

## Appendix 1 - Patient Flow Inquiry Session – Draft Programme

Time	Agenda item	Who
10.00	Welcome and introduction to the Session Run through the agenda and explain how the session will run.	Chair
10.10	<p>Setting the Scene – Presenting the key points of the factsheet<sup>1</sup></p> <p><b>Challenges being experienced with patient flow through hospitals.</b></p> <ul style="list-style-type: none"> <li>• Flow performance for each of the 3 hospitals serving Wiltshire and overall for Wiltshire against national average and similar areas -benchmarking</li> <li>• Delays for each type of hospital discharge per Trust</li> <li>• Brokerage performance</li> <li>• Diagram of community support services for urgent care</li> <li>• Number and type of admissions from care homes</li> <li>• Analysis of admissions which could have been avoided -               <ol style="list-style-type: none"> <li>1. admissions of under 2 days duration</li> <li>2. non injurious falls</li> <li>3. social care / carer breakdown</li> <li>4. conditions which could be treated in community</li> </ol> </li> </ul>	<p>Lucy Townsend (WC)</p> <p>Fiona Slevin-Brown (BSW ICB)</p>
10:30	<p><b>Session 1</b></p> <p><b>What factors are contributing to the increased demand for urgent care delivered through acute hospitals? Using case studies<sup>2</sup> as prompts for discussion.</b></p> <ul style="list-style-type: none"> <li>• Attendees split into groups (attendees given table number before session or at beginning of session)</li> <li>• Group discussion led by facilitator</li> <li>• Make note of key points for feedback</li> <li>• Facilitator responsible for submitting notes at end of session</li> <li>• Group agrees who will feedback</li> </ul>	All
10:50	Feedback from Session 1	Designated person from each table
11:20	BREAK	
11:40	<p><b>Session 2</b></p> <p><b>For those individuals who needed to be admitted into hospital for emergency care, what processes and services would</b></p>	All

	<p><b>enable them to return home and as soon as possible and are those in place in Wiltshire?</b></p> <ul style="list-style-type: none"> <li>• Group discussion led by facilitator</li> <li>• Make note of key points</li> <li>• Facilitator responsible for collating feedback at end of session</li> <li>• Agree who will feedback</li> </ul>	
12:10	<b>Feedback from Session 2</b>	Designated Person
12:40	<p><b>What will happen with the information?</b></p> <p>A Second session to review follow up/action plan may be needed. HSC to take forward priority actions</p>	Chair
13:00	<p><b>Thank everyone for participation</b></p> <p><b>Session ends</b></p>	Chair

<sup>1</sup>The factsheet would be circulated to attendees before the Inquiry Session

## <sup>2</sup>**Wiltshire Stories and case studies -urgent and emergency care**

To aid discussion for participants who are unfamiliar with the health and social care, examples will be provided to illustrate circumstances that

- lead to people needing emergency care. As well as,
- support packages that have worked to prevent the need for urgent care.

The stories illustrate scenarios which have taken place in Wiltshire over the last 12 months. The names will have been altered but depict real life situations on the following themes:

- Falls and dementia
- End of life care
- Carer breakdown
- Complex mental health