

# Wiltshire Winter Planning

Health and Wellbeing Board

9<sup>th</sup> November

# STP wide Winter Resilience Plan

- Sets out BSW Urgent Care System planning and delivery arrangements for 2017/18.
- Reflects a whole system approach to the delivery of services over the forthcoming winter period and peaks in demand
- Builds upon lessons learnt within BSW over recent years and in particular from Winter 2016/17
- Illustrates the approaches to infection control and the seasonal flu campaign
- Outlines the communications being used over the winter period
- Identifies the challenges, risks and mitigating actions required

# Winter Resilience Planning

The STP wide Urgent and Emergency Care Delivery Plan (July 2017 – March 2019) sets out milestones and implementation activities to deliver eight domains identified by NHSE to meet the national guidance (Gateway letter 06969 Pauline Philip 14.07.17) aligning with deliverables identified in Next Steps within the NHS FYFV

The new eight domains are:

1. NHS 111 Online
2. NHS 111 Calls
3. GP Access
4. Urgent Treatment Centres
5. Ambulances
6. Hospitals
7. Hospital to Home
8. Workforce

# Winter Resilience Planning

**NHS 111 Online:** has to be in place by December 2018

**NHS 111 Calls:** increase % calls transferred to a clinician – HCP line, use of clinical hub; application for pharmacy resource.

**GP Access;** WCCG target coverage by March '19 – have GP extended hours of service; additional capacity over Bank Holidays with Out of Hours service; Salisbury Walk In Centre (18.30-22.00) Hot Kids service

**Urgent Treatment Centres:** target Dec 19. Wiltshire 2 x MIU

**Ambulances:** SWAST national pilot site for response programme; Right Care 2 focus programme to reduce conveyance (hear&treat and see&treat)

**Hospitals:** models for primary care streaming at A&E; frailty pathway assessment processes; ambulatory care; best practice on wards to facilitate discharge.

**Hospital to Home:** Discharge to Assess services / integrated discharge services, reduce DTOC rates to 4.1%, additional domiciliary care capacity to maintain flow

**Workforce:** review of capacity across all providers.

# Winter Resilience will be achieved through:

- Achievement of the U&EC Delivery Plan and the 8 Domains
- Learning lessons from 16/17 Winter
- BSW STP Winter Resilience Self-Assessment
- Revised OPEL Triggers and Actions
- Flu Vaccination Programme
- Infection Control Procedures
- Winter Plans in place and assured for all providers
- ORCP funded Support for 17/18 (WCCG)
- Elective Winter plan to support elective activity through winter to reduce waiting times for patients to meet constitutional targets

# Specific local actions:

- Local A&E Delivery Board for each system – BaNES (RUH), Swindon (GWH) and South Wiltshire (SFT) responsible for performance
- Virtual Winter Resilience Planning Group – all commissioners and providers, health and social care (weekly calls)
- Demand and Capacity Plans reviewed from each provider – predicting high pressure periods/days and any known impact on capacity
- Risks identified from plans being challenged with specific providers
- Planned Multi Agency Discharge Events (MADE) – to support improved flow across the system, recognise and unblock delays, challenge, improve and simplify discharge processes (SFT 14<sup>th</sup> November)
- Focus on system triggers and escalation in line with OPEL: Acute Trusts, Mental Health and Adult Community Services OPEL frameworks reviewed and completed
- Across Wiltshire agreed at LDB to collate and share daily capacity data across system from community services, care homes, primary care, and domiciliary care (from November)

# Members of the Virtual Winter Resilience Planning Group

- BaNES Clinical Commissioning Group
- Swindon Clinical Commissioning Group
- Wiltshire Clinical Commissioning Group
- Royal United Hospitals Bath NHS Foundation Trust
- Great Western Hospitals NHS Foundation Trust
- Salisbury NHS Foundation Trust
- Avon and Wiltshire Mental Health NHS Trust
- South Western Ambulance Service Foundation Trust
- Bath & North East Somerset Council
- Swindon Borough Council
- Wiltshire Council
- Virgin Healthcare
- Swindon Community Health Services
- Wiltshire Health & Care (WH&C)
- Medvivo
- BaNES Enhanced Medical Services (BEMS)
- Bath and North East Somerset Doctors Urgent Care (BDUC)
- Arriva Transport Solutions Ltd (ATSL)
- CareUK (NHS111)

# Daily System Capacity Reporting

- As agreed through LDB:



System OPEL status	
Organisational OPEL / escalation	
Salisbury Foundation Trust	
Wiltshire Health and Care	
Medvivo	
Wiltshire County Council	



# Additional capacity / schemes map –

WILTSHIRE A&E DELIVERY BOARD: SFT AND SYSTEM WINTER INITIATIVES (DRAFT)							KEY:	EXISTING SERVICES	SFT	OUT OF HOSPITAL (HEALTH)	OUT OF HOSPITAL (SOCIAL)	999 SERVICE	OTHER PROVIDERS	ELECTIVES	
	<= OCTOBER 2017	NOVEMBER 2017	DECEMBER 2017	JANUARY 2018	FEBRUARY 2018	MARCH 2018	APRIL 2018								
TRAJECTORIES PLAN	ED → 92.8% DTCO DAYS → 275	91.4% 250	91.7% 250	92.0% 250	90.0% 225	95.0% 225	200								
IN HOSPITAL	ED NAVIGATOR INTEGRATED DISCHARGE SERVICE 7 DAY SERVICES ACROSS WHOLE TRUST (TBC)	PRIMARY CARE STREAMING	INCREASED MAU CAPACITY SHORT STAY SURGICAL WARD CREATED INCREASED TROLLEY SPACE IN AMU PLASTICS MOVE OUT OF ED			TRUSTED ASSESSOR ROLE									
OUT OF HOSPITAL (HEALTH)	REHAB SUPPORT WORKERS INTEGRATED CLINICAL HUB CARE HOME SERVICE TCOP CLINICAL PHARMACISTS AWP MENTAL HEALTH LIAISON SERVICE OOHS INREACH FOR MENTAL HEALTH EMERGENCY MENTAL HEALTH CARE HOME LIAISON FLU CAMPAIGN STARTS	HOT KIDZ EARLY SUPPORTED DISCHARGE WH&C TEAM LEADER INTO SFT DTCO MEETINGS	ADDITIONAL OOH GP SPACE AT SFT FRAILTY MDT'S ADDITIONAL 4 SAVERNAKE BEDS COMMUNITY BED RED AND GREEN DAYS INTRODUCED	NHS 111 PHARMACIST ROLLOUT APPLICATION (TBC)											
OUT OF HOSPITAL (SOCIAL CARE)	INTERMEDIATE CARE BEDS	ADDITIONAL SOUTH WILTS 150hrs DOMICILLARY CARE ADDITIONAL 9 INTERMEDIATE CARE BEDS FOR SOUTH (TBC)		ENHANCED HOME FROM HOSPITAL SERVICE (TBC) ADDITIONAL SOUTH WILTS 60hrs DOMICILLARY CARE (TBC)											
ELECTIVES	FIT, WILLING & ABLE CAMPAIGN MANDATED ERS AND RMC FOR GASTRO, CARDIO, GEN SURG REVIEW OF MRSA T&O ELECTIVES CAPACITY	MANDATED ERS AND RMC FOR PLASTIC SURGERY		MANDATED ERS AND RMC FOR ORAL SURGERY											
WIDER SYSTEM			SWAST ARP NEW REPORTING STANDARDS	SCAS ARP NEW REPORTING STANDARDS											

# Flu Planning update

- Public Health 'Stay Well This Winter' - starts from 9<sup>th</sup> October
- Quality Team Winter and Influenza Plans 2017/18
- WCCG 13 Point Action Plan includes:
  - CCG Quality Team and Public Health Wiltshire team to agree joint communications with care homes (to include offer of Wiltshire-wide meeting).
  - Joint PHE Wilts and WCCG Visits to 'at risk' homes to be set up as prevention of outbreaks strategy (31<sup>st</sup> October)
- Monthly reporting on Vaccination update to LDB from Nov 17
  - At Risk Groups (including 65 years and over)
  - Pregnant Women
  - Healthcare Workforce
  - Children and Adolescents
  - Carers

# Winter Communications Strategy 2017/18

- Prevention, Prepare, Performance
- Current campaigns:
- Stay Well This Winter
- NHS111
- Stay Well Pharmacy