

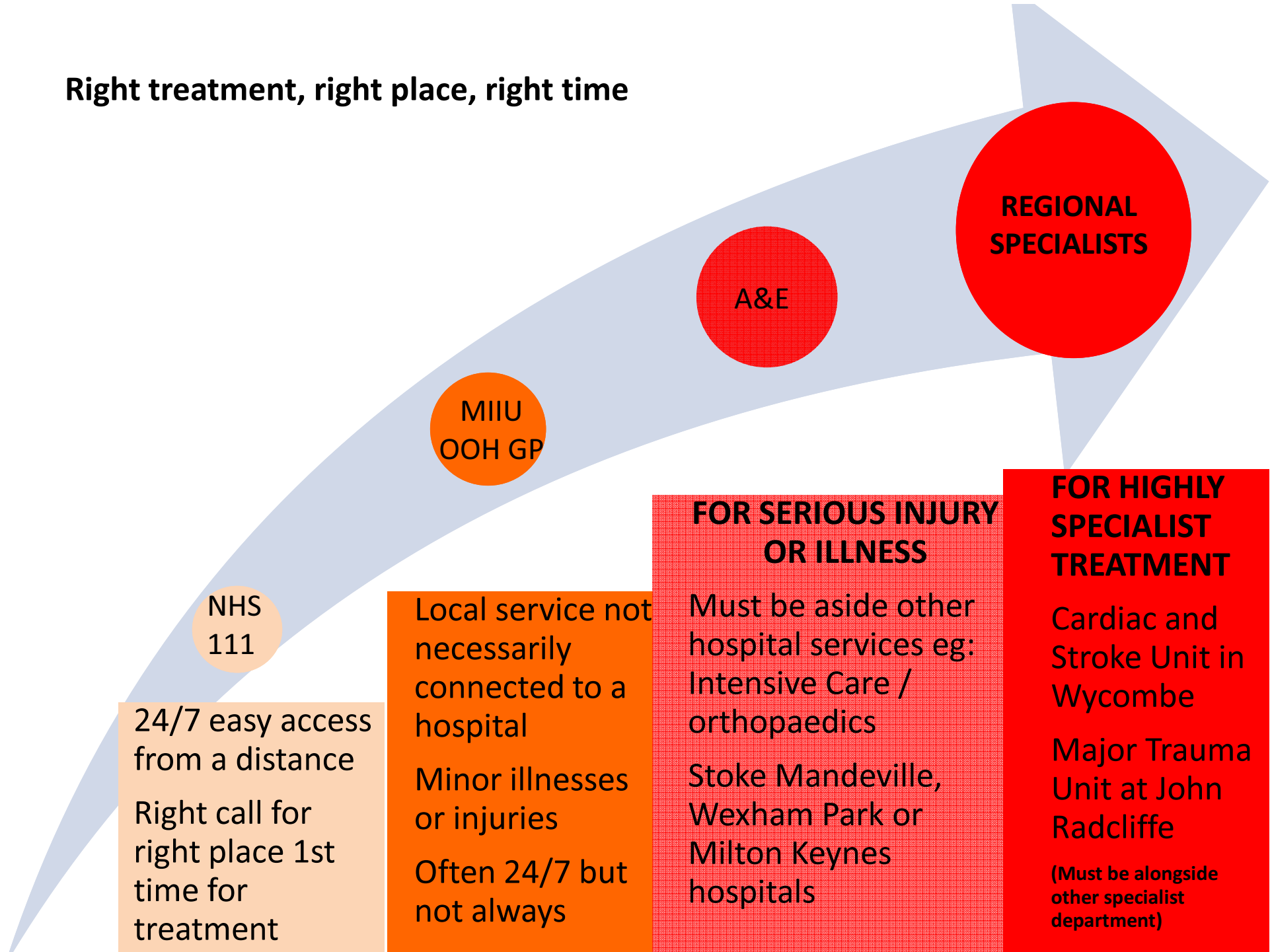


# Urgent Healthcare Review update

Wycombe District Council  
September 2015

NHS Chiltern CCG, NHS Aylesbury Vale CCG, Buckinghamshire Healthcare NHS Trust,  
South Central Ambulance Service NHS Foundation Trust, Bucks Urgent Care LLP

# Right treatment, right place, right time



NHS 111

24/7 easy access from a distance  
Right call for right place 1st time for treatment

MIU  
OOH GP

Local service not necessarily connected to a hospital  
Minor illnesses or injuries  
Often 24/7 but not always

A&E

**FOR SERIOUS INJURY OR ILLNESS**  
Must be aside other hospital services eg: Intensive Care / orthopaedics  
Stoke Mandeville, Wexham Park or Milton Keynes hospitals

**REGIONAL SPECIALISTS**

**FOR HIGHLY SPECIALIST TREATMENT**  
Cardiac and Stroke Unit in Wycombe  
Major Trauma Unit at John Radcliffe  
(Must be alongside other specialist department)

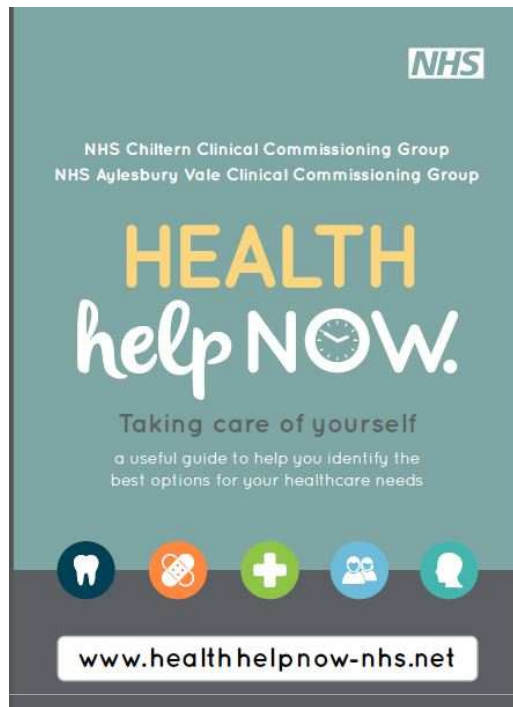


# Increasing awareness of services

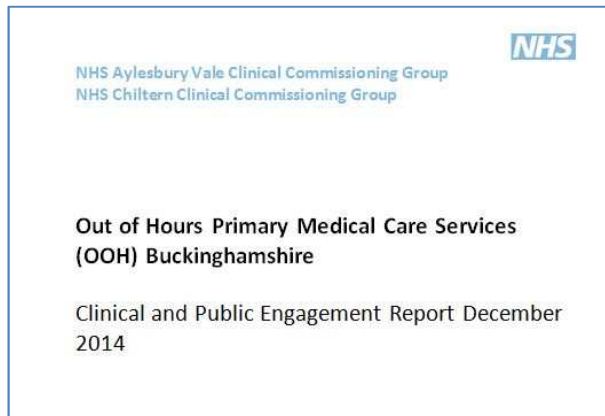
Recommendation one

## Health Help Now

- Online local directory of services
- Leaflet distributed to 300,000 households in Bucks



[www.letstalkhealthbucks.nhs.uk](http://www.letstalkhealthbucks.nhs.uk)



Out of hours engagement



Winter pressure campaign to support NHS England



Primary Care Strategy – available online

# Tell it once

Recommendations two and four

- Very few patients require transfer to A&E – a demonstration that signposting is working
- All A&E staff have access to a subset of patient's GP records
- A more efficient patient administration system, Medway is being introduced into BHT in September. This will be integrated with the current BHT system for patient's medical records. Following the implementation of Medway, the next phase of the IT strategy which include as a priority the exploration of inter-operability of electronic systems with health and social care partners

# Tell it once

Recommendations two and four

- A patient record travels with the patient if they are transferred from Wycombe Hospital to Stoke Mandeville A&E (recognised by the CQC)
- My Care Record allows instant online access for health and social care professionals to basic details like medication, allergies and existing conditions

# Tell it once

Recommendations two and four

- The Bucks Coordinated Care Record (BCCR) is an online resource to help us provide high quality end of life care for patients with long term health conditions and/or life-limiting illnesses
- BCCR also includes information about their diagnosis, key contact details of their regular carers and clinicians

# MIIU

## Recommendations five and six

- X-ray – a big success, located right next to the waiting area, feedback from patients has been extremely positive
- Refurbishment – lovely refurbished clinical rooms and new reception area
- Waiting area improvements – we now have call screens in the waiting room.
- We are now working on displaying information about BUC and OOH/MIIU on the screens so that patients are more informed as they wait. This will also communicate waiting times.

# MIIU

Recommendations three, seven and eight

- We acknowledge that we have no baby changing facilities and we are in the process of rectifying this to ensure we meet all patients/relatives needs
- We have had the reception desk redesigned –is a better height for patients when booking in and also has disabled access
- Patient information taken at MIIU already includes current medication.
- Additional information will be taken regarding meal times and special requirements including those of carers attending with patients.



# MIIU Performance

Monthly/Annual Patient volume comparison				
	MIIU - Minor Illness	MIIU - Minor Injury	Total Patient Volume	Injury %
Aug-15	1809	1219	3028	40.26%
Jul-15	1771	1451	3222	45.03%
Jun-15	1564	1473	3037	48.50%
May-15	1921	1370	3291	41.63%
Apr-15	1851	1445	3296	43.84%
Mar-15	1991	1369	3360	40.74%
Feb-15	1765	1161	2926	39.68%
Jan-15	1795	1184	2979	39.74%
Dec-14	2043	1146	3189	35.94%

Patient Satisfaction		
Month	% Satisfied	Based on sample of X pts
Dec-14	95.90%	295
Jan-15	91.10%	135
Feb-15	92.60%	459
Mar-15	94.30%	705
Apr-15	95.10%	162
May-15	96.70%	210
Jun-15	93.80%	208
Jul-15	96.70%	150
Aug-15	94.30%	194

NB Dec - Mar includes OOHs and MIIU data

# Ambulance

Recommendations seven and eight

- There is an increase in red demand

	<b>Red 1</b>	<b>Red 2</b>
Aylesbury Vale CCG	2.29%	10.20%
Chiltern CCG	4.44%	8.79%

- Community First Responder (CFR) schemes are still needed in the South Bucks area, this group of volunteers bring life-saving support to their local communities, especially in the more rural parts of the area

# Patient care and experience

## Recommendation three

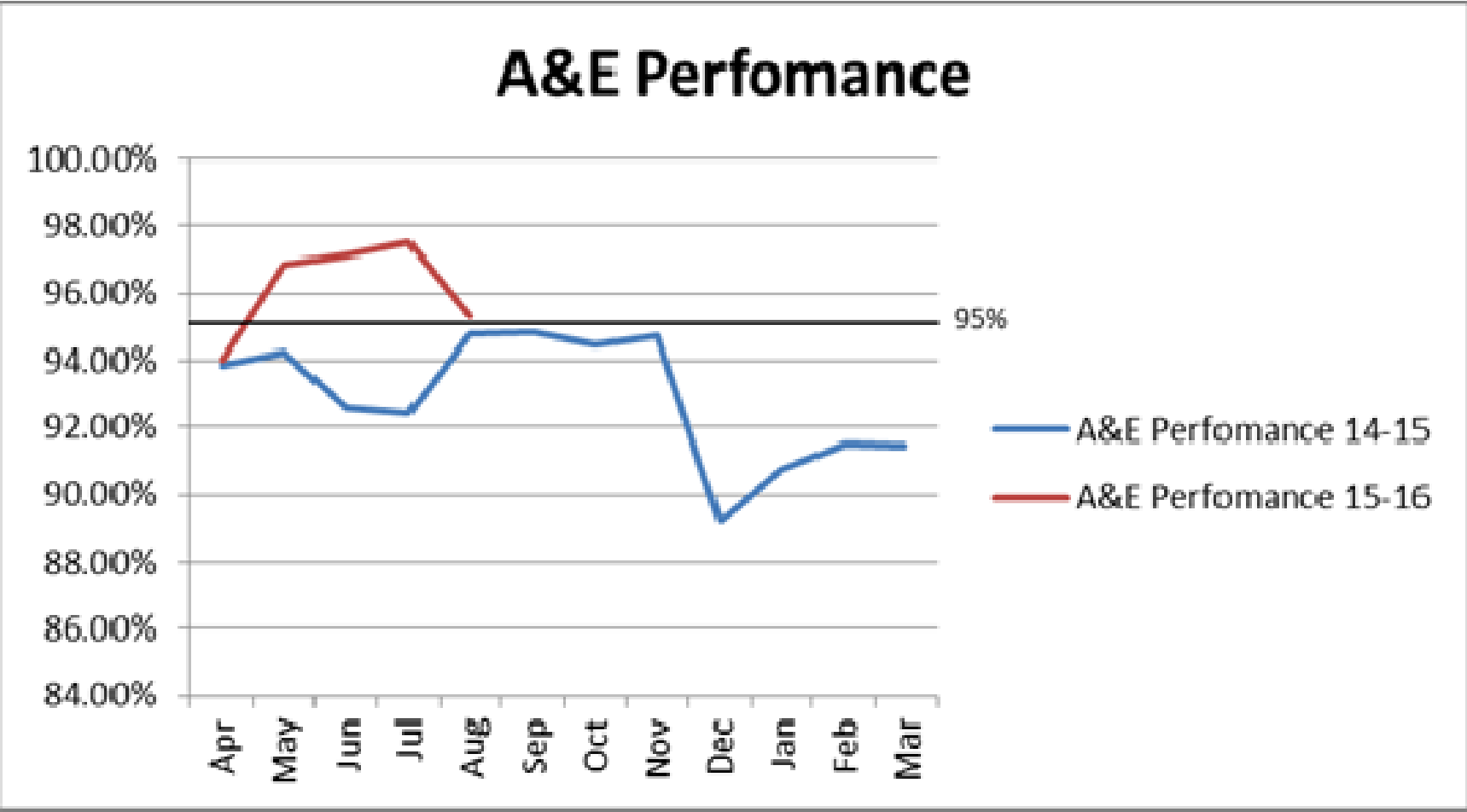
- Ambulatory care - The ambulatory care unit is seeing 200 people per month; the vast majority of whom would have gone to A&E. It will move to a 7 day service with plans for 'hot clinics' for people with specific conditions
- REACT (Rapid Emergency Assessment Community Team) - health and social care professionals who assess and support older people and those with complex needs within the emergency hub at Stoke Mandeville to avoid hospital admissions, and to support hospital discharge. The team is now seeing 300 people a month and has a 50% admission avoidance rate. It was cited as an area of outstanding practice in the latest CQC inspection
- BRAVO (**B**ucks **R**eablement & Admission **AVO**idance) - Patients receive a package of care from appropriate providers to enable them to recover faster, avoid hospital and live independently in their own homes. It operates seven days a week and the total number of referrals from April to August was 461; of which more than three quarters were for prevention of admission to hospital

# Patient care and experience

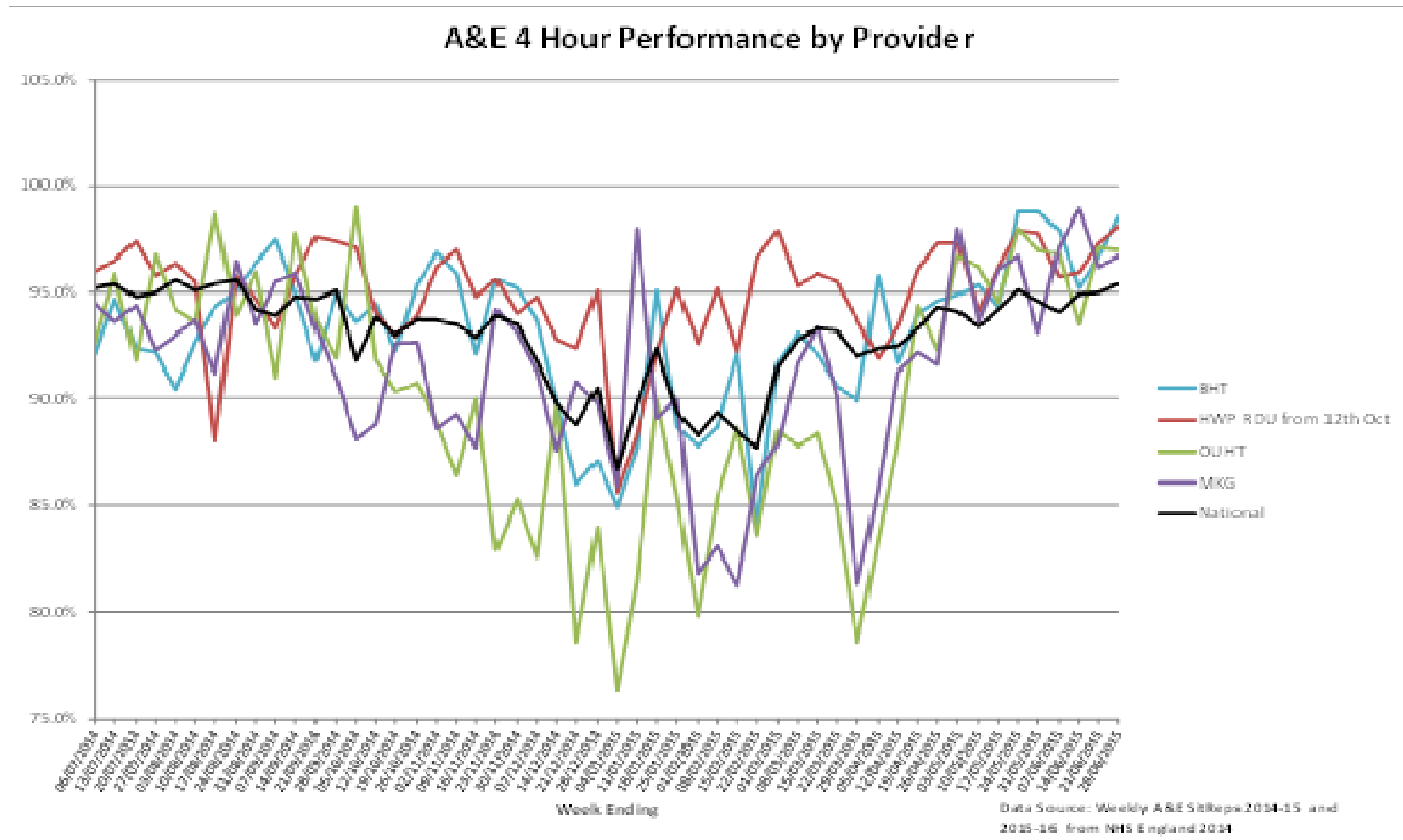
## Recommendation three

- At triage and when assessed by a clinician - patients medical details and relevant requirements are picked up and taken into consideration
- We encourage the use of the 'This is me' booklet for patients living with dementia
- Intentional rounding within A&E - ensuring hourly checks of all patients in A&E
- There are refreshment facilities available 24/7 at Stoke Mandeville for patients and relatives
- Patient information taken at MIU already includes current medication. Additional information will be taken regarding meal times and special requirements including those of carers attending with patients.

# Performance



# A&E Performance



Please note from the 12<sup>th</sup> October HWP is included with Frimley Park (provider code RUD)

# How was this achieved

- A&E has performed well against the national target of 95% of patients waiting no longer than four hours for admission or discharge, with an average of around 96% from April- July
- The A&E department was commended by the Care Quality Commission for the progress it had made since inspectors had last visited the department a year ago
- The level of senior presence has been increased to seven days a week. This includes the recent recruitment of four new A&E consultants
- The trust has invested £126k on new equipment in the A&E department

# A&E Performance

- The majority of patients are triaged within the national standard time of 15 minutes and treated within 70 minutes (similar to the national standard of 60 minutes).
- The trust has invested £126k on new equipment in the A&E department.
- Plans are underway to redesign the entrance area to A&E to help make the patient journey through the department a better experience and more efficient. This will include, for example, designs to improve ambulance handover times.



# A&E patient feedback

- The Trust has received more than 5800 responses through the Friends and Family Test from patients who have visited A&E in the past year. Approval rating was between 96-98% for the year.
- Of the 350 responses received in July, only 3 said they were unlikely to recommend A&E
- Comments included:
  - *“In an emergency there is no hesitation in recommending A&E” (June 2015)*
  - *“The service was excellent. The staff were thorough, caring and pleasant. It was first class.”*
  - *“Quick response, careful and kind, help when you need it.”*