**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY M. TADIER OF ST. BRELADE
QUESTION SUBMITTED ON MONDAY 21st OCTOBER 2024
ANSWER TO BE TABLED ON MONDAY 28th OCTOBER 2024**

Question

"Will the Minister state whether Accident and Emergency waiting times are recorded and, if so, what are the average peak and off-peak waiting times; and will he advise whether there are any guidelines in place setting maximum waiting times and, if not, why not?"

Answer

Accident and Emergency attendances and waiting times are systematically recorded and monitored. The data are analysed monthly.

Waiting times are being recorded and monitored as
   a) Time from Arrival to Triage
   b) Time from Arrival to commencing Treatment

In addition, the total time a patient spends in ED is recorded (time from Arrival to Departure), this includes the time a patient is being treated in ED. This indicator is reported publicly in the Quality & Performance Report on gov.je.

Table 1 shows the median time from Arrival to Triage and Arrival to commencing Treatment. Also shown in Table 1 are the mean and median times that patients spent in the Emergency Department (from Arrival to Departure) over the last 13 months. In 2024 to date (January to September) the mean time in ED has been 204 minutes.

Table 2 provides an analysis by time of arrival, showing 12 months of data from October 2023 to September 2024.

Figure 1 is produced using September 2024 data and shows, for an average weekday or weekend in September, the total ED attendances and Average time grouped by Arrival time (in 3-hour blocks).

Emergency Department attendances, and consequently wait times, fluctuate on a seasonal, and daily basis. As a result, during certain times, patients may experience longer waits. In the UK, there are no guidelines setting a maximum waiting time, as this will depend on several factors including how many patients are being seen and treated as well as the severity of their condition, and the availability of beds if the patient needs admission to the hospital. HCS monitors its performance using 'the Total time spent in ED' against both a 4 and 12 hour waiting time standard for patients in ED. These are key metrics in place in the UK and therefore allows us to benchmark the performance of our services.

All statistics produced by HCS are dependent on accurate data entry by clinical and administrative staff. Treating patients is prioritised over data entry and therefore HCS is aware that the data may reflect a longer than actual wait, particularly at very busy times.

Table 1: Summary of Emergency Department Attendances and Waiting Times, September 2023 – September 2024

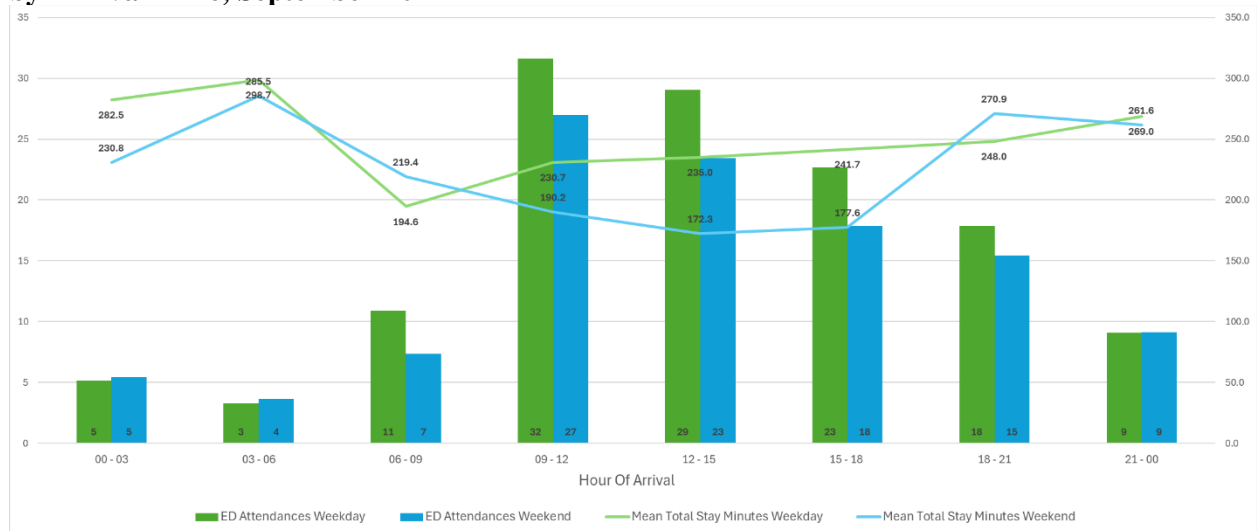| Indicator	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Emergency Department Attendances	3568	3309	3209	3343	3421	3490	3691	3561	3958	3991	3960	3854	3691
Average (Mean) Total time spent in ED (Mins)	187	192	195	197	202	211	190	201	198	196	196	214	230
Median Time from Arrival to Triage (Mins)	17	16	16	16	17	21	17	17	17	17	17	17	18
Median Time from Arrival to commencing Treatment (Mins)	33	32	29	32	31	40	31	33	39	37	36	40	43
Median Total time spent in ED (Mins)	146	153	150	153	154	163	141	143	154	148	146	162	175

Data Source: Hospital Patient Administration System, (Maxims, Report ED001DM)

Table 2: Analysis by Time of Arrival in ED - 12 months data, October 2023-September 2024

	Time of Arrival							
	00 - 03	03 - 06	06 - 09	09 - 12	12 - 15	15 - 18	18 - 21	21 - 00
Emergency Department Attendances	1707	1150	3696	10369	8726	7940	6358	3547
Average (Mean) Total time spent in ED (Mins)	222	238	192	194	198	200	207	218
Median Time from Arrival to Triage (Mins)	16	14	14	17	21	19	17	16
Median Time from Arrival to commencing Treatment (Mins)	32	33	34	37	37	31	39	39
Median Total time spent in ED (Mins)	172	178.5	146	150	154	144	160	165

Data Source: Hospital Patient Administration System, (Maxims, Report ED001DM)

Figure 1: Emergency Department – Average Attendances per day and Average Time in Department, by Arrival Time, September 2024

Data Source: Hospital Patient Administration System, (Maxims, Report ED001DM)