

Buckinghamshire Health and Wellbeing Board

Winter Planning 2020 / 21

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Summary

The Winter plan this year has been developed alongside the Covid Second Surge Plan and Flu Plan, recognising the additional pressures within the Buckinghamshire System, as we are entering into winter whilst remaining in the COVID Pandemic.

Buckinghamshire have initiated the Recovery Programme as an opportunity to undertake a wider Transformation Programme for all Urgent and Emergency Care Services. The winter surge and flu plans have been developed within the context of this wider plan.

This presentation will highlight the plans, strategy and objectives that will help support the Buckinghamshire system and population around Winter 20/21 and an update on the government Adult Social Care Covid-19 Winter Plan.

Buckinghamshire Context

The Winter Plan 2020 / 21 is part of the wider Buckinghamshire Urgent and Emergency Care Recovery and Transformation Programme which aims to deliver three key objectives:

Respond

- Respond to the ongoing Covid-19 crisis for our Urgent and Emergency Care services in a way that is safe for patients and staff.

Recover

- Restarting those Urgent and Emergency Care activities that may have been paused or scaled back in response to the pandemic and returning to previous performance levels.

Renew

- Taking this as an opportunity to embed and introduce transformation in response to the pandemic that will help improve quality and sustainability in the long term in line with the NHS Long Term Plan.

Urgent and Emergency Care Recovery and Transformation

The Winter Plan for this year is an integral part of our wider Recovery and Transformation Programme broken down by six key workstreams:

Workstream	Aims
Pre-Hospital	This workstream is to ensure patients receive the right care in the right setting this work stream focuses on the urgent and emergency health care outside of an acute setting.
Front Door	This work stream is about reconfiguring urgent and emergency care access into the hospital to ensure the patient sees the right clinician at the right time.
Ambulation and Acute	This work stream is about creating / cohorting services for patients that require same day emergency care that can be treated within 24 hours rather than having to be admitted into a hospital ward.
Post-Acute	This work stream is to help improve our internal processes throughout the hospital to ensure the patient flow is maintained and optimal healthcare is delivered.
Get Me Home	This workstream will enable patients to be discharged from an acute setting in the most appropriate timeframe, safely and to the setting best suited to their health and social care needs.
Anticipate Not React	This work stream focuses on ensuring the whole health and social care system is able to react to any situation it may face in a controlled and effective manner to ensure staff, resources and patients remain safe. This incorporates system wide frameworks and processes to manage periods of high demand as proactively as possible. WINTER PLAN RESIDES WITHIN THIS WORKSTREAM

Winter Delivery Plan 2020/21

The Buckinghamshire Winter Delivery Plan is an iterative plan to support the Buckinghamshire System across Winter 2020/21.

The Buckinghamshire system's winter approach will be governed by the following **five** principles:

- **Patient Outcomes** – Delivering safe and effective care for all patients receiving care from the Buckinghamshire system.
- **Prevention - Infection Control:** build on COVID-19 lessons regarding PPE / Handwashing etc, Flu Planning etc.
- **Avoiding Attendances** - Attendances at A&E should be avoided where possible and clinically justified. The provision of suitable and safe alternatives to hospital attendance must be utilised or enhanced.
- **Avoiding Admissions** - The use of various streaming, Same Day Emergency Care (SDEC) and pathway initiatives to both alleviate A&E use and avoid unnecessary admissions will be vital to patient flow
- **Rapid Discharge** - Delays to discharges from hospital must be minimised

All parts of the system adhere to these principles and to the actions set out in the action tracker. The plan also recognises that all individual providers may have their own plans in place.

Key Actions for Winter 2020/21

The Winter plan has a number of key priorities for the Buckinghamshire ICP system this winter. A sample of these priorities that the Buckinghamshire System are committed to this winter are:

- Think 111 First
- Discharge Guidance
- Paediatric Pathways
- Increase uptake of Flu vaccinations
- Covid Second Surge Plan

Think 111 First

Think 111 First is the national ask to enable, where clinically assessed as appropriate, to directly book from NHS 111 into appointment slots into the Emergency Department at Stoke Mandeville Hospital where available.

Buckinghamshire will be going live with this model with effect from 12th October 2020. The pathway to ensure this is successful in Buckinghamshire is as follows:

- *We will increase 111 call handler capacity*
- *We will increase Clinical Assessment capacity to help ensure only the right patients are sent to the Emergency Department*
- *We will start with a small number of appointments to test the model with patients and ED staff properly*

A Quality Impact Assessment has been completed and approved to ensure this service is safe for our population.

Discharge Guidance:

Ensuring timely and safe discharge from the hospital setting into their own place of residence will be a critical element for patients during this winter period.

Key actions for this winter period to help facilitate discharge will be:

- Involving patient and their families/carers in all elements of their discharge planning
- Everyone involved in a patients care should co-ordinate and focus on a home first principle ensuring the first option to patients is their own place of residence where clinically safe and appropriate
- Development of rehabilitation and reablement capacity to support home first and the best outcomes for patients
- Ensure discharge to assess capacity responds to the demands within the Buckinghamshire system, including the ability to discharge COVID positive patients from acute hospital care when it is clinically appropriate to do so.

Paediatric Pathways

Last winter there was a high volume of children presenting in all urgent and emergency care settings with fever. This winter, in light of the Pandemic, there will be an increased focus on the Paediatric Pathways in both Primary and Secondary Care.

- Early joint Communications Strategy across Acute, Secondary and Social Care focusing on paediatric care .
- Fever, Bronchiolitis, asthma and wheeze leaflets circulated
- Opportunity for focused health care via Fedbucks through hot hubs in the community

Increase uptake of Flu vaccinations

Buckinghamshire Flu Plan details immunisation plan for Buckinghamshire residents during flu season as part of winter contingency aiming to protect those at risk, prevent ill-health and minimize further impact on the NHS and social care.

A Buckinghamshire Project Team has been established and working in partnership with our BOB colleagues (*Buckinghamshire, Oxfordshire and Berkshire West*) we have a comprehensive system wide flu plan in place. The Flu Project team meet fortnightly to ensure delivery of key tasks.

Eligible groups	Uptake ambition
Aged 65 years and over	At least 75%
In clinical at risk group	At least 75%
Pregnant women	At least 75%
Children aged 2 and 3 year old	At least 75%
All primary school aged children and school year 7 in secondary school	At least 75%
Frontline health and social care workers	100% offer

Key Flu Actions

- Robust delivery plan in place to deliver flu vaccination programme to identified at risk groups. Close partnership working to ensure delivery to key vulnerable groups such as housebound and care home patients
- All planned flu vaccinations are to be delivered inline with COVID safe practices
- Particular focus on how we increase vaccination rates in groups with historically low levels of uptake. For example pregnant women, under 65s at risk groups, BAME communities and 2/3 year olds.
- Targeted Communications plan with specific emphasis on how to reach these groups

2019/20 Flu Uptake and 2020/21 Target

The below table shows the flu vaccination uptake for Buckinghamshire for 19/20 and the number of extra vaccinations need for all cohorts for 2020/21 to reach the national target of 75%.

Cohort	Register Size	2019/20 Uptake (%)	Number Vaccinated	Number More Needed to Reach Target	Remaining unvaccinated after target met	Assumed Target %
Over 65s	106380	72.54	77166	2619	26595	75
At Risk	63513	43.79	27812	19823	15878	75
2 & 3 year olds	13414	48.76	6540	3521	3354	75
Pregnant Women	6288	43.43	2731	1985	1572	75
Carers	5628	43.43	2444	1777	1407	75
50-64 year olds	115353	unknown	unknown	unknown	unknown	
At Risk Cohorts						
Chronic Respiratory Disease	26426	48.35	12777	7043	6607	75
Diabetes	12413	58.89	7310	2000	3103	75
Chronic Heart Disease	9177	37.71	3461	3422	2294	75
Chronic Neurological Disease	7661	41.44	3175	2571	1915	75
Chronic Liver Disease	5021	33.96	1705	2061	1255	75
Immunosuppression	3449	44.36	1530	1057	862	75
Asplenia	3723	30.89	1150	1642	931	75
Chronic Kidney Disease	2515	48.91	1230	656	629	75

Covid Second Surge Plan

Buckinghamshire System has a detailed Covid Second Surge plan to ensure that we are able to respond effectively to second COVID surge. The system surge plan is supported by detailed organisational surge plans.

Key elements Buckinghamshire Second Surge Plan are as follows:

- Setting up of incident control centre
- Hot hubs to support the assessment of and treatment of suspected COVID patients, avoiding A&E attendance
- Coordinated system support for care homes, including a visiting service, local testing teams and access to remote assessment and support
- Additional capacity to support rapid discharge
- A potential Emergency Social Care and Respite Centre to facilitate discharge to assess clients where care market capacity is unavailable
- Access to provision of additional Personal Protective Equipment (PPE) training and supplies
- Additional support for vulnerable population groups to ensure safety and hospital admissions
- Resilient arrangements are in place to support safe transfer of COVID-19 positive patients to designated facilities 24/7
- Staffing contingency plans and consideration of staffing redeployment as necessary
- Enhance Mental Health Support and pathways to support admission avoidance

Adult Social Care: Covid-19 winter plan 2020 to 2021

A new adult social care winter plan was published by the government on 18 September to curb the spread of coronavirus infections in care settings throughout the winter months, including free PPE and £546 million Infection Control Fund

As part of the plan:

- people receiving adult social care and care workers will receive free PPE
- a new dashboard will monitor care home infections and help local government and providers respond quicker
- a Chief Nurse for Adult Social Care will be appointed to represent social care nurses and provide clinical leadership to the workforce

Local providers must restrict all but essential movement of staff between settings to reduce transmission. The plan sets out a strengthening of monitoring and regulation by local authorities and the Care Quality Commission (CQC), including asking them to take strong action where improvement is required or staff movement is not being restricted.

The winter plan will be supported by the publishing of the Adult Social Care COVID-19 Support Taskforce report highlighting the effectiveness of the fund and the [care home support package](#).

Winter Communications

The Communications Strategy aims to support Winter Plans in Buckinghamshire ensuring our residents and staff know their role in keeping well, alternatives to A&E and how they can avoid being admitted to hospital.

Key points are as follows:

- To better inform and educate the media and residents how the NHS and councils are prepared for winter
- To encourage residents to self-care wherever possible and reduce unnecessary admissions in A&E
- To ensure residents know about all available NHS services, signposting and encouraging them to choose the most appropriate place dependent on their need
- To ensure consistency of messages used by staff with patients to support home first
- To increase the number of people getting their flu vaccinations – across all cohorts, including staff
- To support and promote the launch of 111 First

Below is a link to the ICP Winter Pages where anybody can get information on getting ready for Winter
<https://www.yourcommunityyourcare.org.uk/ready-for-winter/>

We ask the Health and Wellbeing Board to support our commitment to:

- Ensuring the safety of our patients during the Winter Period and during the Covid Pandemic
- Supporting our staff
- Working together as a Buckinghamshire System to provide the best care in the right setting for our population
- Engaging and communicating with our population and key stakeholders in a timely, supportive and safe way