

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY J. RENOUF OF ST. BRELADE
QUESTION SUBMITTED ON MONDAY 30th JUNE 2025
ANSWER TO BE TABLED ON MONDAY 7th JULY 2025**

Question

“In relation to the Emergency Department at the General Hospital, for each of the last 10 years, will the Minister state the total number of –

- (a) attendances at the Emergency Department;
- (b) self-harm related incidents;
- (c) patients attending with minor injuries or illness;
- (d) patients seen within 4 hours;
- (e) patients having to wait longer than 12 hours;

and will he also state the average waiting time for triage and treatment?”

Answer

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

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. HCJ 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. HCJ currently benchmarks favourably against these. HCJ is currently achieving 76.9% compared with current NHS performance of 74.7% 4-hour target (% of patients seen, treated and discharged in 4 hours) and similarly regarding the 12-hour post decision to admit standard, HCJ delivered a monthly performance of 1.7% compared to May NHS performance of 7.8%.

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

Please find below, for the period 1st January 2015 to the 31st December 2024, Jersey General Hospital Emergency Department stats.

(a) Emergency Department Attendances by Year

Year	ED Attendances
2015	37,404
2016	39,135
2017	38,764
2018	39,481
2019	38,907
2020	26,373
2021	35,653
2022	40,549
2023	41,216
2024	44,416

On levels of current attendances YTD, we would expect 2025 attendances to surpass 2024.

(b) Emergency Department Attendances related to Self-Harm

Year	ED Attendances Related to Self-Harm
2015	160
2016	210
2017	198
2018	203
2019	144
2020	227
2021	244
2022	217
2023	223
2024	239

(c) Emergency Department Attendances with a Triage Category of ‘Minor’

Year	ED Attendances Minor Injuries
2015	23654
2016	24233
2017	23807
2018	24903
2019	25301
2020	16683
2021	22495
2022	24812
2023	23618
2024	23845

(d) Emergency Department Attendances seen within 4 Hours of arrival

Year	ED Attendances seen with 4 Hours
2015	32717
2016	34242
2017	34294
2018	33923
2019	33923
2020	27845
2021	32250
2022	36211
2023	37744
2024	42209

(e) Emergency Department Attendances where total stay was greater than 12 hours

Year	ED Attendances with total stay > 12 hours
2015	30
2016	53
2017	19
2018	76
2019	67
2020	48
2021	53
2022	108
2023	242
2024	848*

*Two operational changes in 2024 impacted Emergency Department waiting times. The refurbishment of Bartlett ward reduced the available medical beds, whilst the conversion of the Acute Assessment Unit to single-sex accommodation improved patient safety and dignity, but reduced bed allocation flexibility. Both changes, though necessary, contributed to longer ED waits.

(f) Emergency Department Median Time to Triage and Seen (treatment). Median values are presented to align with NHS reporting standards.

Year	Median Time to Triage (mins)	Median Time to Seen (mins)
2015	5	31
2016	6	33
2017	6	32
2018	7	37
2019	8	38
2020	7	25
2021	7	31
2022	10	42

2023	15	38
2024	17	36