
   - Other
   - None / Member of the Public

3. Are you replying to this consultation (please cross [X] one option)
   - As an individual
   - On behalf of your whole organisation
   - On behalf of your team, programme or group
   - Other
   - Other (please specify)

ISD will publish a summary of the feedback received in response to this consultation. We may include some of your detailed qualitative comments in this in order to illustrate the reasons for certain of your choices.

4. Please answer No if you DO NOT wish us to publish any of your detailed comments. Please answer Yes if you DO allow us to publish any of your detailed comments.
   - Yes
   - No
Section 2 Notes regarding Consultation

Aim
The aim of this consultation is to gain a consensus regarding the information that is presented at a national level for Emergency Departments. We will use the comments and feedback from this survey to shape the report that we will publish; so if there is anything in this survey that is of particular interest to you or that we have missed out please let us know. We hope to publish as much as we can that is useful to our colleagues, but bear in mind that this is the beginning of a journey and we might not be able to produce all the statistics first time also that clinical data is not included at present.

Charts
The following pages show charts that we have identified through an advisory group of NHS board and Scottish Government representatives. Please note that appropriate tables will be provided alongside these charts detailing the underlying data and that the charts in this consultation do not contain real data and have been produced for illustrative purposes only; we will add the real data when publishing them. Please note that the charts use colours which maybe difficult to see in black and white.

Quality
Please also note that we understand that data quality in Emergency Departments is developing and so the information will be published under the banner of emerging statistics with appropriate caveats. We have embarked on a Data Quality process with NHS boards to improve the data sent to ISD; and will report on this process in the publication.

Questions
Please answer all questions related to the charts and provide feedback where relevant; all comments will be used when considering how we shape the publication. Also some charts will have the ability to show NHS boards in comparison with Scotland; however if there are any charts you would like to see presented at NHS board level please highlight this in the comment box.

Definitions
The following is a glossary highlighting key definitions used in the charts which you might not be aware of:

**Episode Level records** - These provide detailed information about patients and are collected from Emergency departments where clinical information is stored on IT systems.

**Aggregate Level records** - These provide only number of attendances (counts) and numbers complying with the 4-hour target; these may not be stored on IT systems.

**Death rate** - This is a crude rate per 1000 Emergency department attendances and is calculated by taking the number of attendances where the patients has died (indicated by the patients Discharge Destination) dividing it by the total attendances for the NHS board or Scotland and multiplying by 1000.

**Patient Flow** - This is a term created by the Unscheduled Care Collaborative to summarise what happens to patients attending the Emergency department and/or admitted to Acute Medical/Assessment Units.

**Minor Flow** - This is a term created by the Unscheduled Care Collaborative to summarise the Patient Flow and is considered to be Flows 1 (Injuries & Minor Illness) and 5 (Other).

**Major Flow** - This is a term created by the Unscheduled Care Collaborative to summarise the Patient Flow and is considered to be Flows 2 (Acute Assessment), 3 (Medical Admissions) and 4 (Surgical Admissions).

**Discharge Destination** - This is an episode level data item which indicates where the destination of the patient after treatment in the Emergency department. This includes discharge to private, residential or temporary residence, admission or transfer to other healthcare providers and death.

**Source of Referral** - This is the organisation or individual that sent the patient to the Emergency department; or where no one sent them and they came of their own accord.
Section 3 General Questions

These are some general questions regarding Emergency Department statistics and how you would use them if they were available.

5. How important is it to publish Emergency Department statistics?

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6. What would you use Emergency Department statistics for?

Comments

7. What can nationally produced statistics add to Emergency Department information?

Comments

8. How often would you want Emergency Department statistics to be produced?

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Section 4 Attendances, Admissions and Death Rates

These charts show high level information about Emergency Departments in Scotland.

The charts which compare NHS boards to Scotland will be provided for each board and/or will be available on our website with the ability to select the boards you wish to see.

Please remember that all charts (except Chart A) represent episode level attendances only.

9. Chart A shows the total number of Emergency Department attendances in Scotland by NHS board and financial year (split by Episode and Aggregate records). If this chart was published how useful would it be to you?

Episode Level records - These provide detailed information about patients.
Aggregate Level records - These provide only number of attendances (counts) and numbers complying with the 4-hour standard.

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CHART A

Chart A: Number of Emergency Department attendances in financial year 2009-10 by type of record

- Aggregate records
- Episode records

Number of attendances

NHS board of Treatment

01 02 03 04 05 06 07 08 09 10 11 12 13 14
10. Chart B shows the Admission rate per 1,000 Emergency Department attendances in Scotland compared to the selected NHS board. The information is presented by month for the last two financial years. If this chart was published how useful would it be to you?

| Yes: definitely |
| Yes: this is useful information but could be more useful with the following changes (use comments box below) |
| No: this information will not be useful |
| No: this information is not suitable for publication |
| Comments (please specify) |

11. Chart C shows the death rate per 1000 Emergency Department attendances in Scotland with selected NHS board. The information is presented by month for the last two financial years. If this chart was published how useful would it be to you?

| Yes: definitely |
| Yes: this is useful information but could be more useful with the following changes (use comments box below) |
| No: this information will not be useful |
| No: this information is not suitable for publication |
| Comments (please specify) |
12. Chart D shows the Attendance & Admission rate per 1,000 people in Scotland, by gender and 5-year age band where available. If this chart was published how useful would it be to you?

Yes: definitely
Yes: this is useful information but could be more useful with the following changes (use comments box below)
No: this information will not be useful
No: this information is not suitable for publication
Comments (please specify)
Section 5 Attendances, proportions and costs based on Patient Flow

These charts show information about attendances & costs related to the patient journey for Emergency Departments in Scotland.

The charts which compare NHS boards to Scotland will be provided for each board and/or will be available on our website with the ability to select the NHS boards you wish to see.

Please remember that all charts (except Chart A) represent episode level attendances only.

Patient Flow - This is a term created by the Unscheduled Care Collaborative to summarise what happens to patients attending the Emergency Department and/or admitted to Acute Medical/Assessment Units.

Minor Flow - This is a term created by the Unscheduled Care Collaborative to summarise the Patient Flow and is considered to be Flows 1 (Injuries & Minor Illness) and 5 (Other).

Major Flow - This is a term created by the Unscheduled Care Collaborative to summarise the Patient Flow and is considered to be Flows 2 (Acute Assessment), 3 (Medical Admissions) and 4 (Surgical Admissions).

13. Chart E shows the percentage of Emergency Department attendances for each Patient Flow by hospital of treatment for the last financial year. If this chart was published how useful would it be to you?

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![Chart E: Percentage of Emergency Department Attendances within each Patient Flow by Emergency Department for the financial year 2006/0]

- Flow 1 (minor injury or illness)
- Flow 2 (acute assessment)
- Flow 3 (medical admissions)
- Flow 4 (surgical admissions)
- Flow 5 (out of Hospital care)
14. Chart F shows the number of Emergency Department attendances and the cost for each Patient Flow for the last financial year. If this chart was published how useful would it be to you?

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**CHART F**

![Chart F: Number of Emergency Department attendances and Costs by Patient Flow](chart)

15. Chart G shows the percentage of Emergency Department attendances for Minor & Major Patient Flows for In Hours and Out of Hours by hospital of treatment for the last financial year. If this chart was published how useful would it be to you?

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16. Chart H shows the number of Emergency Department attendances and the cost of Minor & Major Patient Flows by In Hours and Out of Hours for the last financial year. If this chart was published how useful would it be to you?

Yes: definitely
Yes: this is useful information but could be more useful with the following changes (use comments box below)
No: this information will not be useful
No: this information is not suitable for publication
Comments (please specify)
Section 6 GPs, Source of Referral, Discharge Destination and Arrival by Ambulance

These charts show information about Attendance rates by GP practice, Source of Referral, Discharge Destination and Ambulance Arrivals for Emergency Departments in Scotland.

The charts which compare NHS boards to Scotland will be provided for each board and/or will be available on our website with the ability to select the boards you wish to see. Please remember that all charts (except Chart A) represent episode level attendances only.

17. Chart I shows the Emergency Department attendance rate per 1,000 GP registered patients by NHS Board with Scottish benchmark. If this chart was published how useful would it be to you?

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18. Chart J shows the percentage of Emergency Department patients by Discharge Destination split by the patients Source of Referral. If this chart was published how useful would it be to you?

Please note that this chart appeared in the Audit Scotland report on Emergency Departments and will have an accompanying table showing all figures. Also once we have improved data quality we hope to present NHS24 and GP separately to healthcare professional.
Discharge Destination - This is an episode level data item which indicates where the destination of the patient after treatment in the Emergency Department. This includes discharge to private, residential or temporary residence, admission or transfer to other healthcare providers and death.

Source of Referral - This is the organisation or individual that sent the patient to the Emergency Department; or where no one sent them and they came of their own accord.

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19. Chart J shows the proportion of Emergency Department patients who arrive In Hours by ambulance and stay for less than 30 minutes. This is split by Minor and Major Patient Flow.

Patient Flow - This is a term created by the Unscheduled Care Collaborative to summarise what happens to patients attending the Emergency Department and/or admitted to Acute Medical/Assessment Units.

Minor Flow - This is a term created by the Unscheduled Care Collaborative to summarise the Patient Flow and is considered to be Flows 1 (Injuries & Minor Illness) and 5 (Other).

Major Flow - This is a term created by the Unscheduled Care Collaborative to summarise the Patient Flow and is considered to be Flows 2 (Acute Assessment), 3 (Medical Admissions) and 4 (Surgical Admissions).
Section 7. Patient Wait in Department and Time of Arrival

These charts show information about Patient Wait compared with England and Time of Arrival for Emergency departments in Scotland.

The charts which compare NHS boards to Scotland will be provided for each board and/or will be available on our website with the ability to select the boards you wish to see.

Please remember that all charts (except Chart A) represent episode level attendances only.

20. Chart L shows Rate of Non-Admitted Emergency Department attendances of the general population by 10 minute wait bands comparing Scotland to England. If this chart was published how useful would it be to you?

Yes: definitely

Yes: this is useful information but could be more useful with the following changes (use comments box below)

No: this information will not be useful

No: this information is not suitable for publication

Comments (please specify)
21. Chart M shows Rate of Admitted Emergency Department attendances of the general population by 10 minute wait bands comparing Scotland to England. If this chart was published how useful would it be to you?

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CHART M

Chart M: Rate of Admitted Emergency Department attendances by Length of Stay comparing Scotland with England
22. Chart N shows Emergency Department attendances for the last three financial years. If this chart was published how useful would it be to you?

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**CHART N**

![Chart N: Emergency Department attendances by Arrival Time for financial years, 2007-08, 2008-09 and 2009-10](chart_n.png)

23. Chart O shows Emergency Department attendances not meeting the 4-hour waiting standard for the last three financial years. If this chart was published how useful would it be to you?

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24. Chart P shows Emergency Department attendances by Arrival time of day. This is split by Minor and Major Patient Flow. If this chart was published how useful would it be to you?

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Chart P: Emergency Department attendances by Arrival time and Major & Minor Patient Flow split by Length of Stay for financial year 2009-10
Thank you for completing this consultation. All your answers will be used along with your comments to help shape the statistical release.

25. Please use the comments box to let us know of any other charts or information you would like to see published.

Comments (please specify)

Please return an electronic copy of this questionnaire to
nss.isdunscheduledcare@nhs.net
or

Post to:

Ken Nicholson
ISD (Area 54A)
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB
Appendix B:
Initial distribution list for this consultation document

This document will be sent to the following groups, with a request to the original recipients to distribute it onwards:

- A&E Project Advisory group
- Association of Chief Police officers in Scotland (ACPOS)
- Association of Directors of Social Work (ADSW)
- Care Commission
- City Councils
- Emergency Access Delivery Team
- ISD Scotland
- iSOFT
- Medics Against Violence
- National Community Safety Strategic Assessment
- NHS Boards
- NHS 24
- Royal College of Emergency Medicine (Scottish branch)
- Scottish Ambulance Service (SAS)
- Scottish Centre for Telemedicine
- Scottish Government
- Scottish GP Committee of BMA
- Special NHS boards (NHS Quality Improvement Scotland, NHS health Scotland,
- The Royal Society for the Prevention of Accidents (RoSPA)
- Violence Reduction Unit