

Winter Pressures

HSC

30th April 2019

'The right healthcare for you, with you, near you.'

National Operating Guidance on standards

- Delivery of 90% performance against the **4 hour ED target** over winter
- Maintain the number of patients on an **elective pathway** (cancellations of planned surgery)
- **Flexibility of the clinical workforce**, enabling staff to respond to times of increased workload (e.g. annualised clinical job plans)
- Reducing the number of **long-stay patients in hospital** - ambition is to reduce the number of beds occupied by long stay patients by 25%
- Community providers also need to **free up bed capacity**, reduce length of stay and ensure that a greater proportion of patients receive the appropriate level of care, including in patients' own homes.
- Review of existing **A&E patient pathways**
- Continuing to work to reduce the **ambulance handover delays** at hospital EDs
- **Mental Health** – specifically at the interface between mental health services and A&E pressures
- Health and Social Care worker **flu vaccination** - ambition should be to achieve near universal flu vaccine uptake by healthcare workers.
- **Improved Access to GP services** (evenings and WE)
- Good **public awareness** of what is available over the peak periods, particularly at the weekend and during holidays.

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Development of Winter Plan

- Builds upon lessons learnt from best practice and from winter 2017- 2018
- Evaluation of winter resilience schemes from the 2017-2018 with recommendations
- Incorporates the on-going work on reducing length of stays in hospital and will build on the demand and capacity analysis across the system
- Confirm the 5 priorities through A&E Local Delivery Board (South Wiltshire and Wiltshire data and narrative input into BaNES and Swindon system plans)
- Feedback from Regulators of draft submissions and Key Lines of Enquiry
- Regional Winter Events
- National Director Winter Letter
- Separate plans and returns to NHS England on primary care, digital and quality / patient safety
- Ongoing work – “deep dive” to understand what is driving demand across systems by postcode, diagnosis, referral and age
- Review of Demand and Capacity modelling for the South (as part of STP work)
- Plans taken to Joint Commissioning Board, CCG Governing Body in Public, Primary Care Commissioning Committee, and Health and Well Being Board throughout the year

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Contents of Winter Plan and summary of provider plans:

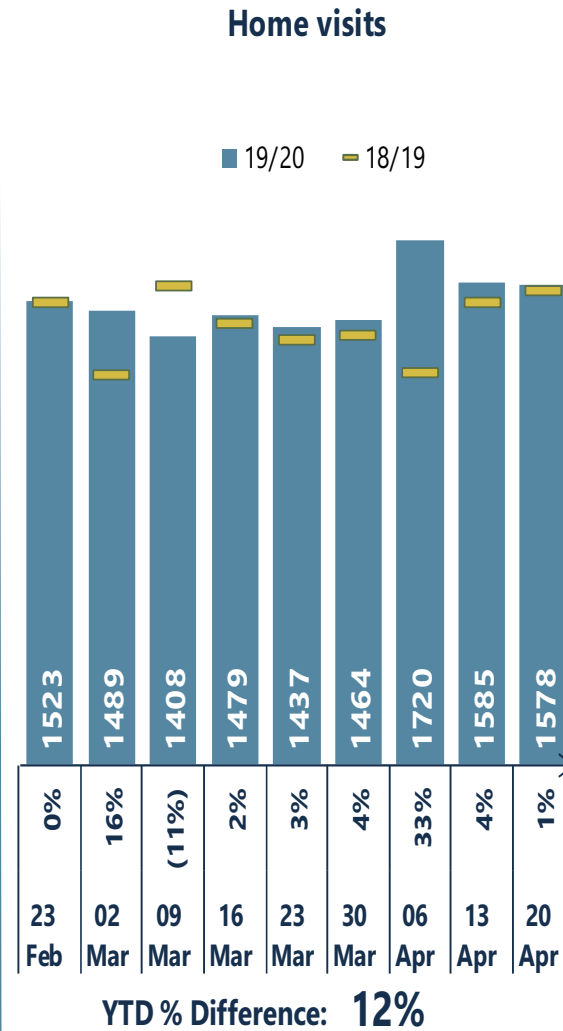
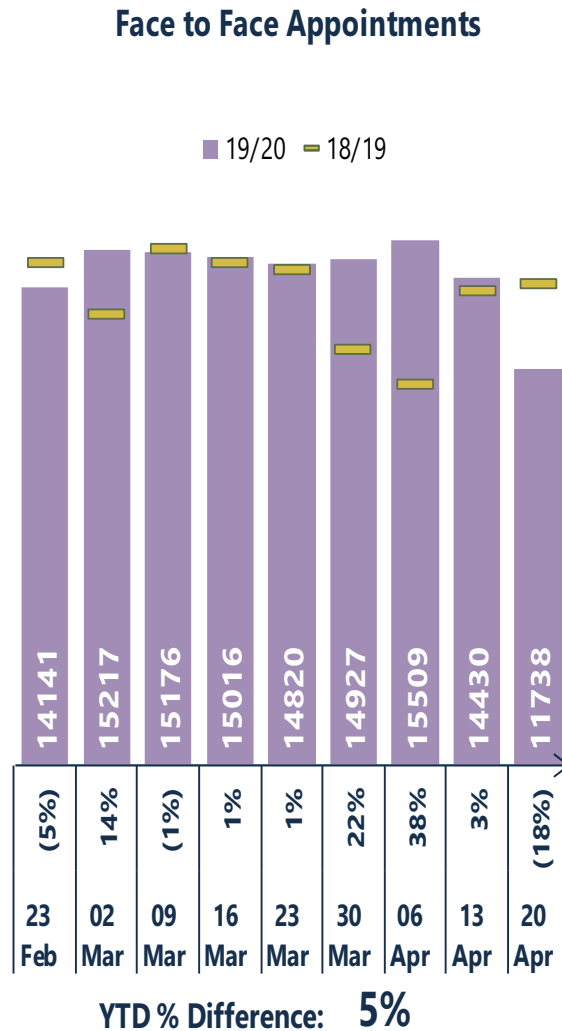
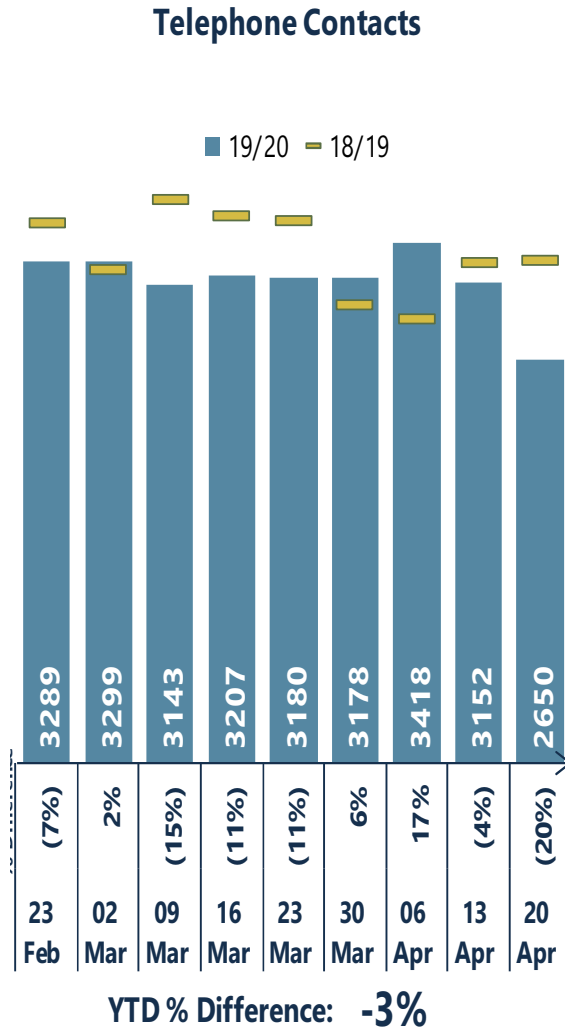
- Reflections 2017/18
- Governance – Senior Responsible Officers, single point daily contact
- Primary Care
- Integrated Urgent Care – 111, Clinical Assessment Service and Out of Hours GP Service
- Ambulance and 999 Handover Delays
- Mental Health
- In Patient Flow
- Elective Plan
- Older People / frailty
- Delayed Transfer of Care and Stranded Patients (over 7 days/ over 21 days)
- Patient Transport
- Influenza and Infection Prevention and Control
- Workforce
- Communications Strategy

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Summary of Performance – updated from previous presentation

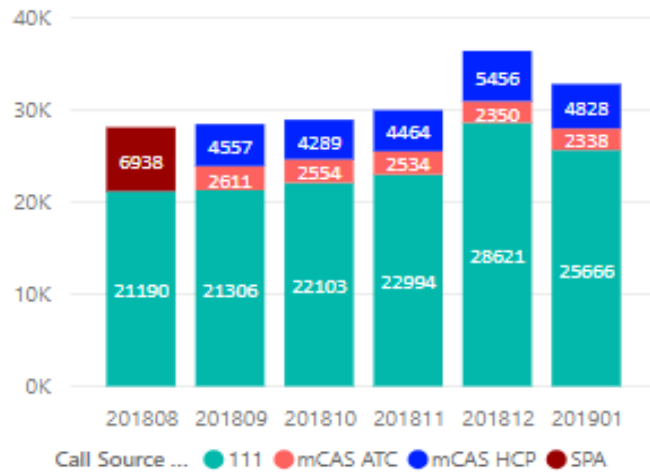
Primary Care Activity

Data source: NHS Wiltshire CCG - TPP extract

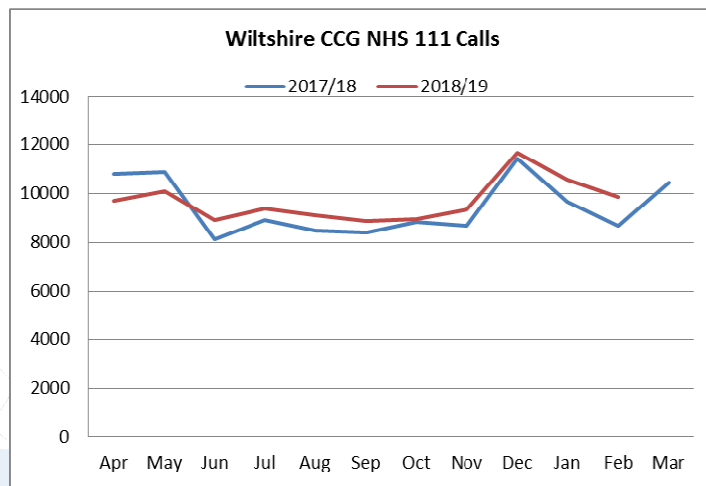


IUC (NHS 111 Activity)

Total BSW Activity inc HCP / ATC



Wiltshire 111 Calls only



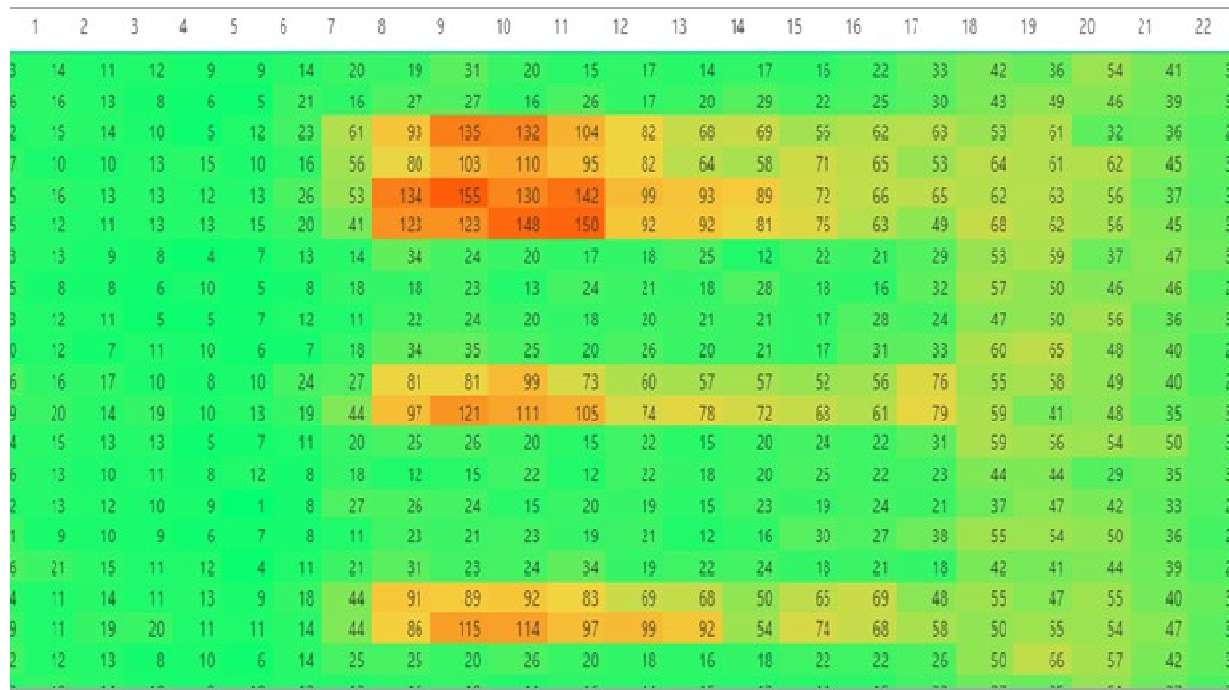
NHS 111 Call Activity and Outcomes (Oct-Jan)

- NHS 111 contracted BSW activity volumes is approx. 29% than contracted (excluding HCP line calls)
- Similar call patterns to previous years, increasing Nov – Jan
- 83% of NHS 111 calls answered in 60secs
- Over 65% of calls are being assessed by a clinician (one of the highest rates in the country)

NHS 111 Call Outcomes (Oct-Jan)

- Ambulance – 11.6% - significantly below the national average of 13.92% for January.
- ED – 6.1% - significantly below the monthly national average which was 8.5% for January.
- Primary Care – 45.8%
- Self Care – 4.2%

Early Easter Analysis



Extremely busy Easter Weekend in terms of demand as expected. The heatmap above shows cases received per hour (with some previous weekends as a comparison). Friday and Saturday were especially challenging with circa 200 additional cases that we would see on a 'normal' Saturday.

Cases relate to a single patient so each of the below can have multiple consultations e.g. telephone consultation followed by face to face.

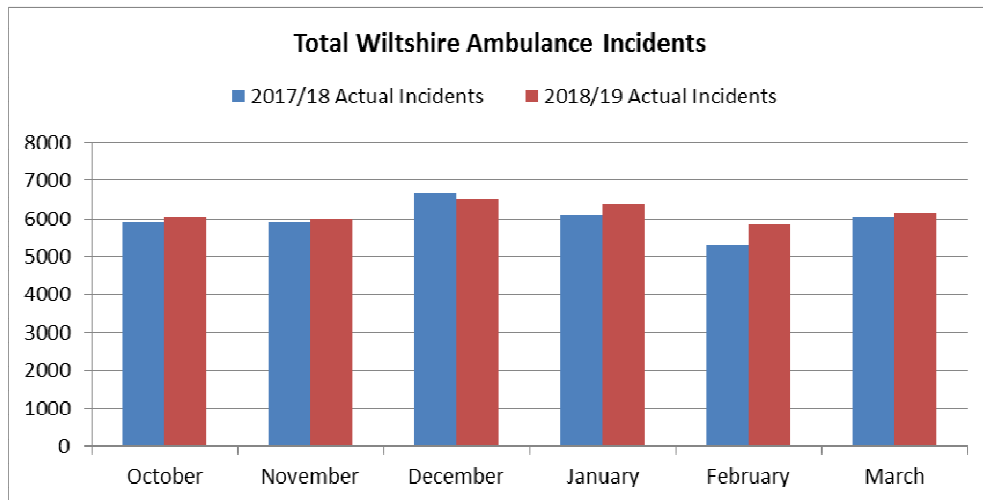
Early Easter Analysis

Case date	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
22/12/2018	15	13	17	11	12	16	25	39	111	119	144	167	123	106	82	97	72	76	74	66	42	53	45	31	1556
29/12/2018	18	17	21	16	14	19	23	52	101	130	125	123	110	104	93	86	92	74	61	55	54	41	41	25	1495
20/04/2019	15	16	13	13	12	13	26	53	134	155	130	142	99	93	89	72	66	65	62	63	56	37	30	25	1479
19/04/2019	15	12	11	13	13	15	20	41	123	123	148	150	92	92	81	76	63	49	68	62	56	45	36	30	1434
26/01/2019	29	17	15	15	14	16	22	43	109	103	91	98	105	87	94	81	71	80	65	63	51	50	40	34	1393
23/12/2018	20	20	15	15	16	14	27	62	111	103	106	107	125	90	100	63	59	66	67	42	54	37	26	23	1368
13/10/2018	22	18	22	10	14	16	17	38	72	114	105	107	93	80	85	83	88	77	72	66	40	47	53	27	1366
19/01/2019	13	17	14	10	13	12	21	36	92	121	106	119	91	75	87	77	83	70	70	54	52	45	51	24	1353
02/03/2019	26	17	13	17	14	12	20	57	89	123	120	103	81	76	79	84	74	66	60	59	45	42	37	30	1344
26/05/2018	23	20	12	13	9	16	19	44	91	88	107	118	108	98	80	77	85	81	53	69	43	40	32	14	1340

It was also very busy in comparison to everyday IUC has delivered so far. The above also shows cases received per hour but this time the top 10 days delivered in terms of total case activity per day.

As you can see Easter Friday and Saturday are number 3 and 4. Only lower than some of the days over the Christmas period.

Ambulance Demand

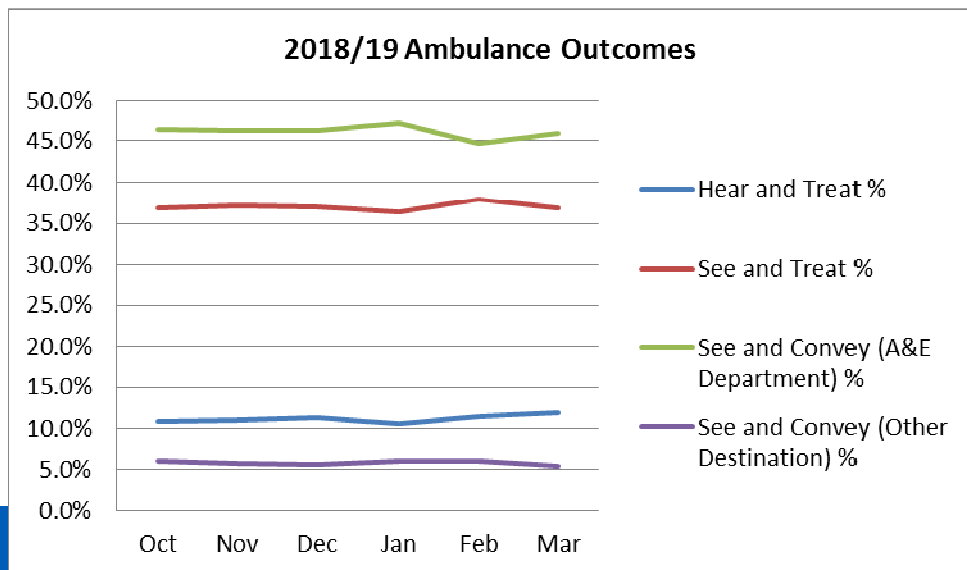


Activity

- 2.4% higher than plan
- XMAS / NY slightly quieter than predicted but significantly higher demand 7th-8th ; call stack peaked at +200 calls
- Easter 10% higher activity than forecasted

Performance

- Cat 1 Mean (7mins) not achieved for Wiltshire
- Cat 1 90th percentile (15mins) achieved in Nov, Feb and March
- Cat 2-4 means and percentile targets not achieved across Wilts



Outcomes

- Decrease in See & Treat % compared to 17/18 other

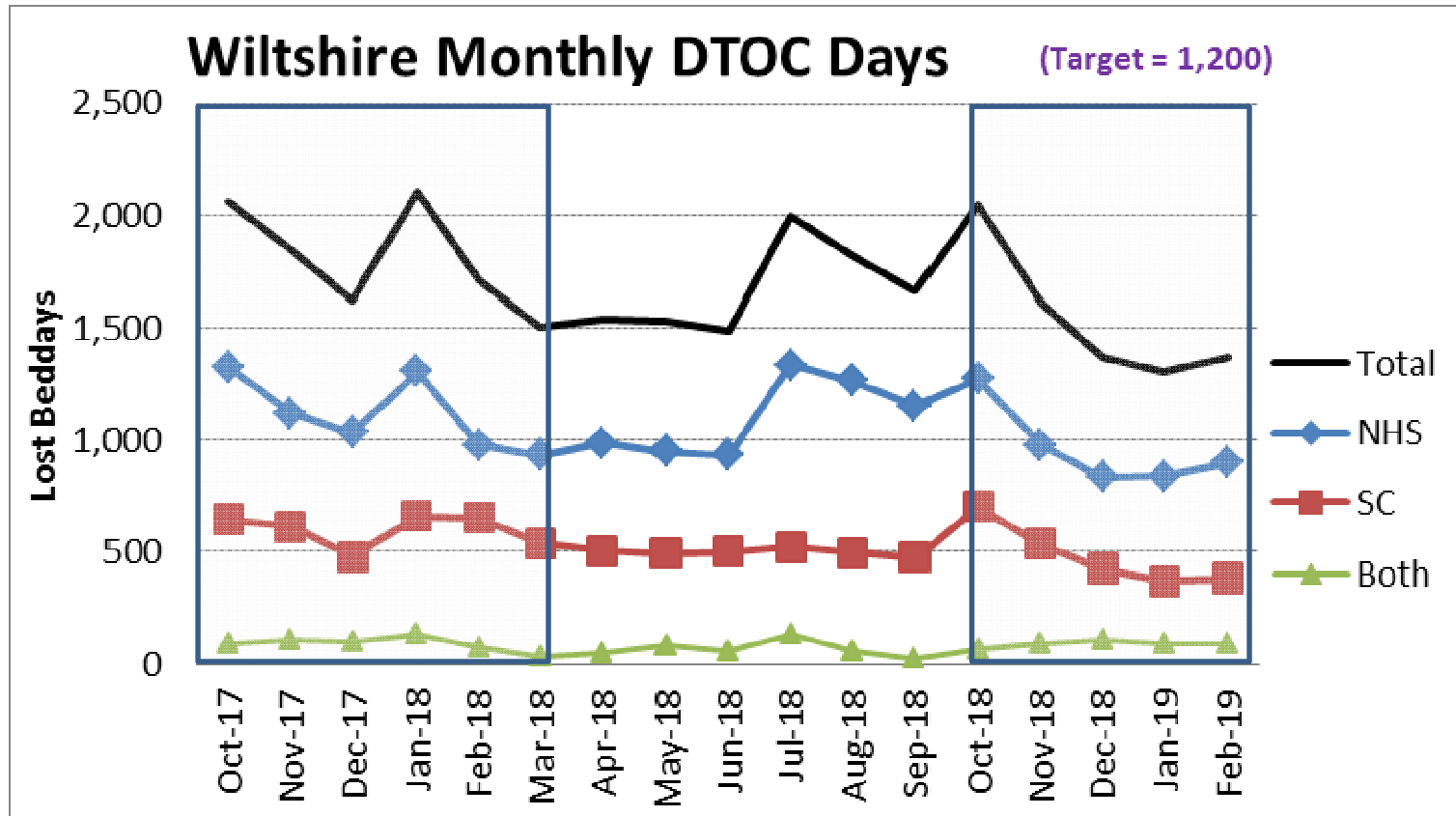
The right healthcare for you, with you, near you.

Increase in conveyance to ED compared to 17/18



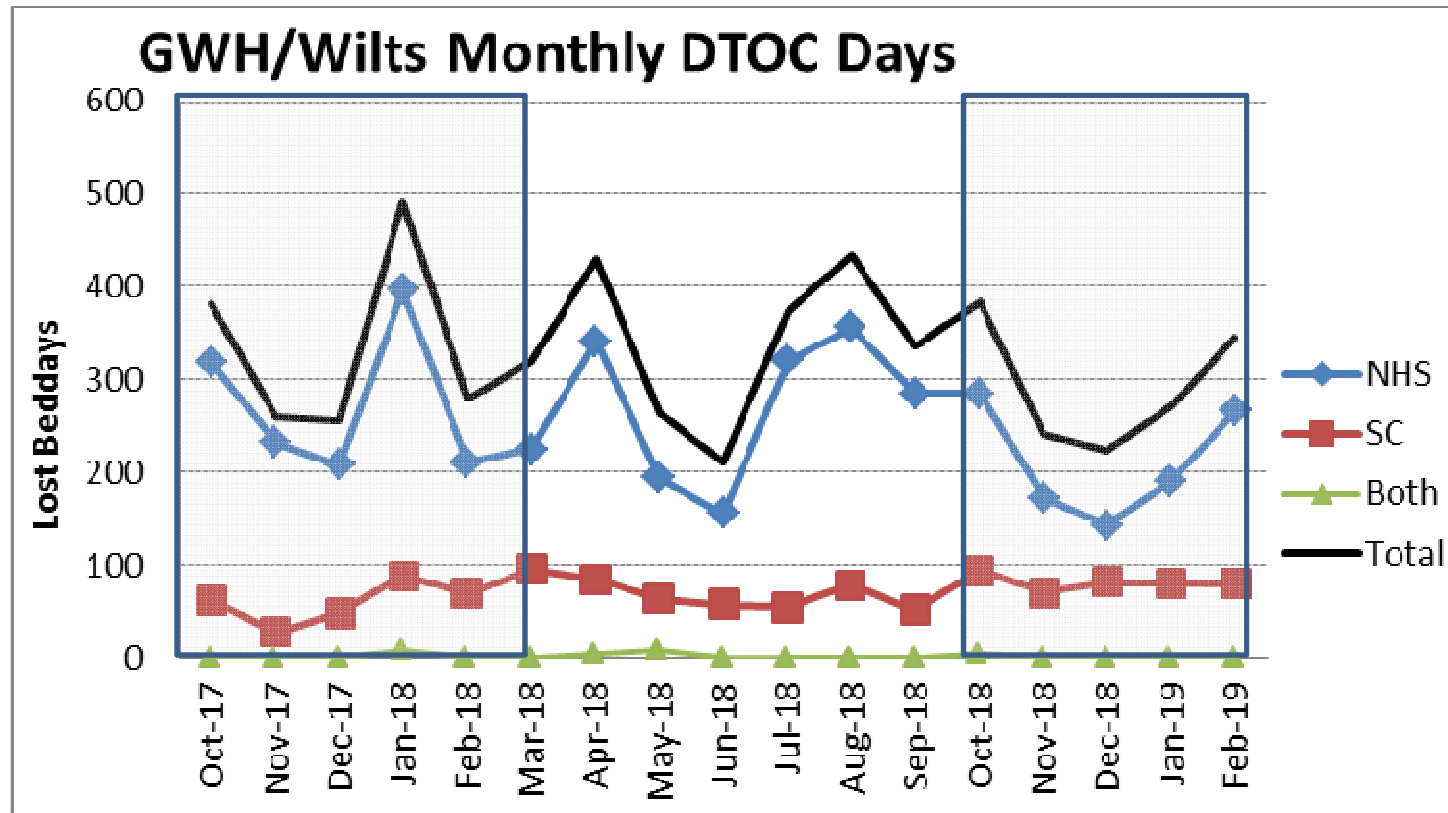
Wiltshire
Clinical Commissioning Group

DTOCs: Total Bed Days Lost

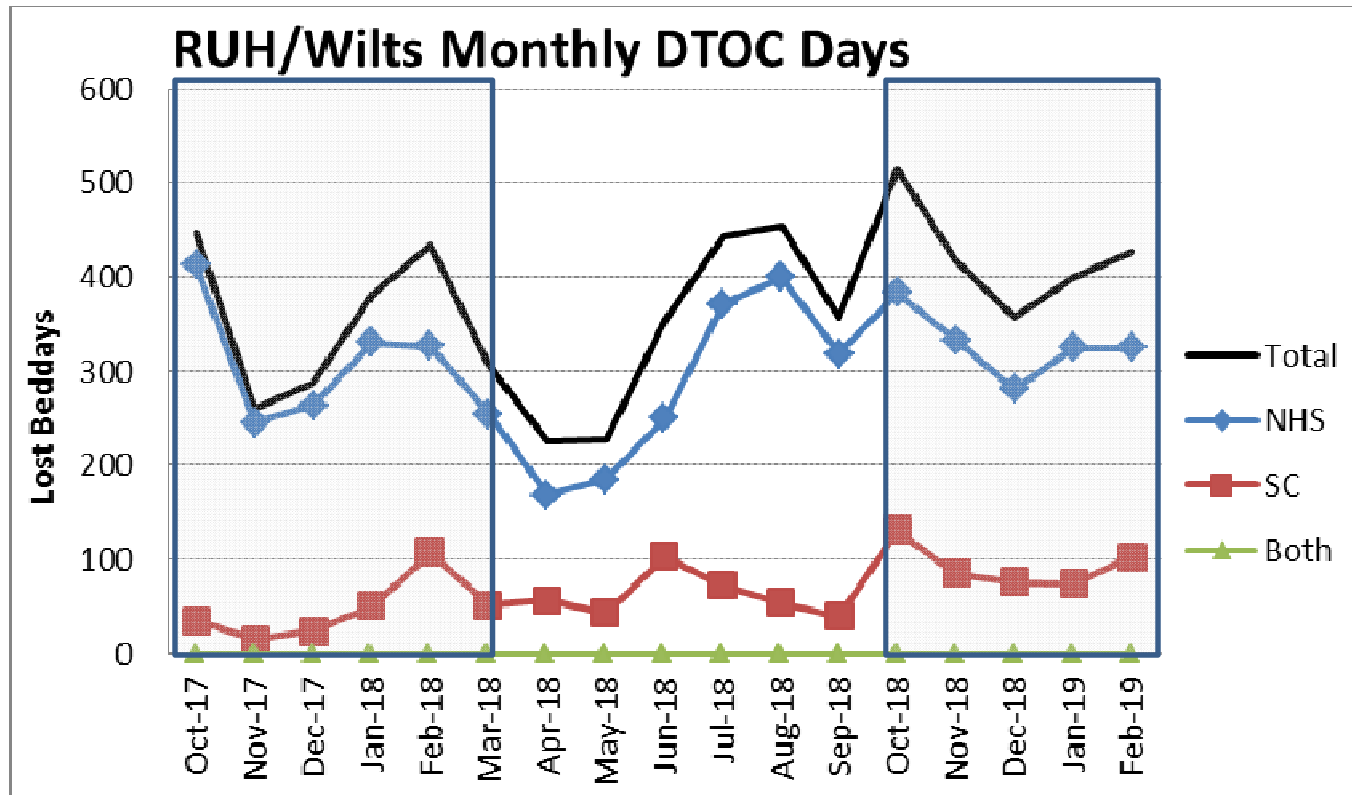


Total bed days lost to DTOCS lower than 2017/18 Winter, but still above target

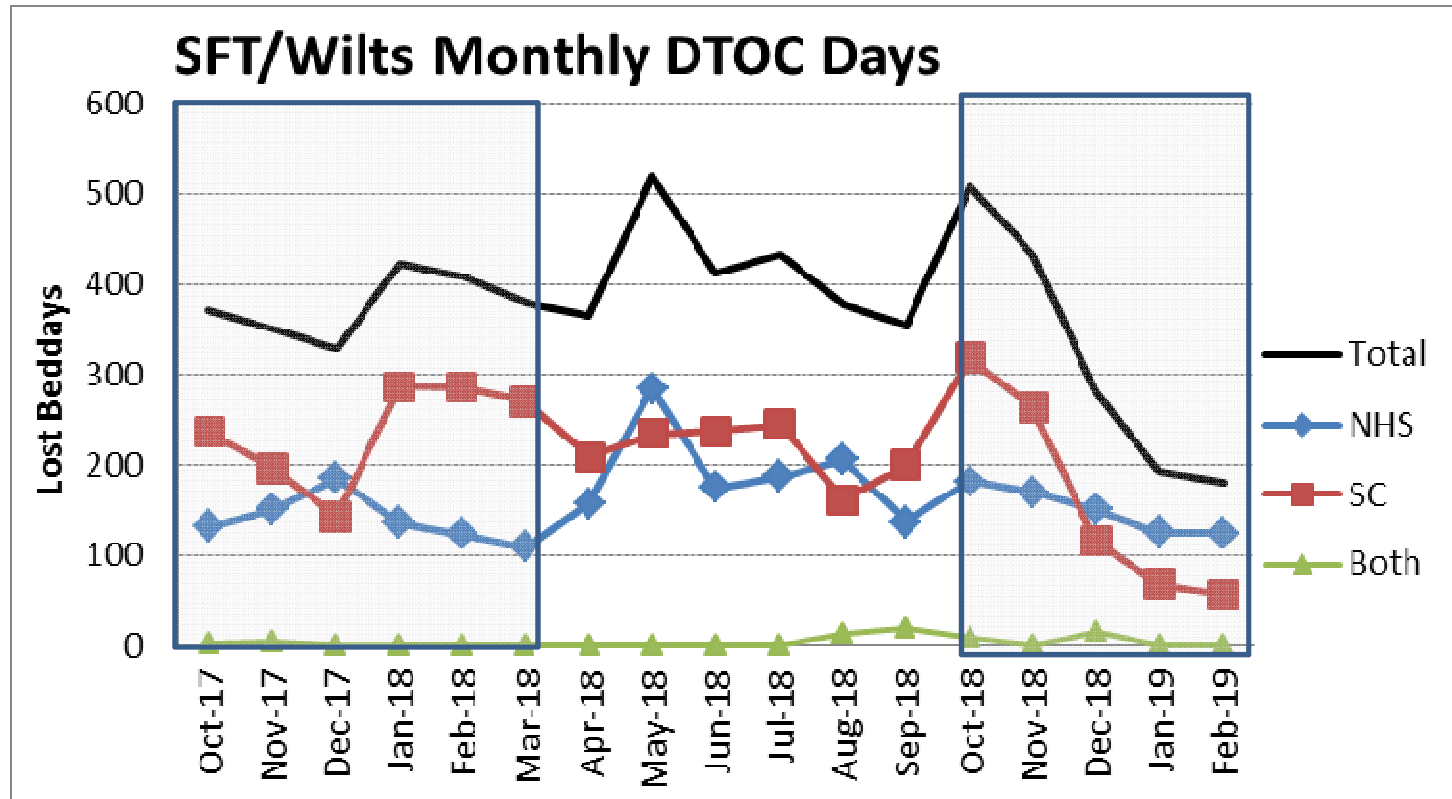
GWH Total Bed Days Lost



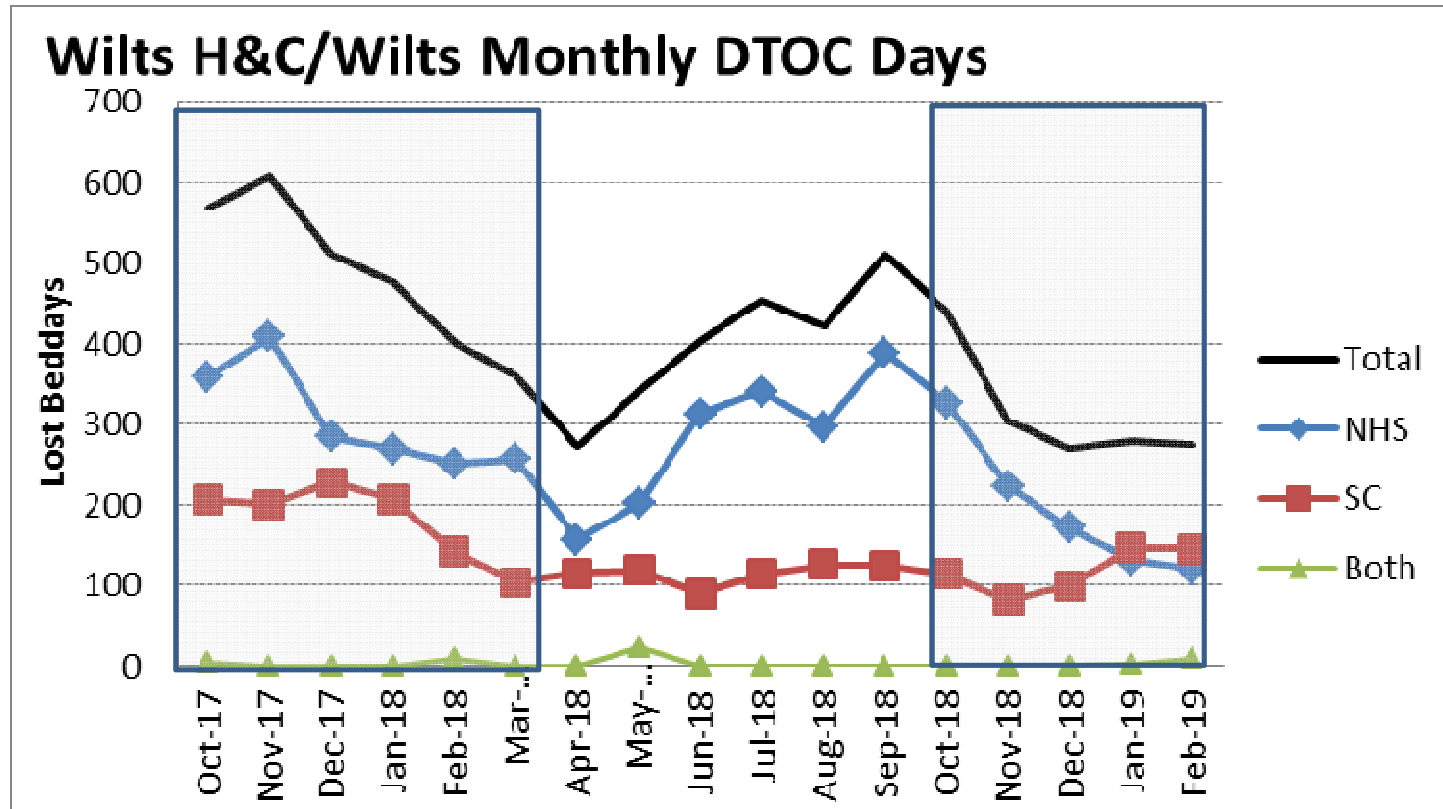
RUH Total Bed Days Lost



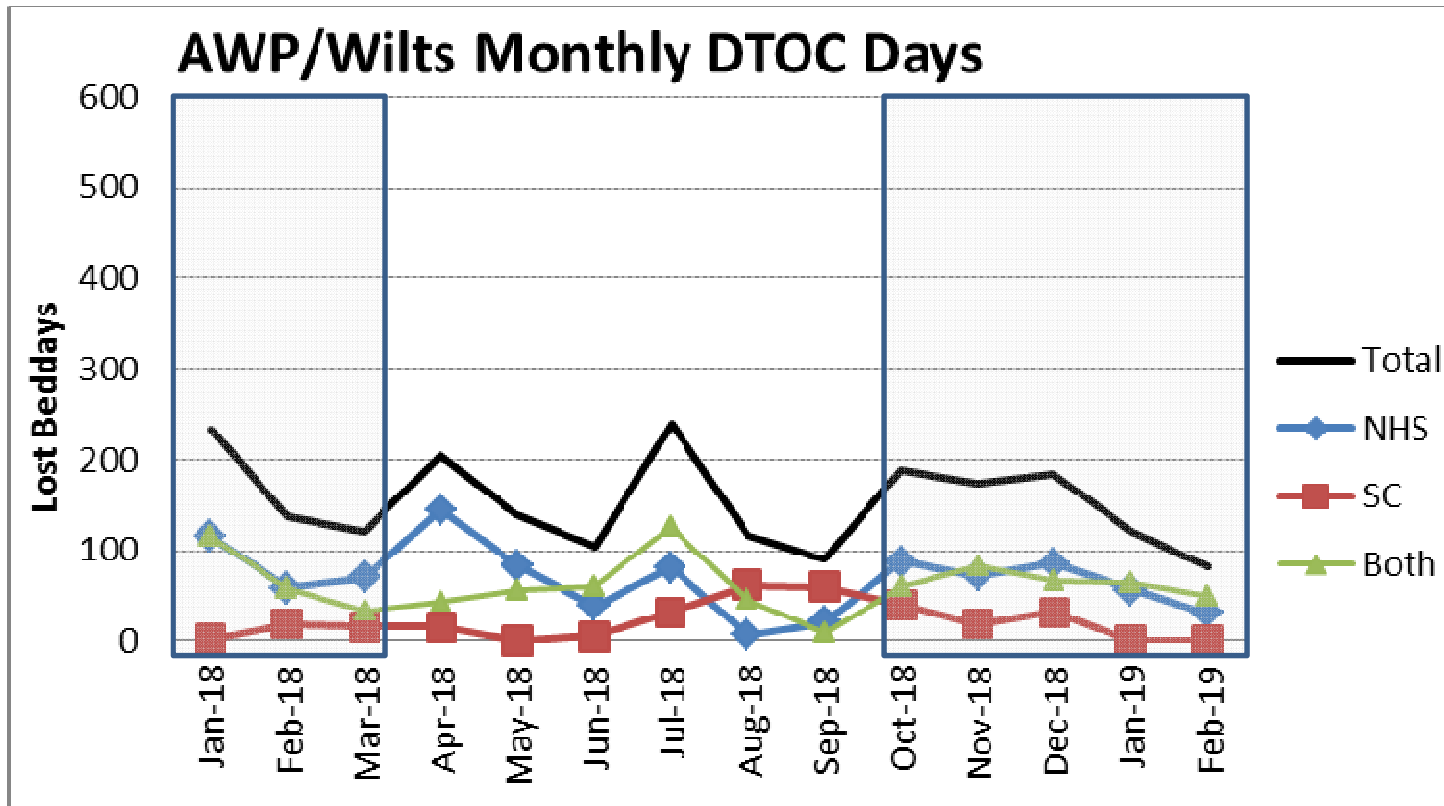
SFT Total Bed Days Lost



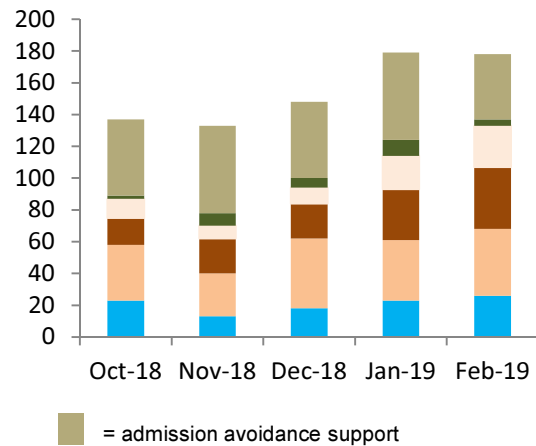
WH&C Total Bed Days Lost



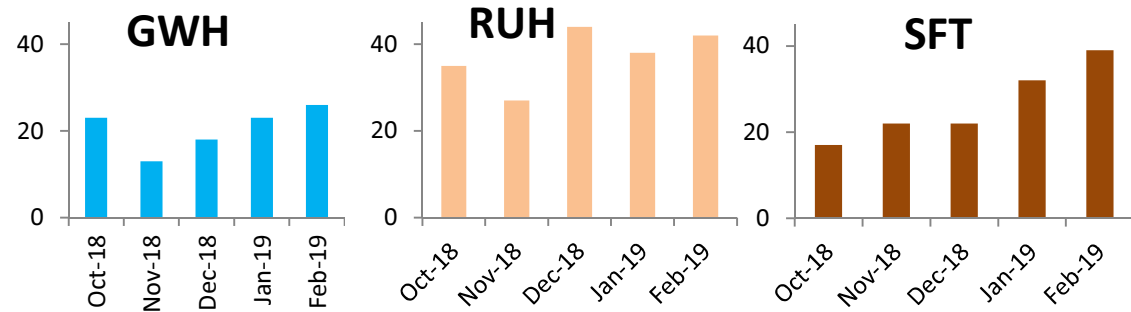
AWP Total Bed Days Lost



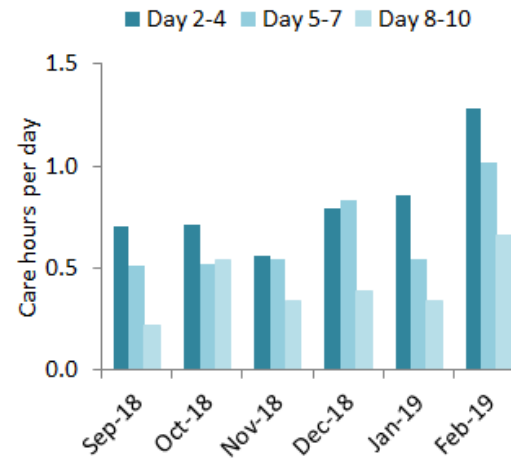
Number of patients starting Home First pathway each month has increased



Including increased discharges through Home First at all trusts

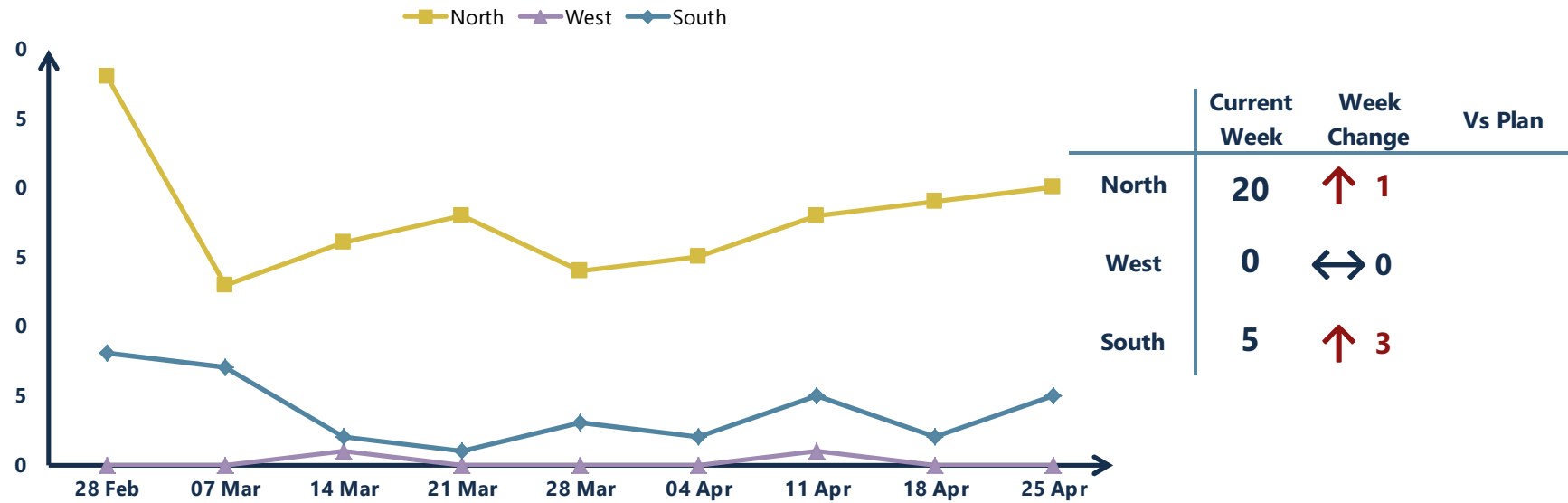


Complexity increasing: patients starting on pathway requiring more initial support



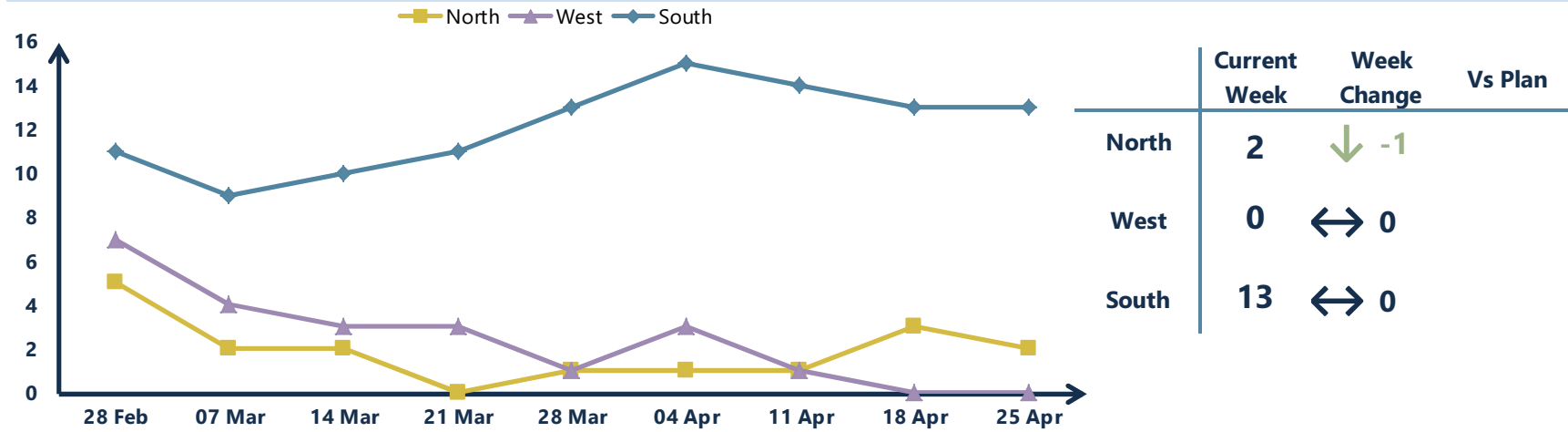
Wiltshire Council - Voids

Snapshot at 11:59 Thursday
Data source: Wiltshire Council



Wiltshire Council - ICT LoS > 42

Snapshot at 11:59 Thursday
Data source: Wiltshire Council



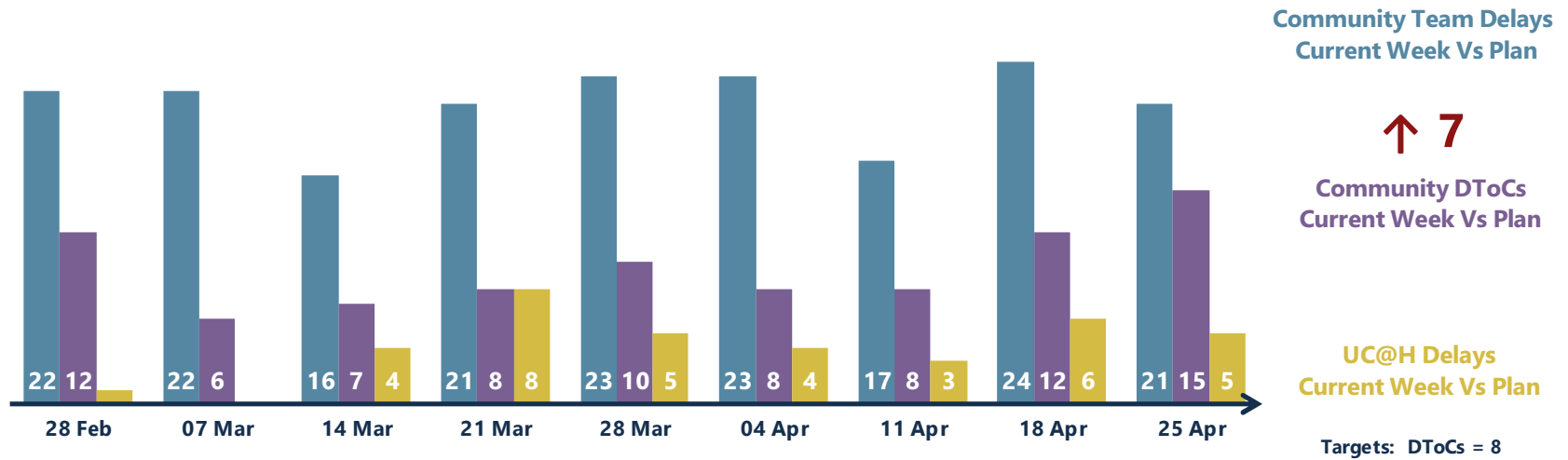
Supporting Narrative:



Wiltshire H&C / Medvivo - Community Delays

Snapshot at 11:59 Thursday
Data source: Wiltshire Health & Care, Medvivo

■ Community Teams ■ WHC Community Hospitals ■ UC@H delays



	SERVICE	RESOURCE	DATE IN PLACE	FUNDING
WILTSHIRE WIDE Pop 492,763 (Sept 18)	Community Hospital beds (Chippenham, Warminster and Savernake)	88 beds	Existing	WHC CONTRACT
	Intermediate Care	65 beds	Existing	BCF
	HomeFirst / HomeFirst+	85,500 hours	Mob timeline	BCF
	Urgent Care @ Home	Baseline provision approx. 65 POC/mth	Existing	BCF
	HTLAH Alliance	New HTLAH Alliance has added 14 new providers to Wiltshire who will be building new capacity. As this is a dynamic framework providers will be able to get on the framework at any time if they reach quality standards	In place	WC current contracts
	County wide - Peripatetic Social Work Team	Locum Social Workers (x 4 countywide) and 1 x specialist manager	In place	ASC winter
	Trial of SW in ED	RUH and SFT	In place	
	HTLAH block contracts for additional winter capacity for dom care and Reablement	First City Nursing 400 Reablement hours (South). Agincare 200 domiciliary care hours in North. CareMatch 122 hours in the South (Amesbury/Tidworth). 200 Hours allocated to First City to be available in the South for a bridging service	14 Dec. New Bridging service to be established by 1/4/19	WC
SOUTH/SFT 31% of pop 36% of activity to SFT	Step down Social Care D2A 3 - Bartlett House, x1 - Avonbourne Care Centre, x1 - Willowcroft x1 - Buckland Court	6 beds OSJ	1 st Oct	ASC winter
	Age UK Home From Hospital Services	VCS support for discharge reviewed and scope expanded	15 th Oct	ASC and CCG
	Dementia Nursing beds – Longbridge Deverill	2 beds (countywide resource)	1 st Nov	ASC winter
NORTH EAST/GWH 36% of pop 26% of activity to GWH	Step down Social Care D2A (Athelstan House)	4 OSJ	1 st Nov	ASC winter
	Dementia Nursing beds – Brunel Hse	2 beds (countywide resource)	Tbc	ASC winter
	Step down beds (mitigation HF recruitment) Bassett House	6	From 17 th Dec	BCF (HF envelope)
	Additional beds on Ailesbury	4	21 st Jan 19	CCG
	Step down Social Care D2A (Hungerford	4	1 st Nov	ASC winter

COMMUNICATIONS PLAN

NHS

Don't wait until you feel worse, ask us first.

You can help us help you if you start to feel unwell with a winter illness. Even if it's just a cough or cold, speak to your pharmacist before it gets more serious.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/staywell

Prameet Shah
Pharmacist

NHS
Public Health England

Do you have?

- heart disease
- kidney disease
- liver disease
- diabetes
- COPD (e.g. bronchitis or emphysema)

Flu can be serious and lead to hospitalisation. Speak to your GP surgery or pharmacy today about getting a flu jab. It's free because you need it.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/flu vaccine

Cheryl Sowell
Registered Nurse

NHS

Think you need medical help right now? Call 111

You can help us help you get the right medical attention urgently. Our fully trained advisors are available 24 hours a day and can put you straight through to healthcare professionals.

HELP US HELP YOU
KNOW WHAT TO DO

Heidi Nielsen,
Nurse

NHS

We're here to help you stay well this winter

Some important information from the NHS to help you stay well this winter.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/staywell

Richard Pile, GP

Around the clock healthcare this autumn

Having access to the many healthcare services in Wiltshire can make it confusing to know where to go for the right advice and treatment.

Because it's confusing people very often go straight to a hospital or to their GP, regardless of their healthcare requirement. However more often than not, advice and treatment can be sought from a wide range of options without the need to go for a visit to A&E or your GP surgery.

Being responsible for our own health and making the right decision about the type of advice and treatment we need, means we're actively helping to ease the strain on a pressurised NHS and freeing up precious time for our doctors and healthcare professionals, allowing them to focus on those people who need their services the most.



NHS
Wiltshire
Clinical Commissioning Group

NHS Choices

- UK's biggest website: www.nhs.uk
- Wiltshire advice available at: www.yourcareyoursupportwiltshire.org.uk

✓ Advice on how to stay well during the autumn ✓ Tips on treating a number of minor ailments

Pharmacy

- Medicine experts who can provide advice on common ailments
- See your pharmacist at the first sign of illness
- Many pharmacies can be found in supermarkets

✓ Cold ✓ Sinusitis ✓ Aches and pains ✓ Alcohol advice
✓ Flu ✓ Sore throats ✓ Skin rashes ✓ Stop smoking advice

GP

- Most GP surgery services are available Mon - Fri: 8am - 6.30pm
- Deal with a range of health problems and also run clinics and carry out simple operations

✓ Coughs that have lasted three weeks or more
✓ Frequent and severe migraines
✓ New moles appearing or existing moles changing shape, size or colour
✓ Conditions that can't be treated with over the counter medication or advice from a Pharmacist

GP out of hours

- Available for when you can't wait to speak to your GP Practice the next day
- Available 6.30pm - 8am and all day at weekends and bank holidays
- Call NHS 111 to access this service

A&E

- Provides emergency care for people who have a life-threatening illness or injury
- Available 24 hours a day, 365 days a year
- Only use an A&E service in very serious or life-threatening situations

✓ Stroke ✓ Severe bleeding ✓ Choking
✓ Persistent, severe chest pain ✓ Severe burns or scalds ✓ Heart attack
✓ Breathing difficulties ✓ Fits that do not stop ✓ Severe head injury

NHS 111

- Dial 111, a free non-emergency phone service
- Available 24 hours a day, 365 days a year
- Trained call handlers to help you

✓ Medical help and advice that is not an emergency
✓ Advice about which NHS service to use
✓ Information and support about what to do next

Walk-in centre

- Treats non life-threatening minor illness and injuries
- Run by clinicians who will see you on a first come, first served basis. You don't need to book an appointment
- Salisbury Walk-in Health Centre, Avon Approach, SP1 3SL. The centre is open:
Mon - Fri: 6.30pm - 10pm
Sat - Sun and bank holidays: 8am - 8pm

✓ Ear infection ✓ Rashes
✓ Burns and strains ✓ Cuts and bruises
✓ Stomach upsets ✓ Emergency contraception

Minor injuries unit

- Treats non life-threatening minor injuries
- Run by nurses who will see you on a first come, first served basis. You don't need to book an appointment
- MiUs are in the community hospitals at:
 - Chippenham, Rowden Hill, SN15 2AJ
 - Trowbridge, Adcroft Street, BA14 8PH
- Both services are open 7am - 11pm

✓ Cuts and grazes ✓ Minor chest injuries
✓ Wound infections ✓ Sprains and strains
✓ Minor burns and scalds ✓ Splinters
✓ Minor eye injuries ✓ Simple fractures
✓ Minor head injuries ✓ Dislocations
✓ Minor back injuries

www.wiltshireccg.nhs.uk

#RightPlaceRightTime