

Health and Wellbeing Board

Urgent & Emergency Care Winter Update

March 2020



Key Priorities identified at the beginning of Winter:

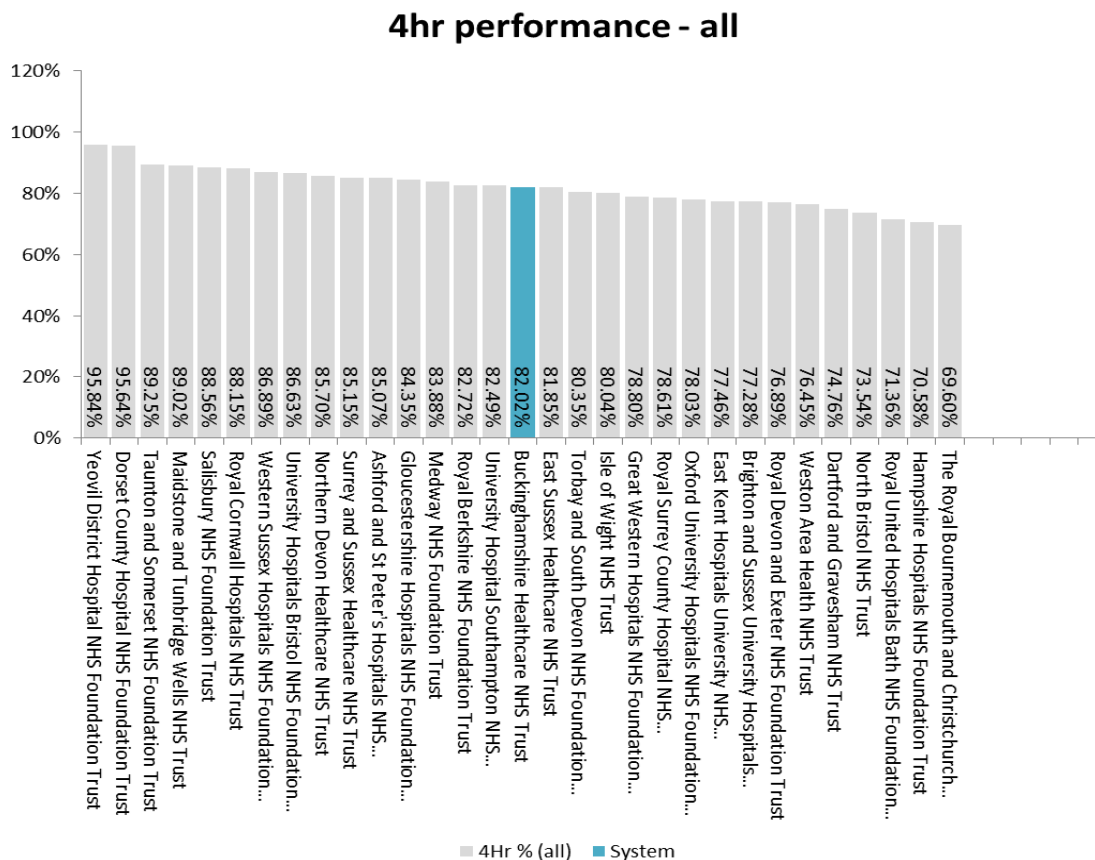
The 2019 / 20 system wide Winter plan agreed the following objectives at the start of the Winter season:

Original Winter Objectives	Description
Collaboration	To ensure structured and regular communication building on trusted system wide relationships to resolve challenges across the ICP.
Communication	Communications across the system – consistent communications to staff and patients keeping messaging simple, and avoid conflicting messages. Ensuring strong system engagement including the population and third sector to facilitate patients to remain at home safely and leave hospital when they no longer need acute care.
24/7 Working	Ensuring the system supports demand 24/7 including weekend flow and building robust services that function 7 days a week.
Escalation	Structured approach to escalation – supporting the system to be calm, consistent and equitable in escalation via OPEL reporting and to review the approaches taken to increase system bed capacity.

System Winter Update - Overview

- Challenging Winter with periods of intense pressure and multiple systems and acute organisations simultaneously reporting OPEL 4.
- NHSE funding to support winter pressures received and committed to specific schemes:

- Extending falls and frailty vehicle hours
- Additional appointments for patients out of hours appointments
- Winter ward at Wycombe hospital for additional beds
- Reablement beds to help patients in a more appropriate setting
- Non weight bearing pathway and beds
- Ad hoc funded beds to support and expedite hospital discharge.



4 hour performance for Bucks, Berks and Oxford maintained average performance (figure above February 2020)

System Winter Update - Challenges

- There were a higher number of children being admitted compared to previous years due to bronchiolitis just before the Christmas period. This was an issue raised nationally.
- Challenges to supporting discharging medically fit patients in a hospital bed resulting in additional financial support to provide more community beds across Buckinghamshire so patients could be supported outside of the hospital.
- Capacity constraints in being able to discharge patients home who are assessed in hospital as requiring a high level of social support, higher demands than previous years.
- Increased level of ambulance handover delays compared to last year, including more 60+ minutes delays, due to the volume of calls and acuity of patients.
- There were additional pressures on the need for accessing Mental Health beds.

System Winter Update – Infection Control

Norovirus:

- Norovirus was widespread across the Acute Trusts and regionally in January and February, causing an impact on bed closures and patient flow.

COVID-19 Update:

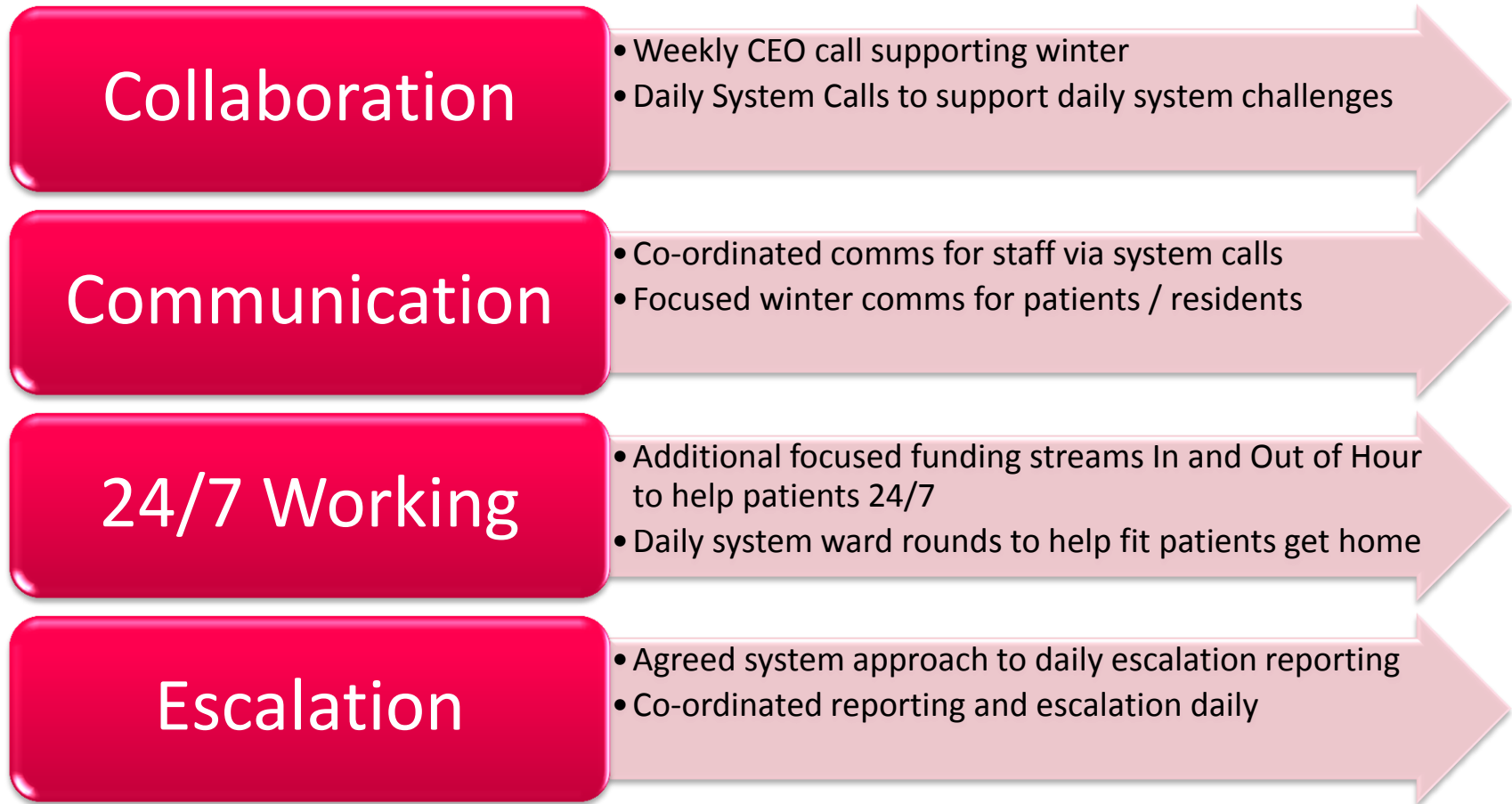
- Daily local and national calls in place to monitor the situation.
- Daily SitRep across BOB in place.
- Patient Assessment Service (PODS) now situated and working at Stoke Mandeville Hospital and Wycombe Hospital to prevent patients entering the hospital. All following 111 assessments.

Flu:

- Late delivery and availability of vaccines was challenging.
- Flu vaccination uptake improved on last years numbers vaccinated:
 - 2 to 3 year olds (48%),
 - Over 65's (72.9%)
 - High risk / Pregnant (43%).

Delivery of Key Priorities:

The diagram below highlights the priorities set before Winter and what has been achieved to support delivering on these:



Other Key System Achievements:

- ✓ **Direct Access (Silver Phone) in place for care homes and SCAS to help avoid inappropriate admissions.**
- ✓ **Paediatric hubs in place and working well with a strong stakeholder group driving change across Bucks.**
- ✓ **Falls and Frailty Vehicle supporting patients who may have fallen and need specific support across the whole winter period**
- ✓ **Strong winter engagement across health and care system with daily system calls and reporting in place.**
- ✓ **Winter Ward in Wycombe for most vulnerable patients and to support capacity.**
- ✓ **Non weight bearing pathways and beds in place for this cohort of patients.**
- ✓ **111 and 999 disposition revalidation to ED / 999 in place.**
- ✓ **Airedale project fully implemented in 37 Nursing homes**



Next Steps

- ❖ Regional Winter Wash up to help see how winter pressures were across the region and opportunity to learn from other areas (23rd April 2020)
- ❖ ICP Winter Wash up to ensure a strong action plan (30th April 2020)
- ❖ Buckinghamshire Urgent and Emergency Care Transformation Plan development and Implementation



We ask the Health and Wellbeing Board to:

- Recognise the progress undertaken to look after the population of Buckinghamshire through a challenging Winter.
- Support the next steps going forward.

THANK YOU

ANY QUESTIONS?

