

# Buckinghamshire Accountable Care System

Winter Planning 2017/18

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# System approach to Winter Planning



## **System plan**

- Developed by system partners & overseen by Buckinghamshire A&E Delivery Board
- Comprehensive plan linked to 7 pillars in Urgent and Emergency Care (UEC) Delivery Plan
- Informed by lessons learnt from last winter & multi-agency events to test system resilience
- Informed by national cold weather plan
- Partner organisations' detailed winter resilience plans inform our system plan

## **Buckinghamshire Plan assured by NHSE as GREEN**

### **Winter Operating Model**

#### **NHSE National & Regional Support**

- Winter planning guidance, promotion of best practice & communication
- Coordination, monitoring and reporting

#### **Local Winter Team**

- Named responsible directors for Hospitals & system support from community, social care & CCGs

#### **Local Escalation Plans**

- Buckinghamshire system escalation framework with OPEL action cards to support Surge & Escalation
- Hospitals and community providers have Clinical Escalation Plans to ensure safety maintained when system under pressure

# System approach to Winter Planning



## **Our Shared Challenge**

- Increased demand & evolving healthcare needs leading to system pressure
- A growing population
- An ageing population

## **Understanding neighbouring system pressures**

- Daily report from NHS England Winter Room South
- Operational liaison with neighbouring systems to ensure timely repatriations and discharges

## **Winter Analysis 2016/17 & Forecast 2017/18**

- Comprehensive system review of last winter's activity levels, capacity & performance
- Day by day demand & capacity modelling for out of hours, hospital & out of hospital services
- Intensive forecasting & simulation – updated daily to identify & plan for peaks across providers including predicting demand for care packages

## **Service availability & capacity mapped for winter & detailed plan for Xmas/New Year**

- Hospitals & ambulance services
- Primary Care
- Community Care & Continuing Healthcare (CHC)
- Social Care & Independent Care sector

# Pre-hospital



## **NHS 111**

- “Talk before you walk” (for non-medical emergencies)
- **Directory of Service (DoS)** – directs callers to the most appropriate local clinical setting

## **Ambulance**

- Ambulance Response Programme (ARP) now being rolled out
- Telephone advice – Implementation of a Hear and Treat and See and Treat models
- Improved support for calls referred by paramedics to GPs - GP Triage

## **GP Access**

- Increased on the day appointments and extended access (evening & weekend appointments) to GPs & other primary care professionals across groups of GP practices

## **Out of Hours GPs**

- Staffing models applied to cope with predicted demand
- 4x4 visiting cars in place

## **Minor Injuries & Minor Illness Unit (MIIU) – Wycombe**

- Always Open 24/7

## Pre-hospital: Enhanced Community support to prevent admission & support discharge



### **Community Care Coordination Team**

- health & social care single point of referral for re-ablement

### **Over 75s Projects**

- Multidisciplinary teams for the complex, frail and elderly which are co-located within general practice for example **Wendover**

### **Community Assessment and Treatment Service (CATS) Thame & Marlow**

- Local assessment, diagnostics & treatments to enable people to remain cared for at home
- multi-disciplinary team led by community geriatricians working with GPs to identify and support patients who, without an intervention, might soon require a hospital admission

### **Multidisciplinary Day Assessment Service (MuDAS) Wycombe**

- CATs works in tandem with, and enhances the service currently provided by MuDAS

### **Urgent & Emergency Care (UEC) Transformation Funds: High Intensity Users (HIU)**

- Project across Wycombe, Aylesbury Central & South Bucks building on Vanguard work
- Care co-ordinators with cluster duty doctors will plan for redirection to more appropriate services – including Mental Health, Prevention Matters, Assistive Technology, Lifestyle Services & local voluntary sector offers

# Hospital



## Hospitals

- Full workforce plan with additional medical & nursing cover at peak times
- Capacity Plans for all specialties including paediatrics, trauma & critical care
- Additional Rapid Assessment & Treatment clinical space for A&E from end of December – to reduce ambulance handover delays
- Ambulatory Emergency Care in place 7/7 until 10pm at Stoke Mandeville Hospital
- GP streaming 7/7 until 10pm being rolled out at Stoke Mandeville Hospital
- New acute medical model launched 5<sup>th</sup> December
- Focus on improving patient flow & management of bed occupancy levels
- On-site social care, CHC & community support

## Psychiatric Liaison support on site 24/7

### Mental Health Trust plans:

- Community crisis support
- Bed management
- Reduce Out of area placements

# Hospital to Home – Improving Discharge



## Health & social care working together to:

### **Implement earlier discharge planning**

“Bucks Home First” model and roll out of **Discharge to Assess** to support care closer to home

### **Reduce Delayed Transfers of Care**

Reduce delays by focus on medically fit & “stranded” patients across all providers, acute & community hospitals

### **Improve Support for self-funders**

Independent family support & brokerage

### **Improve Continuing Healthcare (CHC) responsiveness**

### **Enhance Health & Care Services in Care Homes**

- Airedale project rolled out to more than 25 care homes providing remote access clinical support 24/7
- Quality & Care Team (QICT) support

### **Secure Voluntary Sector support for example:**

- Home from Hospital – the Red Cross
- Support for Carers – Carers Bucks & the Carers Hub
- Stroke Association

## **Adult Social Care – Winter Assurance 2017**

### **Current Position, November 2017**

BCC ASC winter operations plan has been in place for 6 years and has been tried and tested. This has been proved to be operationally viable,. It is reviewed and updated annually.

This plan alongside with the Joint Social Care Emergency Plan highlights the key elements related to response and requirements for adult social care operations in emergency situations during the winter.

Plans that are currently in place to support resilience over the winter:

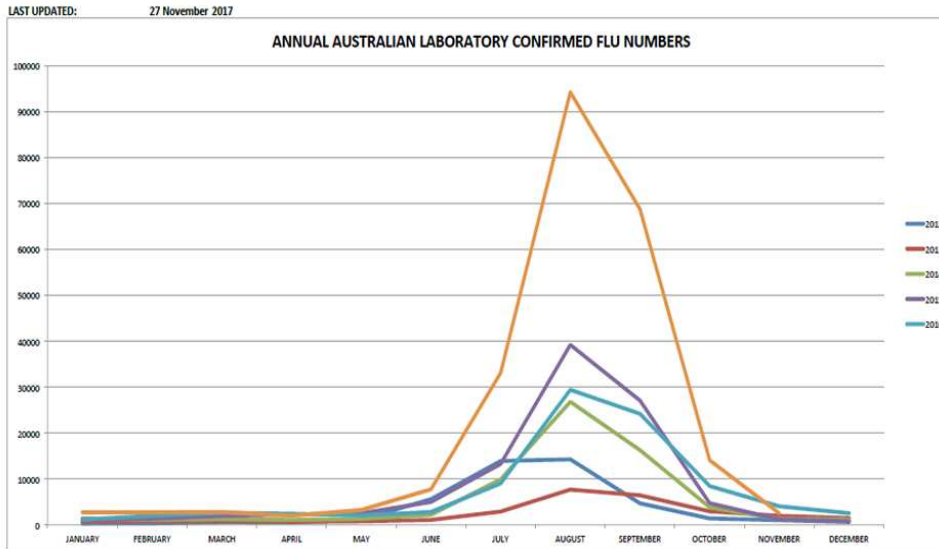
- ASC Business Continuity Plan
- Joint Social Care Emergency Plan (Adults & Children's)
- ASC Winter Plan
- BCC Strategic Winter Plan
- Joint Escalation Framework – Across Health & Adult Social Care
- NHS Cold Weather plan



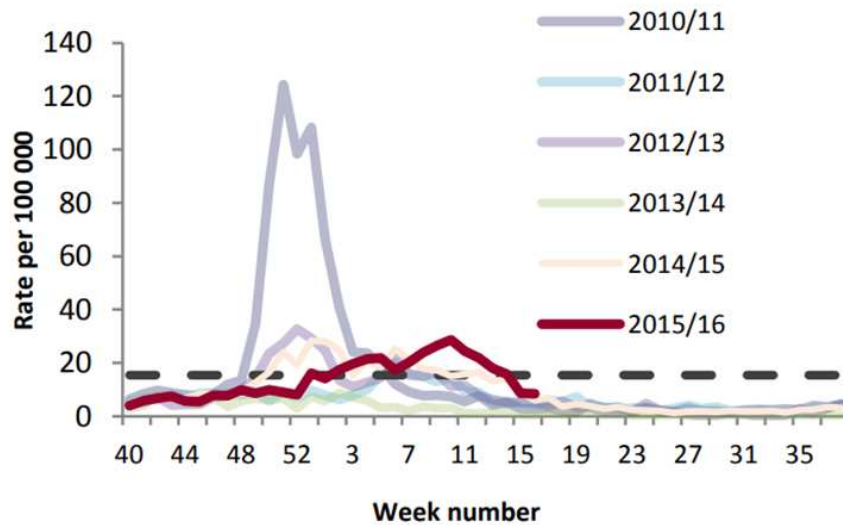
# Flu

- Cold weather increases the risk of flu and other diseases.
- Groups such as older people, very young people, and people with serious medical conditions are particularly vulnerable to the effects of the cold weather.
- At the same time, there is also a risk of health and care staff shortages due to flu, travel disruption and caring responsibilities.
- The flu season in the Southern Hemisphere (Australia , New Zealand) was worse than usual this year with many hospitals struggling to deal with demand and the NHS is anticipating similar pressures on health and social care in the UK.

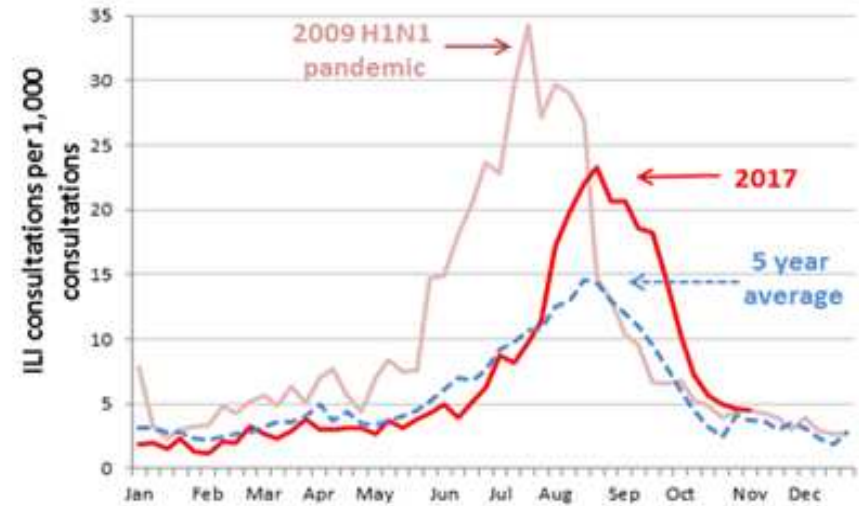
## Australia: Flu Numbers (confirmed) 2012 – 2017:Monthly



## England: Royal College General Practitioners (RCGP) ILI (Influenza-like Illnesses) consultations 2010/11 – 2015/16

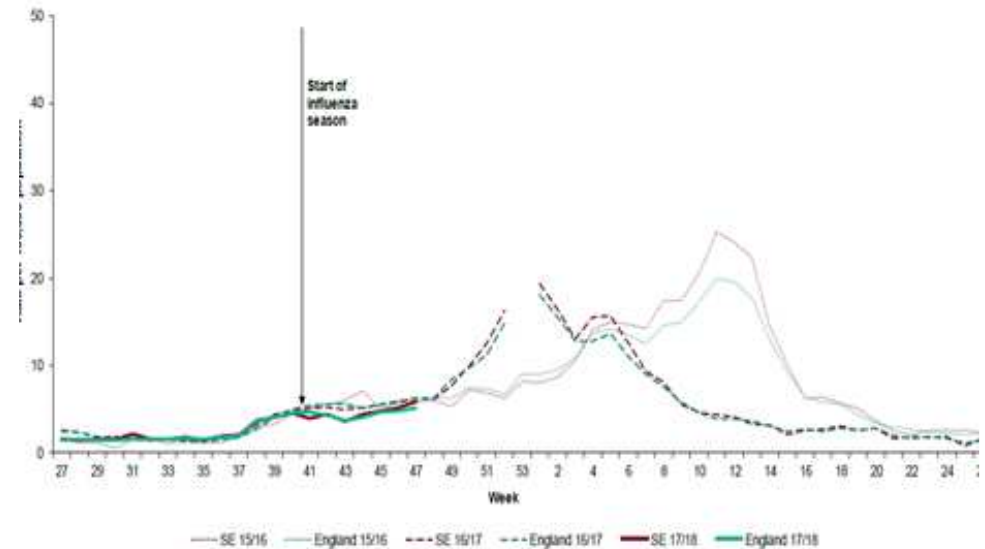


## Australia: Influenza-like Illnesses (ILI) GP presentations - rate 2009-2017



Source: ASPREN and VIDRL

## RCGP ILI consultation rates South East, England



# FLU - Comprehensive programme

Public Health, Department of Health & NHS England



Flu marketing part of the wider “**Stay Well This Winter**” campaign

- Promote vaccination amongst key target groups (the elderly, pregnant women, children, and those with long term health conditions)
- Improve awareness of the nasal spray among parents of 2–3 year olds

**Protect yourself. Protect your patients. Have a flu vaccination “**

- Flu Vaccination of Healthcare Workers in Primary Care, Trusts & CCGs
- Coordinated by Public Health, ASC have been offering funded flu vaccinations to their staff for the past 4 years, this year extended this to the whole organisation – uptake has superseded previous levels
- Multi-agency flu group & fortnightly teleconferences

**Outbreak response for care homes**

CCGs have an agreed pro-active procedure for when a localised outbreak of influenza has been identified and which meets national guidance and criteria

# System Winter Communication Plan

## Shared aims and objectives



PREVENTION	PREPARE	RESILIENCE
<p><b>Aim:</b> Change public behaviour to help PREVENT pressures on our health and social care system during the winter period.</p>	<p><b>Aim:</b> Build awareness of the work that the system is implementing to be PREPARED for the winter period.</p>	<p><b>Aim:</b> Ensure health &amp; social care partners work together to give consistent &amp; timely messaging to residents during times of system pressure and/or bad weather.</p>
<p><b>COMMUNICATIONS OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• Increase the % of people who get the flu vaccination.</li> <li>• Increase the % of elderly and frail, seeking advice from a pharmacist</li> <li>• Increase the number of people calling NHS 111 and using MIU</li> <li>• Increase % of parents/carers with young children seeking advice from a pharmacist and Health Help Now for minor ailments.</li> <li>• Encourage local resilience &amp; support for community services through “Be a Good Neighbour” campaign.</li> </ul>	<p><b>COMMUNICATIONS OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• Increase public understanding of how to stay well and how to best access health and social care services.</li> <li>• Ensure key media and stakeholders are aware of system actions to prepare for winter to ensure informed future reporting and maintain public confidence.</li> </ul>	<p><b>COMMUNICATIONS OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• All partners to use owned channels to share consistent messaging.</li> <li>• Ensure people know how and where to access support.</li> <li>• Provide important and immediate messaging to support safety and infection control</li> <li>• Help to reduce unnecessary pressure on services.</li> </ul>

**Joined-up communication reduces duplication, increases clarity and amplifies our messages**

## **KEY MESSAGES – we are prepared are you?**

**Health and social care services across have carefully planned for winter**

Plans in place to support people at risk being looked after in their own homes  
**and**

to enable people to leave hospital when they are medically fit

**To ensure we treat people in greatest need as a priority we all can help:**

- Please get a flu vaccination - We have offered more flu vaccinations than ever
- Pharmacies are great resources, staffed by healthcare professionals
- Get the medicines you need from the pharmacy before bad weather or holidays
- Please keep an eye out for elderly or infirm friends or neighbours

Check out other services like NHS111 or [www.healthhelpnow.nhs.uk](http://www.healthhelpnow.nhs.uk) for health information and advice.

**Remember to save A&E for serious and life-threatening conditions - But if it is a genuine emergency, don't delay – dial 999**

Public Health  
England

NHS

## Are you 65 or over?

Cold weather can make you more likely to catch a winter illness that could become very serious.

So if you start to feel unwell, even if it's just a cough or cold, seek advice from your pharmacist before it gets more serious.

**STAY WELL  
THIS WINTER**

nhs.uk/staywell

Sanjay Garwit, Pharmacist



# Working together to create joined-up communication across the Bucks health and social care economy

Buckinghamshire County Council  
NHS Aylesbury Vale CCG  
NHS Chiltern CCG  
Buckinghamshire Healthcare NHS Trust  
South Central Ambulance Service NHS FT  
Bucks Urgent Care  
Buckinghamshire Local Pharmaceutical Committee

# Campaigns:

HEALTH  
help NOW.



when it's less  
urgent than 999

STAY WELL  
THIS WINTER

Be a Good



Neighbour



**Just 10 days in hospital leads to the equivalent of 10 years' ageing in the muscles for people over 80.\***

We've pledged to do everything we can to keep our elderly people safer, and out of hospital, where appropriate.

**What will you do?**

**NHS Aylesbury Vale and  
NHS Chiltern Clinical  
Commissioning Groups**

**\*Functional impact of 10 days of bed rest in healthy older adults. J Gerontol A Biol Sci Med Sci.2008**

