What are delayed transfers of care?

A 'delayed transfer of care' occurs when a patient is ready to leave a hospital or similar (Non-Acute) care provider but is still occupying a bed.

Delayed transfers are also referred to as 'DTOCs'. Often in the media, described as 'bed-blocking'.
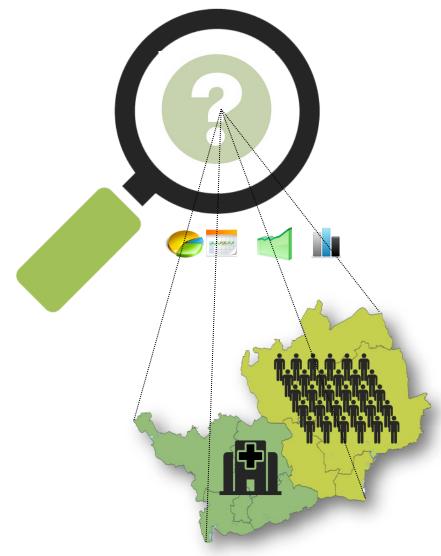
NHS England, the body responsible for monitoring delayed transfers of care nationally, defines a patient as being ready for transfer when:

1. A clinical decision has been made that the patient is ready for transfer, and
2. A multidisciplinary team has decided that the patient is ready for transfer, and
3. The patient is safe to discharge/transfer.

As soon as a patient meets these three conditions and remains in a bed, the 'clock' starts and they are classified as 'a delayed transfer'

Delays can occur when patients are waiting to be discharged home or to a supported care facility, such as a residential or nursing home, or are awaiting transfer to a community hospital or hospice. Delays can also occur when a patient is awaiting an assessment before being discharged.

How are delayed transfers of care measured?

Each month NHS England publishes delayed transfers of care data covering;

1. The **total number of bed days** taken up by all delayed patients across the whole calendar month. For example, in December 2017 there were 3285 total delayed days for Hertfordshire.

2. The **average daily number of delayed transfers** across the month. Referred to as 'delayed transfer of care beds', this measure is calculated by dividing the number of delayed days during the month by the number of calendar days in the month. For example, in December 2017 the 3285 total delayed days, divided by 31, gives a daily 'delayed transfer of care beds' figure of 106 Days

The second measure is used to monitor Hertfordshire's Delayed transfers of care performance Vs our NHS England prescribed targets. To better benchmark our performance the Average Daily bed days are converted to a rate per 100k population for adults aged 18+.
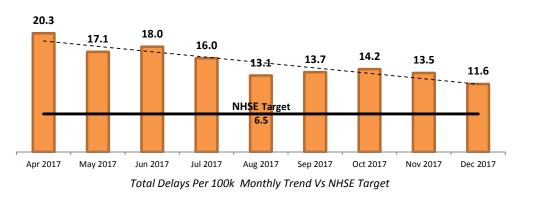
So, how are Hertfordshire performing…………
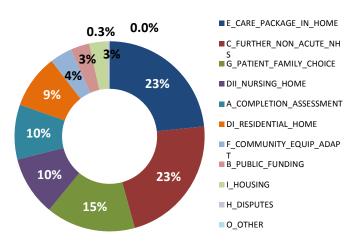
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This publication is based on UNIFY published data up to the end of December 2017. This analysis has been produced to support Hertfordshire's quarterly delayed transfers of care performance for 2017-18.

Our overall monthly performance this year….

- Apr 2017: 20.3
- May 2017: 17.1
- Jun 2017: 18.0
- Jul 2017: 16.0
- Aug 2017: 13.1
- Sep 2017: 13.7
- Oct 2017: 14.2
- Nov 2017: 13.5
- Dec 2017: 11.6

NHSE Target 6.5

Total Delays Per 100k Monthly Trend Vs NHSE Target

Our reasons for delay…

- E_CARE_PACKAGE_IN_HOME — 23%
- C_FURTHER_NON_ACUTE_NHS — 23%
- G_PATIENT_FAMILY_CHOICE — 15%
- DII_NURSING_HOME — 10%
- A_COMPLETION_ASSESSMENT — 10%
- DI_RESIDENTIAL_HOME — 9%
- F_COMMUNITY_EQUIP_ADAPT — 4%
- B_PUBLIC_FUNDING — 3%
- I_HOUSING — 3%
- H_DISPUTES — 0.3%
- O_OTHER — 0.0%

Which trusts are reporting delays?....

Trust	Delays
WEST HERTFORDSHIRE HOSPITALS NHS TRUST	10692
HERTFORDSHIRE COMMUNITY NHS TRUST	7956
HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS…	6414
EAST AND NORTH HERTFORDSHIRE NHS TRUST	3235
THE PRINCESS ALEXANDRA HOSPITAL NHS TRUST	2422
ROYAL FREE LONDON NHS FOUNDATION TRUST	2041
LUTON AND DUNSTABLE UNIVERSITY HOSPITAL NHS…	1827
BUCKINGHAMSHIRE HEALTHCARE NHS TRUST	982
CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION…	931
NORTH MIDDLESEX UNIVERSITY HOSPITAL NHS TRUST	376
CENTRAL AND NORTH WEST LONDON NHS FOUNDATION…	347
UNIVERSITY COLLEGE LONDON HOSPITALS NHS…	151
IMPERIAL COLLEGE HEALTHCARE NHS TRUST	145
ROYAL BROMPTON & HAREFIELD NHS FOUNDATION TRUST	125
EAST LONDON NHS FOUNDATION TRUST	116
Other	461

Acute

Non Acute

So, where do we rank?…………

Total Delays	Hertfordshire DTOC Ranking (Change over time)		
	Hertfordshire National Ranking (Out of 151)	Hertfordshire CIPFA Ranking (Out of 15)	Hertfordshire Eastern Ranking (Out of 11)
April	137	11	11
May	129	9	11
June	128	9	11
July	121	7	10
August	95	5	8
September	102	5	8
October	110	7	8
November	109	8	8
December	104	5	8
Rank Year to Date	118	6	10

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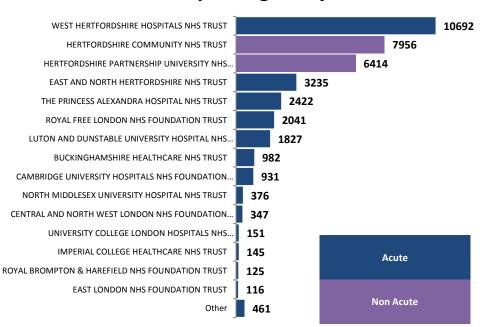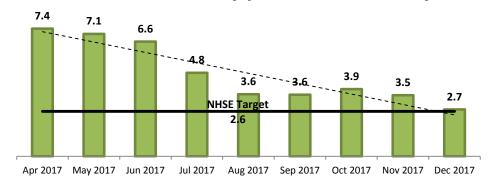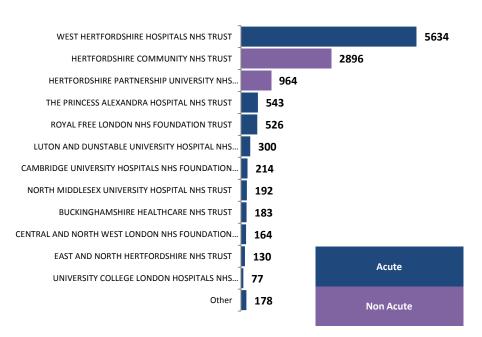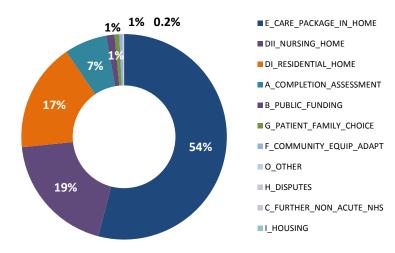
Our Social Care monthly performance this year….

Bar values: Apr 2017: 7.4; May 2017: 7.1; Jun 2017: 6.6; Jul 2017: 4.8; Aug 2017: 3.6 / 2.6; Sep 2017: 3.6; Oct 2017: 3.9; Nov 2017: 3.5; Dec 2017: 2.7

NHSE Target

Social Care Delays Per 100k Monthly Trend Vs NHSE Target

Our reasons for delay…

Donut chart values: 54%, 19%, 17%, 7%, 1%, 1%, 1%, 1%, 0.2%

- E_CARE_PACKAGE_IN_HOME
- DII_NURSING_HOME
- DI_RESIDENTIAL_HOME
- A_COMPLETION_ASSESSMENT
- B_PUBLIC_FUNDING
- G_PATIENT_FAMILY_CHOICE
- F_COMMUNITY_EQUIP_ADAPT
- O_OTHER
- H_DISPUTES
- C_FURTHER_NON_ACUTE_NHS
- I_HOUSING

Which trusts are reporting delays?....

Trust	Delays
WEST HERTFORDSHIRE HOSPITALS NHS TRUST	5634
HERTFORDSHIRE COMMUNITY NHS TRUST	2896
HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS…	964
THE PRINCESS ALEXANDRA HOSPITAL NHS TRUST	543
ROYAL FREE LONDON NHS FOUNDATION TRUST	526
LUTON AND DUNSTABLE UNIVERSITY HOSPITAL NHS…	300
CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION…	214
NORTH MIDDLESEX UNIVERSITY HOSPITAL NHS TRUST	192
BUCKINGHAMSHIRE HEALTHCARE NHS TRUST	183
CENTRAL AND NORTH WEST LONDON NHS FOUNDATION…	164
EAST AND NORTH HERTFORDSHIRE NHS TRUST	130
UNIVERSITY COLLEGE LONDON HOSPITALS NHS…	77
Other	178

Legend: Acute / Non Acute

So, where do we rank?…………

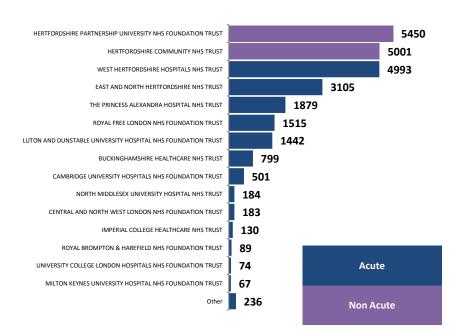| Social Care Delays	Hertfordshire DTOC Ranking (Change over time)		
	Hertfordshire National Ranking (Out of 151)	Hertfordshire CIPFA Ranking (Out of 15)	Hertfordshire Eastern Ranking (Out of 11)
April	122	10	11
May	129	11	11
June	116	9	11
July	99	5	7
August	77	2	7
September	84	3	8
October	94	7	8
November	94	5	7
December	85	6	7
Rank Year to Date	107	7	8

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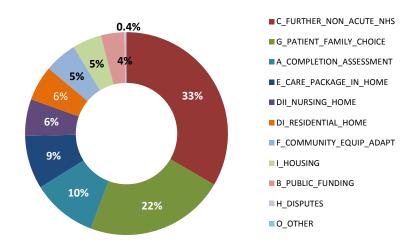
Our NHS monthly performance this year….

NHS Delays Per 100k Monthly Trend Vs NHSE Target

Monthly values: Apr 2017: 12.5, May 2017: 9.7, Jun 2017: 11.0, Jul 2017: 11.0, Aug 2017: 9.4, Sep 2017: 9.9, Oct 2017: 10.1, Nov 2017: 9.9, Dec 2017: 8.8

NHSE Target 3.6

Our reasons for delay…

- C_FURTHER_NON_ACUTE_NHS — 33%
- G_PATIENT_FAMILY_CHOICE — 22%
- A_COMPLETION_ASSESSMENT — 10%
- E_CARE_PACKAGE_IN_HOME — 9%
- DII_NURSING_HOME — 6%
- DI_RESIDENTIAL_HOME — 6%
- F_COMMUNITY_EQUIP_ADAPT — 5%
- I_HOUSING — 5%
- B_PUBLIC_FUNDING — 4%
- H_DISPUTES — 0.4%
- O_OTHER

Which trusts are reporting delays?....

Trust	Delays
HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST	5450
HERTFORDSHIRE COMMUNITY NHS TRUST	5001
WEST HERTFORDSHIRE HOSPITALS NHS TRUST	4993
EAST AND NORTH HERTFORDSHIRE NHS TRUST	3105
THE PRINCESS ALEXANDRA HOSPITAL NHS TRUST	1879
ROYAL FREE LONDON NHS FOUNDATION TRUST	1515
LUTON AND DUNSTABLE UNIVERSITY HOSPITAL NHS FOUNDATION TRUST	1442
BUCKINGHAMSHIRE HEALTHCARE NHS TRUST	799
CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	501
NORTH MIDDLESEX UNIVERSITY HOSPITAL NHS TRUST	184
CENTRAL AND NORTH WEST LONDON NHS FOUNDATION TRUST	183
IMPERIAL COLLEGE HEALTHCARE NHS TRUST	130
ROYAL BROMPTON & HAREFIELD NHS FOUNDATION TRUST	89
UNIVERSITY COLLEGE LONDON HOSPITALS NHS FOUNDATION TRUST	74
MILTON KEYNES UNIVERSITY HOSPITAL NHS FOUNDATION TRUST	67
Other	236

Acute

Non Acute

So, where do we rank?…………

NHS Delays	Hertfordshire DTOC Ranking (Change over time)		
	Hertfordshire National Ranking (Out of 151)	Hertfordshire CIPFA Ranking (Out of 15)	Hertfordshire Eastern Ranking (Out of 11)
April	140	12	10
May	126	11	10
June	129	13	10
July	129	11	10
August	119	10	9
September	122	11	8
October	127	12	10
November	131	10	9
December	127	11	8
Rank Year to Date	126	9	9

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