

REASON WHY?

Improving time to initial assessment is critical to enhancing patient safety, ensuring timely clinical care, and reducing avoidable harm.

PLAN

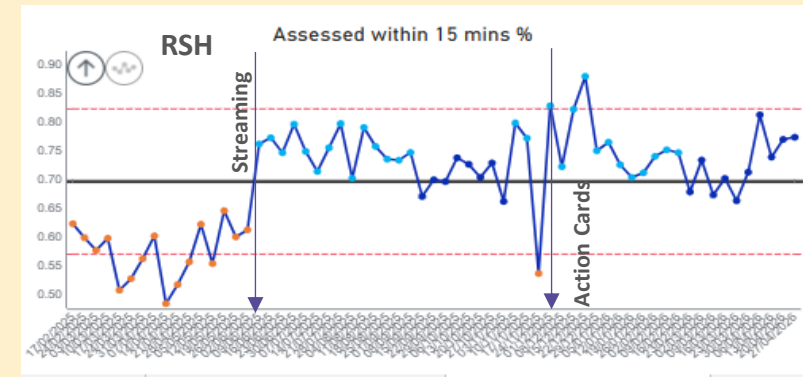
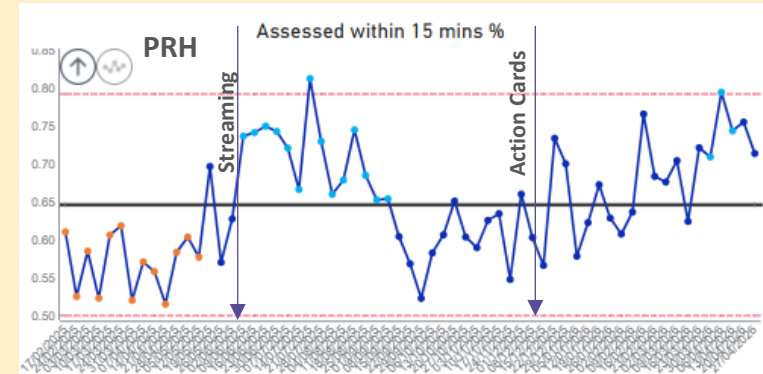
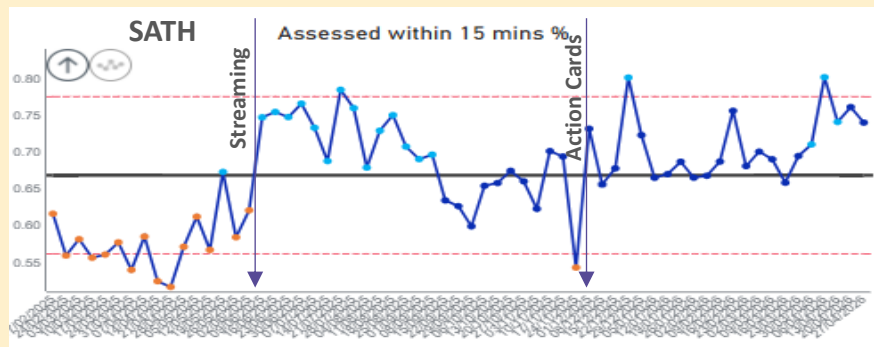
To sustain continuous improvement to initial assessment performance to 15 minutes until streaming and action cards are fully embedded practice.

DO

Work Stream 1 (WS1) continued to use Action Cards (initiated in December 2025) aimed at responding to surges in demand within initial assessment achieving **70%** of patients triaged within 15 minutes. Streaming has been re-introduced at PRH Emergency Department, having originally been implemented at both RSH and PRH in June 2025, with ongoing use maintained at RSH. WS1 is undertaking weekly reviews of daily initial assessment performance metrics to improve staff engagement and awareness and provide feedback.

STUDY

Following the implementation of streaming, there was a statistically significant improvement in performance against the 15-minute target. However, performance for w/c 15/09/26 subsequently reverted to common cause variation. Following the introduction of Action Cards on 01/12/25, RSH demonstrated a statistically significant improvement in performance. PRH performance remained within common cause variation, although results consistently fluctuated above the pre-implementation average. During the winter period, PEF roles were required to support frontline clinical staffing, limiting their availability to flex as additional capacity during periods of surge. This reduced the department's ability to provide supplementary triage input. In response, action cards were reviewed and amended to better reflect available resources, and staff were flexed within the department where possible to support patient flow. As a result of these changes, performance for w/c 06/04/26 **achieved 80%** compliance against the 15-minute target, which has maintained above 75% for 4 weeks. Weekly data visibility has supported continuous staff engagement, and staff feedback has been overwhelmingly positive around the continuous improvement to patient safety and experience at the front door.



ACT

The Emergency Departments will continue to **ADOPT** the process until fully embedded, and is currently working on a plan to sustain with a cross-site initial assessment workshop for all Manchester Triage Trained staff commencing June 2026 – December 2026.