

# Improving A&E Data Quality

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# Tameside Emergency Dept

- 86,098 attendances a year
- About 235.88 day
- 25636 (30%) by ambulance (70.24 per day on average)
- Submitting TIIG data for 4 years +





# Improving Data Quality



- Regular meetings and feedback from TIIG HQ
- Identify TIIG data improvement areas
- Making the data meaningful to staff
- Understanding who are the best people to capture data
- Deliver the right training to staff



Data Capture Control Centre



# Making Data Meaningful



Identify hotspots for licensing interventions

Public Safety  
i.e. assault hotspots

1. Question - What is TIIG data used for?



Crime Prevention

# Delivering the Right Training



- Working in partnership with the training team to deliver training
- An understanding of the A&E reception role
- Trainer in department after training
- Updating training scripts to include TIIG information for new staff training
- On the job assessments for existing staff

# Competitive Edge



Feedback to  
staff on  
improvement



Comparison  
with other  
Trusts



Share  
success



