

**Buckinghamshire Healthcare Trust's Response to HASC Questions**  
**November 2018 Committee meeting**

**It was agreed that Ms Fox would provide the Committee with further details on the referral routes of people using the GP streaming service in the Hospital.**

The Primary Care GP streaming service is based at Stoke Mandeville Hospital (SMH) and the team works side by side with the Accident & Emergency department. The hours of operation are 08:00 to 23:00, seven days a week. The service is covered by locum GP's and is supported by a dedicated reception and nurse establishment.

There is no referral process to this service. All patients who attend SMH will arrive at the main A&E reception and a streaming nurse will review and assess each patient's clinical condition and stream to the most appropriate clinical pathway.

Should a GP be selected as the most appropriate pathway, the patient will be given a card (denoting having been seen by the streaming nurse) and asked to make their way to the GP reception which is adjacent to the main reception. Patients then present this card and are booked in and asked to wait in the dedicated waiting area until called and seen by the GP's who operate out of two clinic rooms.

The average number of patients seen per day continues to increase. The service delivered almost 100% against the 4 hour standard and contributed significantly to the overall 4 hour standard for the Trust. We are seeing more than twice the numbers and percentages compared with neighbouring Trusts including Oxford and Royal Berkshire Hospital.

From January 2019 we will undertake further research to understand referral routes by asking patients who advised them to attend the GP Streaming Service.

**Following a question regarding the planned timing for the name change of the MIU to an Urgent Treatment Centre. Ms Fox agreed to come back with the details of the launch**

The name change from MIU to UTC happened week commencing 3 December 2018. All signs that are on the Wycombe hospital site were changed on Tuesday 4<sup>th</sup> December. The launch was celebrated on Thursday 6<sup>th</sup> December with an event at 5pm attended by dignitaries including the Bucks County Council leader, Martin Tett and High Wycombe mayor Counsellor Sarfaraz Khan Raja. Senior staff from the CCG and provider collaborative also attended the event. The following article appeared in the Bucks free Press on Friday 14<sup>th</sup> December.



The launch was celebrated by Bucks County Council leader Martin Tait and High Wycombe mayor Cllr Sarfaraz Khan Raja

## New name and purpose for Wycombe's minor injuries unit

**WYCOMBE** Hospital's minor injuries and illnesses unit was officially relaunched under a new name last Thursday.

The Urgent Treatment Centre (UTC) was opened by High Wycombe mayor, Cllr Sarfaraz Khan Raja. It will provide

a service 24 hours a day, seven days a week. The UTC is where people should go if they need urgent medical attention but it is not a life threatening situation. It will provide treatment for ailments

including sprains, minor head injuries, broken limbs, eye problems, rashes, minor burns, vomiting, abdominal pain and emergency contraception. The UTC is run by FedBacks, a Buckinghamshire-based GP federation, in partnership with

Buckinghamshire Healthcare Trust. Dr Rebecca Mallard-Smith, NHS Bucks clinical commissioning group's director for unplanned community care, said: "It now also offers routine GP appointments that can be booked by calling 111."

It should be noted that the official national road signage remains as applicable for a 'Minor Injury unit' as depicted. Hence, the red signs remain on Queen Alexandra Road.

Clear communications about the services of the UTC will be available on respective provider and NHS websites with the clear advice that people who have and urgent health care need contact NHS 111 or visit NHS 111 on-line.

**There was a national drive towards Urgent Treatment Centres (UTC) and a Member commented that there needs to be very clear communication around what services would be available at an UTC.**

We have updated all the local web-sites with the following information:

The Urgent Treatment Centre is based at Wycombe Hospital open 24 hours a day, seven days a week is GP Led and staffed by doctors and nurses. **You can go there if you need urgent medical attention but it's not a life threatening situation**

There is no A&E department at Wycombe Hospital. If you think your life is at risk, you should call 999.

An urgent treatment centre will provide urgent treatment for a range of **minor injuries and minor illnesses.**

Although you can "walk in" and book an appointment at the urgent treatment centre, if you're worried about an urgent medical concern you should call 111 first and speak to a fully trained advisor in the NHS 111 service.

Depending on the situation, the NHS 111 team can connect you with the right service for further advice and treatment. They can even arrange an urgent face-to-face appointment which could be at the urgent treatment centre or with the GP out-of-hours service.

If you are worried about your medical condition, you can call 111 as it is staffed 24 hours a day, 7 days a week. The NHS 111 advisors can also assess if you need an ambulance and send one immediately if necessary.

The urgent treatment centre can treat:

- sprains and strains
- suspected broken limbs
- minor head injuries

- cuts and grazes
- bites and stings
- minor scalds and burns
- ear and throat infections
- skin infections and rashes
- eye problems
- coughs and colds
- feverish illness in adults
- feverish illness in children
- abdominal pain
- vomiting and diarrhoea
- emergency contraception

Children who are seriously injured or ill, or who have sustained any head injury should not be brought to the Urgent Treatment Centre, but instead should be taken to the nearest A&E.

Waiting times at the Urgent Treatment Centre do vary, our aim is to see and treat all patients within two hours of arrival as per national guidelines. If you have an appointment booked, you should arrive early and if you are coming by car allow yourself plenty of time to park, parking charges will apply in the hospital car park. You should be seen within 30 minutes of your appointment time.

We would ask you not to call the Urgent Treatment Centre for waiting times as these can quickly change and hence on arrival the information may well no longer be accurate.

**The introduction of the Airedale project across more than 30 care homes was well received but Members asked for further details around the outcomes of the project and asked to see the evaluation of the project before it was rolled out further. The model would allow for timely intervention and reduce stress for the individual.**

### **Airedale / Immedicare telehealth in care homes - evaluation**

The National Care Home Vanguard site at the NHS Airedale Trust in the North West of England works in partnership with an independent company called Involve. Together they provide the Immedicare telehealth service which other parts of England can access.

Initially Immedicare was commissioned by Buckinghamshire CCG to provide the service to a few care homes in Aylesbury Vale. This has since been expanded to 37 of the larger care homes with the highest rate of hospital admissions across the county. This service provides care homes with clinical advice 24/7, 365 days per year using videoconferencing to enable remote consultations between NHS nurses and other staff from the NHS Trust in Airedale and local Buckinghamshire care home residents. This supports care home staff in making safe, clinical decisions about how best to manage residents' conditions.

Our evaluation has demonstrated that it has reduced the need for emergency hospital admissions for residents and workload for General Practice, so improving sustainability of general practices. The messages fed back to NHS Buckinghamshire Clinical Commissioning Group are that it has been extremely helpful in reassuring care home staff over medical concerns about residents, while also improving the quality of care they can offer.

If used to its full potential, Immedicare can provide invaluable support to staff who have concerns over the health of their residents, advising on the most suitable action to take. Whether they need a second opinion on their own assessment, reassurance that they are following the right treatment pathway for the resident or fuller healthcare advice, the NHS staff in Airedale can help.

The system also allows for greater quality of care for residents, and can support them in receiving end-of-life care in their preferred environment – often their care home - rather than being unnecessarily admitted to hospital.

Immedicare also means that care homes don't have to wait for GPs to be called out from their local practice or from the out of hours service when unplanned care may be required. The Airedale staff can quickly advise on these matters, providing expert guidance as soon as possible.

### Impact on admissions to hospital

Compared to April and September last year, care homes across Buckinghamshire have reduced admissions to hospital in 2018 by 5.4% saving the NHS £1m. This is against a rising trend over the last few years and increasing numbers of care home beds with more frail residents. Care homes using the Immedicare service have reduced hospital admissions by 6.6%, compared to those who do not have Immedicare who have reduced hospital admissions by 3.5%. This shows the Immedicare service has significant added value. During 2019-20 we plan to continue supporting residents in care homes with remote access to clinical advice to enhance the care that care homes can provide to some of the most frail and vulnerable people in Buckinghamshire.

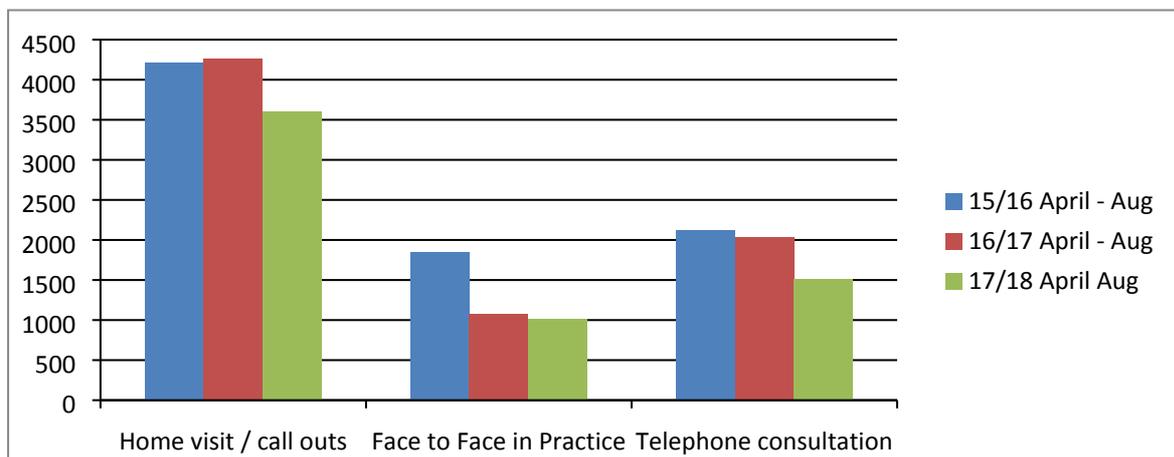
	Activity YTD M6 (April - Sept)		Cost YTD M6 (April - Sept)		Activity Per Bed		Total beds	Activity Difference	Difference in Cost(Over the same period as last year)	% Variance (Activity)	% Variance (Cost)
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19					
Immedicare Homes	874	816	£2,901,936	£2,294,868	0.39	0.37	2230	-58	-£607,068	-6.60%	-20.90%
Non Immedicare Homes	549	530	£1,785,374	£1,379,119	0.27	0.26	2035	-19	-£406,255	-3.50%	-22.80%
<b>All Care Homes</b>	<b>1,423</b>	<b>1,346</b>	<b>£4,687,310</b>	<b>£3,673,987</b>	<b>0.33</b>	<b>0.32</b>	<b>4265</b>	<b>-77</b>	<b>-£1,013,323</b>	<b>-5.40%</b>	<b>-21.60%</b>

These financial figures are based on the actual tariff cost of real admissions. Not estimations.

### Impact on primary care

Data has been received from 8 GP Practices from the 10 initially involved and this shows in April to August 2017 an overall reduction in visits to care homes of 15%, (range 35% reduction- 40% increase), 1% reduction in face to face appointments for care home residents in practice (range 55% reduction to 173% increase) and 25% reduction in telephone consultations (range 46% reduction – 10% increase), compared to the same time period in 2016 before Immedicare / Airedale. The table below also demonstrates the reduction in both appointments in the practices and telephone consultations.

	visits to care homes	Face to Face in Practice	Telephone consultation
15/16 April - Aug	4218	1852	2128
16/17 April - Aug	4260	1079	2030
17/18 April Aug	3609	1013	1517
% difference 16/17 - 17/18 (Apr - Aug)	15%	6%	25%



Detailed analysis of care homes which are using Airedale system most shows the greatest benefits.

Care Home	Practice	% difference from 16/17 to 17/18 (April - Aug)		
		visits to care homes	Face to Face in Practice	Telephone consultation
Avondale Nursing Home	Whitehill	24% reduction	27% reduction	34% increase
Lakeside Nursing Home	Whitehill	5% reduction	57% reduction	30% reduction
Icknield Court Res Home	Cross Keys	31% reduction	55% reduction	28% Reduction
Chestnuts Res Home	Mandeville*	40% increase	4% reduction	No change

\*There has been a lot of staff changes in Mandeville practice which may have affected data recording and collection

A Member asked where the three Improved Access Hubs were located (mentioned on the "Avoidable Attendances to A&E" slide). Ms Fox agreed to come back with the details.

The three locations are:

Aylesbury – Stoke Mandeville Hospital, Mandeville Road, HP21 8AL
Threeways Surgery , Pennylets Green ,Stoke Poges, Buckinghamshire, SL2 4AZ
Amersham health centre, Chiltern Ave, Amersham HP6 5AY