

# Health & Wellbeing Board

## Buckinghamshire

### Buckinghamshire Health and Social Care System Winter Plan

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**Report Sponsor:** Raghuv Bhasin, Chief Operating Officer, Buckinghamshire Healthcare NHS Trust

**Consideration:**       Information       Discussion  
                                   Decision       Endorsement

Please indicate to which priority in the Joint Local Health and Wellbeing Strategy, [Happier, Healthier Lives Strategy \(2022-2025\)](#) your report links to.

Start Well	Live Well	Age Well
<input type="checkbox"/> Improving outcomes during maternity and early years	<input type="checkbox"/> Reducing the rates of cardiovascular disease	<input type="checkbox"/> Improving places and helping communities to support healthy ageing
<input type="checkbox"/> Improving mental health support for children and young people	<input type="checkbox"/> Improving mental health support for adults particularly for those at greater risk of poor mental health	<input type="checkbox"/> Improving mental health support for older people and reducing feelings of social isolation
<input type="checkbox"/> Reducing the prevalence of obesity in children and young people	<input type="checkbox"/> Reducing the prevalence of obesity in adults	<input type="checkbox"/> Increasing the physical activity of older people

### None of the above? Please clarify below:

The winter plan covers the whole population of Buckinghamshire, including all ages and all conditions, based on anticipated demands on each Urgent and Emergency Care Service. Ability to access emergency care can have an impact on both physical and mental health and wellbeing. The principles in the plan will support the health and wellbeing strategy priorities above, keeping the population of Buckinghamshire healthy.

Start Well

Live Well

Age Well

### 1. Purpose of report

The Buckinghamshire System Winter Plan is a Health and Social Care plan to help partners manage the anticipated increase in pressures in urgent and emergency care.

Throughout this plan, the term 'winter' refers to the period Monday 3rd October 2022 to Friday 31st March 2023.

The purpose of this report is to highlight the progress of the Buckinghamshire System Winter Plan and issues relating to its progress.

### 2. Recommendations to the Health and Wellbeing Board

1. The Health and Wellbeing Board are asked to note the effectiveness of the System Winter Plan, issues identified in this report and to note the positive impact to date.

### 3. Content of report

#### Background

The **aims** of the Buckinghamshire System Winter Plan, based on learning from 2021/22, are to ensure our Health and Social Care Providers agree to support and deliver the following:

- The Bucks Health and Social Care System will aim to be **resilient and supportive** throughout the winter period, providing safe, effective, and sustainable care for the local Buckinghamshire population
- The Bucks Health and Social Care System will aim to have sufficient **capacity** available, including flexibility across the workforce where staff may need to help where there is demand, to help meet likely demands over winter and potential surges in Covid-19 or other anticipated challenges
- The Bucks Health and Social Care System will aim to deliver **safe** and high-quality **care** for patients/clients in the most appropriate health and care setting, such as home, hospital or a GP surgery
- The Bucks Health and Social Care System will aim to **achieve** national and local access targets such as ambulance handovers and ED times and planned trajectories across the wider system
- The Bucks Health and Social Care System will continue to learn from previous winters locally and from **other systems** and ensure we adopt **Best Practice** where possible across Buckinghamshire
- The Bucks Health and Social Care System will aim to promote **prevention** and supports self-care for staff and patients / clients, so patients have the support to help look after themselves at home.

The Buckinghamshire System Winter Plan consists of **10** key areas across the Health and Social Care System. These are highlighted in the diagram below.

System partner has contributed to this plan and are committed to delivering and supporting the challenges expected through the winter period.

It should be recognised that our partners may have their own detailed local winter plans in place, such as Buckinghamshire Council and Buckinghamshire NHS Trust will have in place their own winter plans specific to their services.



The 10 areas of focus have their own separate priority plans to help alleviate the pressures across winter.

A selection of the key actions and successes to help alleviate pressures are listed below to ensure we can:

1. Keep patients safe in their own home during winter
2. Keep patients safe when in hospital
3. Getting patients safely home from hospital

### Successes

3.1 Additional funding to assist in the increase in additional demand and capacity over the winter period.

Five schemes are in place to help increase capacity bed capacity across Buckinghamshire, see appendix 1 for further details of these schemes.

### 3.2 Fully operational Urgent Treatment Centre Pathway at Stoke Mandeville Hospital



Urgent Treatment Centre Pathway at Stoke Mandeville Hospital enables patients who self-present to be clinically streamed into a pathway where they will be seen and treated for primary care and minor injury / illness presentations. This service runs from 8am to 8pm 7 days a week. Improvements are being made over the coming weeks with the aim to extend the hours of operation if possible.

### 3.3 Same Day Emergency Care (SDEC) to take patients direct from GP practices

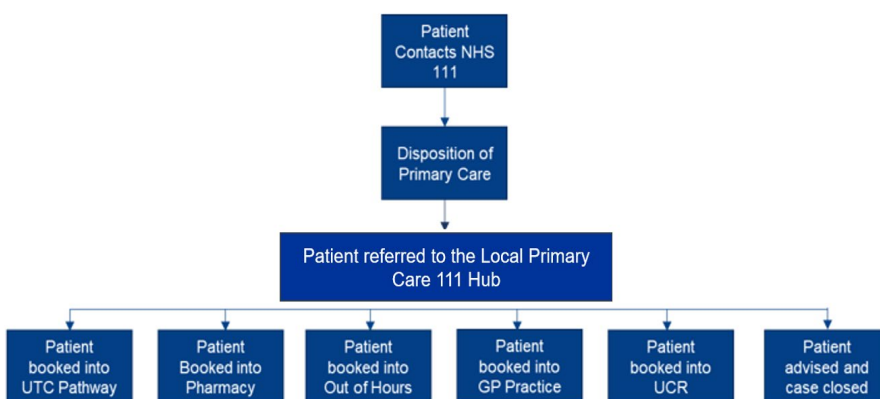
Buckinghamshire NHS Trust have been working closely with our GP practices to enable direct referrals for patients from their GP to the Same Day Emergency Care service. This means patients can present directly to this service and not have to wait in the Emergency Dept or elsewhere in the hospital. The aim is for the patient to be treated and sent home without the need to be admitted. They can be in the SDEC service for up to 23 hours if this is necessary.

### 3.4 Virtual Wards

Across Buckinghamshire we are establishing 50 virtual ward beds to help manage and maintain patients in their own home. The beds help ensure patients can stay in their own home and be able to have acute physician care without having to be admitted to the hospital. There are currently 50 beds operational.

### 3.5 Primary Care 111 Hub

Buckinghamshire have been working with GP practices to help reduce demand from 111. We have set up a Clinical Assessment Service Hub where all calls from 111 that have resulted in a Primary Care disposition (as in contact or speak to a GP) will be sent to the hub where a clinical team will triage the patient. The pathway below highlights the potential flow of care for the patient:



As of 30<sup>th</sup> November, we have 7 practices live with this new pathway with a roll-out plan for other practices. This is optional and we are actively working with practices to encourage moving to this pathway. We will be continuously evaluating this service.

### 3.6 Adult Social Care

We are working with our Care Homes and Domiciliary Care providers to ensure flexibility to facilitate weekend admission. This is ongoing across the Winter period.

We have 7-day social work staff in place seven days a week and also supporting the hospitals, including Wexham Park to ensure we can match our resources with demand across winter.

### 3.7 Flu and Covid Vaccinations

The uptake of Covid and Flu vaccinations continues to slowly increase. Comms continues across Buckinghamshire.

### 3.8 Winter Communications

Buckinghamshire System partners continue to communicate services that are available to our population. There is a growing emphasis on contacting 111 and during winter we will be aligning to the national campaign to use 111 online. The key messaging includes:

Through [111.nhs.uk](https://111.nhs.uk) people can:

- find out how to get the right healthcare in their area, including whether they need to see a GP or seek urgent care
- get advice on self-care
- get a call back from a nurse, doctor, or other trained health professional if they need it.

People should call 111 to speak to someone if they need to:

- Discuss complex medical problems
- Get medical advice for a child under five.

## 4. Next steps and review

We will continue to monitor progress and challenges throughout the winter months. The system wide overview remains within the Buckinghamshire Urgent and Emergency Care Board, chaired by Raghuv Bhasin, Chief Operating Officer of Buckinghamshire NHS Trust, with senior membership from all Urgent and Emergency Care health and social care providers across Buckinghamshire.

The actions and progress through winter will be a continuous and iterative process. Where required there are daily escalation meetings across the wider system. We also work with our Buckinghamshire, Oxfordshire, and Berkshire West Integrated Care Board (BOB Integrated Care Board) Health colleagues daily for wider support if needed.

The following challenges remain during this winter period:

- Continuing the roll-out of the winter plan
- Resources to cover the whole system UEC services

- Nursing strikes
- GP Practice engagement to move to 111 Hub
- Respiratory Syncytial Virus (RSV in Children) / Covid / Flu
- Vaccination uptake

## 5. Background papers

For further information in appendix 2 - Buckinghamshire Health and Social Care System Winter Plan, summarises the plan signed off by:

- Buckinghamshire Health and Social Care Select Committee
- Buckinghamshire Urgent and Emergency Care Board
- Buckinghamshire, Oxfordshire and Berkshire West Urgent and Emergency Care Board

The Winter Plan has been developed in partnership with all Urgent and Emergency Care providers across Buckinghamshire.

## Appendix 1

Additional funding to assist in the increase in additional demand and capacity over the winter period. schemes are in place to help increase capacity bed capacity across Buckinghamshire:

- **Olympic Lodge** – we have 22 additional beds clinically managed who are discharged from the Acute Trust but not able to go home yet. This has been running since October and will continue until the end of March.
- **Community Beds** – this includes opening and staffing 8 beds in Amersham and Buckingham community hospitals. Provides step-down capacity for medically optimised patients and also patients to receive therapies in a less acute setting closer to home.
- **Dom Care Bridge Team** – This is a dedicated care team to help bridge patients’ packages of care so that they can get home quicker when medically optimised for discharge. Provides additional capacity in challenged Dom Care market using employment capacity of the Trust. May be particularly targeted at hot spots where domiciliary care is hardest to obtain. This will support the HomeLink Healthcare Scheme.
- **Wrap Around Care Scheme** –
  - o Six-month pilot with provider Sodexo to reduce unnecessary hospital readmissions by providing wrap around care for patients at high risk of readmission. This will improve patient outcomes, patients and professional experience whilst reducing health inequalities and saving hospital bed capacity.
  - o Pilot services of HomeLink Healthcare to support the transition from hospital to home-based care by stopping people being admitted to hospital and enabling others to come home more quickly. Providing expert nursing and therapeutic care in the home, to complement and enhance existing hospital-based patient services. HomeLink Healthcare is successfully operating in other systems.
- **Frailty at Front Door** - Develop and strengthen an existing small frailty front door team, by introducing two frailty GPs, as well as a community pharmacist, and four additional therapy/nursing staff with focus on admission avoidance for older people who require a holistic assessment and personalised care plan and maximise the use of the Frailty SDEC pathway. The frailty GPs will link in with the Urgent Care Response team to support the co-ordination of care with interventions and support to promote independence.