

## Wiltshire Winter Planning

Health and Wellbeing Board 9th 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)



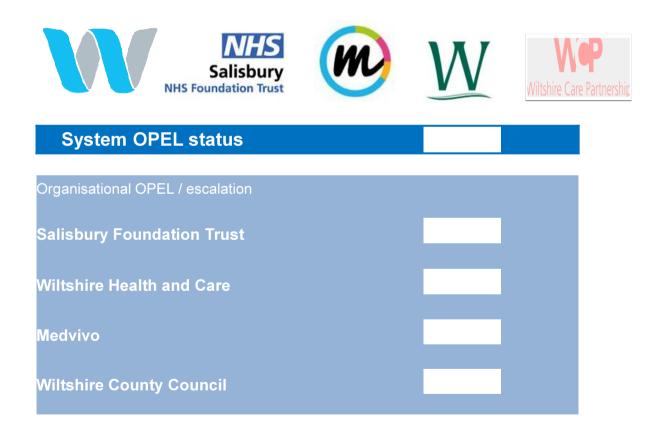
#### Members of the Virtual Winter Resilience Planning Group

- 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)

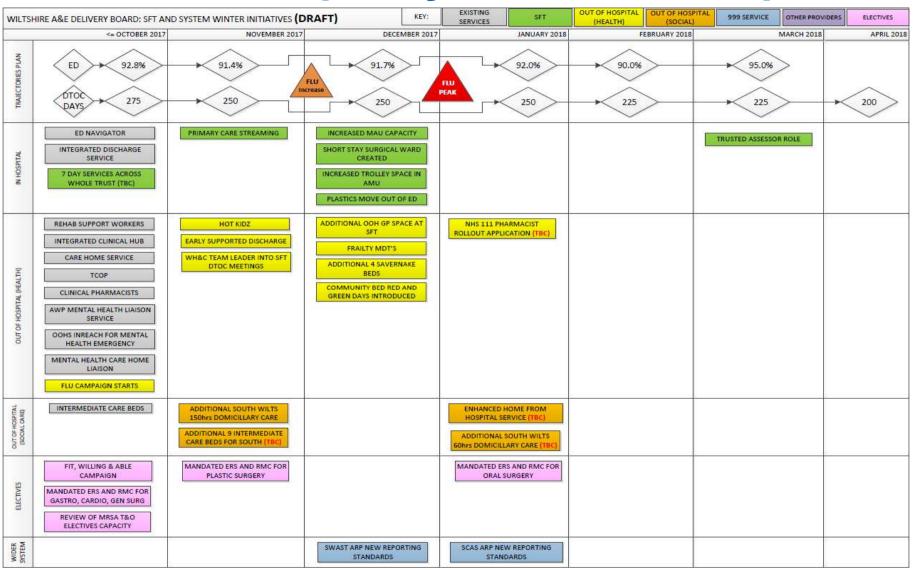


### **Daily System Capacity Reporting**

As agreed through LDB:



#### Additional capacity / schemes map -





### 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 (31st 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