



SLOUGH

Winter Plans 19/20

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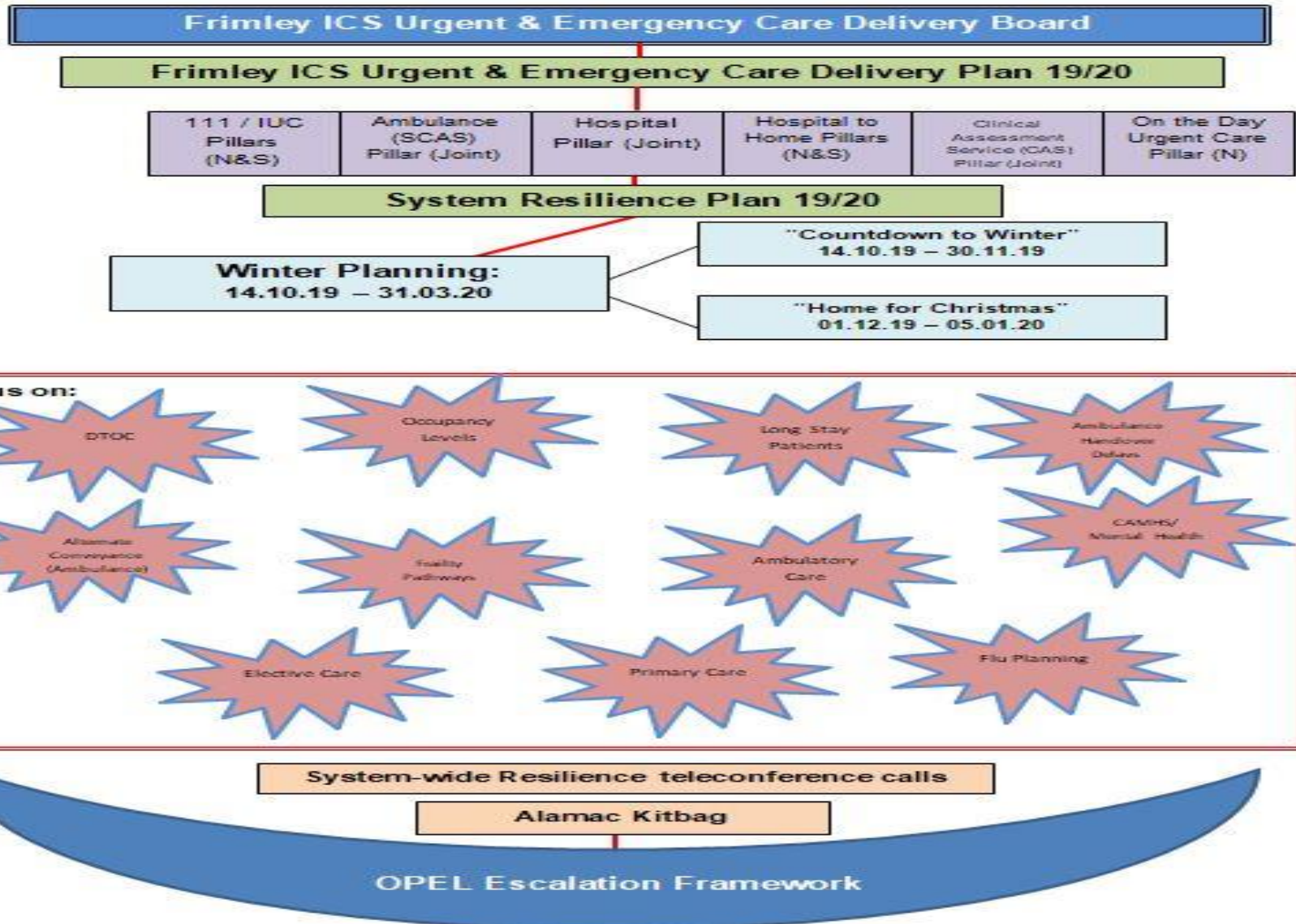


Key Objectives

- To ensure that the Frimley Health integrated health and care system:
 - Is **RESILIENT** throughout the Winter period - providing safe, effective and sustainable care for the local population
 - Has sufficient **CAPACITY** available to meet likely demands over Winter
 - Is able to deliver quality **CARE** for patients in the most appropriate setting
 - Is able to **ACHIEVE** national and local access targets and trajectories across the system
 - Is compliant with Winter planning, national guidance and also includes the **PILLARS OF URGENT & EMERGENCY CARE**
 - Has learnt from previous Winters locally and from other systems and applied **BEST PRACTICE** to service delivery to ensure safe and effective patient flow
 - Promotes **PREVENTION** and supports **SELF-CARE** – encouraging residents to prepare for Winter and cold weather
 - To raise **AWARENESS** amongst the public of the most suitable place to go for different levels of care
 - Is aligned with **EU EXIT** arrangements and reporting, as necessary



System Planning & Resilience





Supporting the Delivery of Elective and Emergency Care – Our Focus

Areas of focus:
• Trust Demand and Capacity Plans
• Flexibility of Clinical Workforce
• Reducing the number of long-stay patients in Hospital
• Reduce the number of beds occupied by long-stay patients by 25%
• Agree enhanced Winter support from local Social Services
• Community Providers bed base
• Triaging patients away from the A&E Department and admitted pathways
• Minimise Ambulance Handover delays
• Healthcare worker & eligible patients flu vaccination
• Primary Care & GP Out of Hours
• Mental Health – ensuring services can respond quickly and comprehensively



Learnings from 2018/19

- System Partners are keen to build on Winter schemes and pilots implemented in 2018/19, embedding them as business as usual. In particular, it has been identified that where recruitment is required in any future schemes, this must be started early and if necessary, at risk.
- All System Partners were in agreement that Winter Planning is now almost business as usual and should in fact be a matter of seasonal planning. It is acknowledged that the Frimley System will still need to demonstrate that Winter and Escalation Plans are embedded and functional, utilising additional schemes and funding astutely.
- There are a number of individual recommendations and lessons identified from the Frimley ICS Urgent and Emergency Care Delivery Board – Winter Review meeting held on 16th May 2019. These recommendations and lessons were considered when developing the 2019/20 Winter Plan (**see next slide**):

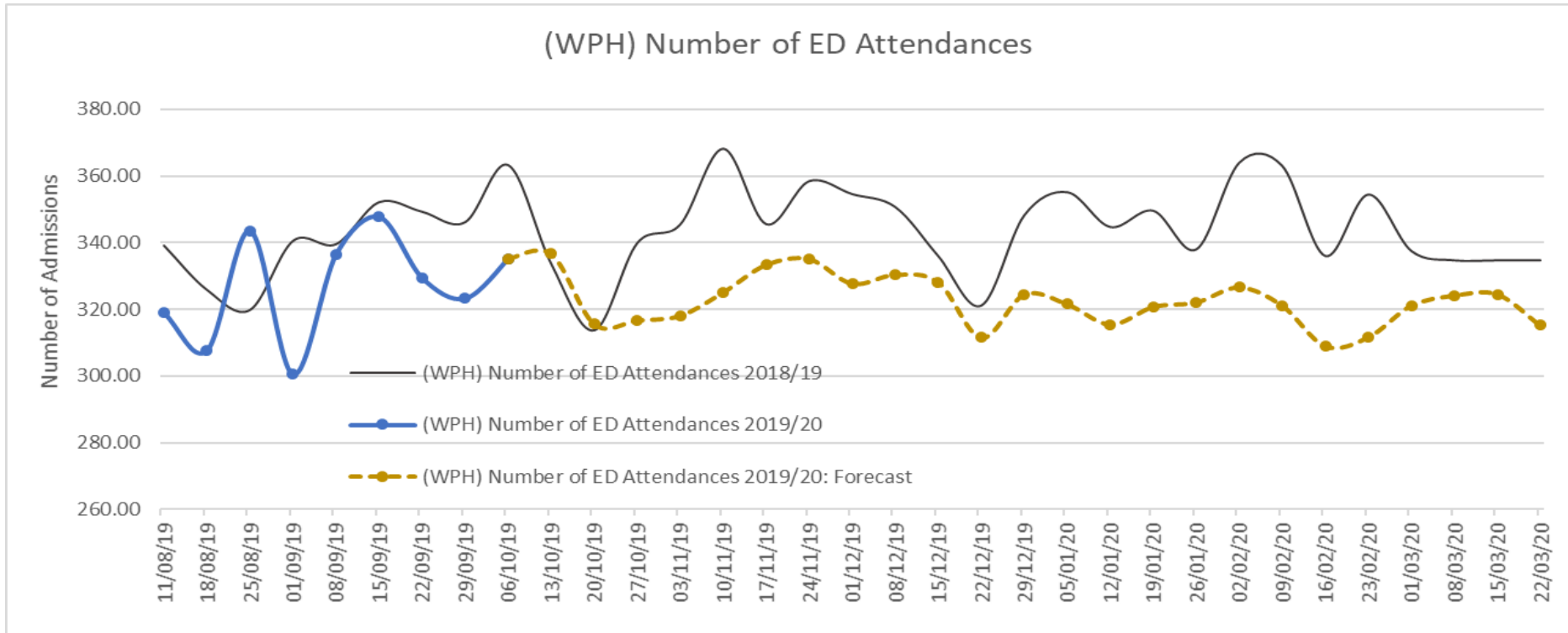


Learnings from 2018/19

- Review and provide robust assurance over staff annual leave planning for all organisations across the System
- Improve Public Communication Plan throughout Winter 2019/20 – right care, right place, right time – including access to 111 services
- Promotion of 111 services (online & telephone) within ED's and GP surgeries
- Review 7 day and weekend working across the Frimley System
- Focus Group to explore and improve Non-Emergency Ambulance Patient Transport (including at weekends)
- Improve Brokerage Team(s) response
- 7-day Care Home admissions, including Bank Holiday's
- Children's Urgent Care – paediatric pathways to be reviewed and plans for how the community will support
- MiDoS implementation – planning for pre-Christmas
- Winter Table-Top Exercise – to test System planning (scheduled for November 2019)



Wexham Park Hospital – ED Forecasting (Attendances)

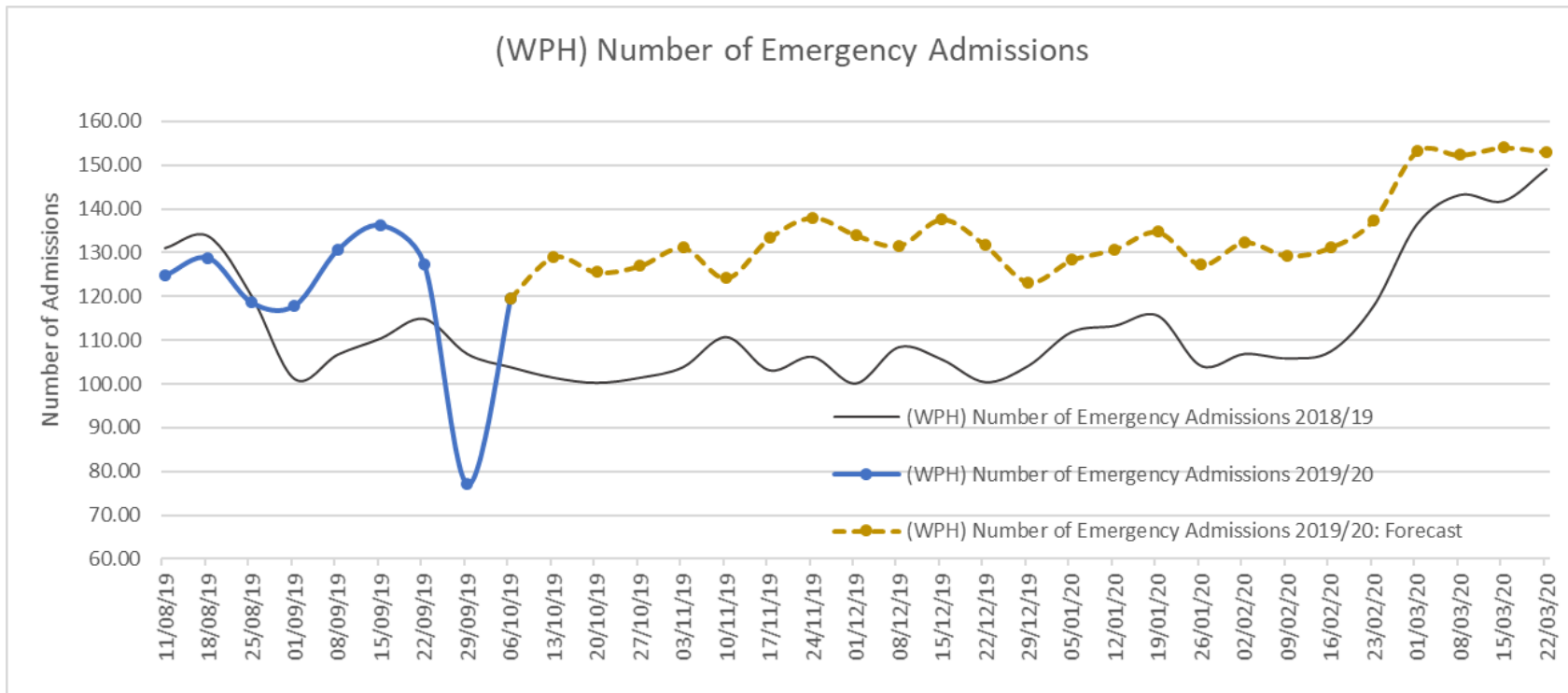


WPH Attendances – Year on Year

Wexham Park Hospital is predicted to see a decrease in the number of ED attendances during Winter 2019/20. With an average attendance of 322 patients per day compared to 346 patients per day during Winter 18/19. However, the pattern of attendances is predicted to follow the normal variation experienced in previous years



Wexham Park Hospital – ED Forecasting (Admissions)



WPH Emergency Admissions – Year on Year

Wexham Park Hospital is predicted to see an increase in the number of ED admissions during Winter 2019/20 to an average of 136 patients per day compared to 114 patients per day during Winter 18/19. However, the pattern of admissions is predicted to follow the normal variation experienced in previous years.



Winter 2019/20 Local Comms Materials

Feeling unwell?









Know where to go



East Berkshire
Clinical Commissioning Group

**HELP US
HELP YOU**

KNOW WHAT TO DO

 <p>Care at home</p> <p>Be prepared to care for yourself with medicines at hand and plenty of rest</p> <ul style="list-style-type: none"> cough or cold upset stomach pain or headache cuts and grazes sore throat (but if for two weeks or more contact your GP) <p>For health advice, visit www.nhs.uk</p>	 <p>Pharmacist</p> <p>Ask for advice on ailments, medicines and healthier living</p> <ul style="list-style-type: none"> queries about medication dosage, type or suitability plus urgent requests or if related to hospital discharge repeat prescription sore eyes (but if persists go to optician) runny nose diarrhoea bite or sting 	 <p>Call NHS 111 or go online at 111.nhs.uk</p> <p>When the situation is not life-threatening</p> <ul style="list-style-type: none"> if you think you need to go to hospital if you don't know the most suitable place to go or call if you don't have a GP to call or if your GP practice is closed if you need advice or reassurance about what to do <p>Available 24 hours a day, every day</p>	 <p>GP practice</p> <p>Use patient access online or make an appointment if an illness or injury won't go away</p> <ul style="list-style-type: none"> repeat prescription such as for back ache, the pill, etc urgent skin problem such as a rash that is spreading ear pain back ache <p>Additional evenings and weekend appointments bookable through your GP Practice</p>	 <p>Same day urgent care</p> <p>Visit for</p> <ul style="list-style-type: none"> minor injuries such as sprains and suspected broken bones illness when your GP practice is unavailable <p>Locally, you can be seen in Maidenhead SL6 6DU Slough SL1 2BJ Bracknell RG12 9RT</p> <p>See www.nhs.uk for x-ray availability and opening times</p>	 <p>Emergency department or call 999</p> <p>Only for very serious or life-threatening situations</p> <p>If you are unsure, call NHS 111 or go on-line at 111.nhs.uk</p>	 <p>Mental health</p> <p>Aged between 11 -19 years old? Visit KOOH.com for free, anonymous and confidential online counselling and emotional well-being support service.</p> <p>If you are over 18 and need urgent support call NHS 111 who will direct you accordingly.</p> <p>Call 0300 365 2000 to make a self-referral to Talking therapies.</p> <p>Call the Common Point of Entry on 0300 365 0300 if your concern is more urgent.</p> <p>If you need someone to talk to, call the Samaritans free on 116 123 (24 hours a day, 365 days a year).</p> <p>In an emergency, or if someone is in immediate danger, call 999 straight away.</p>
<p>Average cost to NHS</p>	<p>... of being seen</p> <p>£15</p>	<p>... of a call</p> <p>£16</p>	<p>... of being seen</p> <p>£36</p>	<p>... of being seen</p> <p>£37</p>	<p>... of being seen</p> <p>£111</p>	
					<p>... of an ambulance</p> <p>£235</p>	<p>take a photo and save on your phone</p> 

Register your mobile for the 999 SMS service by texting 'Register' to 999.

Visit www.interpreternow.co.uk/nhs111 to access NHS 111 with a British Sign Language interpreter



Local implementation of the National Comms Campaign

	October 2019	November 2019	December 2019	January 2020
Additional local messages and activities - above the national and ICS level messages which will also be shared	<ul style="list-style-type: none"> - working with schools re self-care, flu and where to go when unwell - planning with practice managers for primary care support 	<ul style="list-style-type: none"> - Working with schools re self-care, flu and where to go when unwell - Signposting to range of NHS services. - Self care week 18-24 November - Internal comms with GP practice reception staff re signposting. - Norovirus and other public health msgs -Top 5 illnesses 	<ul style="list-style-type: none"> - Working with schools re self-care, flu and where to go when unwell - GP and pharmacy opening hours. - Order repeat prescriptions. - Options over Christmas - Signposting posters in A&E and on GP TV screens - 12 days of Christmas 	<ul style="list-style-type: none"> - What to do if you have been unwell – signposting. - Pharmacy and GP opening times. - Cold weather msgs

East Berkshire focus: children and changing parent and caregiver behaviour



Specific Winter Actions 2019/20 – **FRIMLEY NORTH SYSTEM**

- Discharge to Assess – funding and supporting people to leave hospital, when safe and appropriate to do so, and continuing their care and assessment out of hospital. Patients can then be assessed for their longer-term needs in the right place
- Additional capacity at WPH - including plan to open 28 beds on Ward 17 – as of 27th December 2019
- Adult Integrated Respiratory (AIR) Service – 2 x Nurses at WPH from 08:00 to 16:00 (Mon-Fri) and 08:00 to 12:00 (Sat) – as part of capacity planning
- SCAS has an Urgent Care Pathways project into Wexham Park Hospital commencing on 30th September 2019. Ambulatory care and elderly patients – Ambulance Crews will convey patients straight to assessment beds avoiding ED with the patients being managed by frailty team/medicine on call
- MiDoS – The role out is anticipated to commence early November 2019, an enhanced version of the DOS anticipated to reduce Ambulance Conveyance
- 111 Direct Booking into Primary Care – SCAS are now technically enabled (using GP Connect) and have rolled out in 37 other surgeries across the South. GP Connect allows 111 providers to book appointments into GP Practices and to view the patient record. Plan to have East Berkshire Practices enabled by March 2020
- Mental Health Vehicles Response – deployment of three dedicated mental health response vehicles with specially trained staff to safely and appropriately convey mental health patients rather than using front line paramedic ambulances.
- 111 Online – established in East Berkshire, including a call-back from Out of Hours, if clinically appropriate
- DoS mapping (to reduce inappropriate referrals to services):
 - Bracknell UCC, St Marks UCC and Slough Walk-in Centre have all been promoted and ranked highest for East Berkshire based 111 callers
 - Reduced mileage-search radius adopted – this has helped prevent 111 patients having services listed which are more than approx. 10 to 14 miles away
- Additional capacity in Primary Care – it is planned that a maximum of 16,107 additional appointments will be provided across East Berkshire
- GP Out of Hours providing a comprehensive service to support East Berkshire patients, outside the remit of Primary Care in-hours
- Improvement of the uptake of the flu vaccine – both for NHS staff and eligible patients in the community, General Practice and pharmacy settings – dedicated Flu Comms Plan



Specific Winter Actions 2019/20 – **SLOUGH**

- Additional OT capacity in Slough Social Care team
- Weekend discharges (including Nursing Homes) – to reduce pressure on inpatient beds & patient flow at the start of the week
- Access to Highways beds – these beds (currently a combination of rehab & respite) will change to become Dementia beds, available for use in November 2019 – primarily for Slough residents
- Regular review of High Intensity Users (HIU)
- Hospital Social Work Team Lead to review “hot days” as per Alamac reporting – forecasting and identifying trends
- Extended GP Access:
 - **Slough Locality:** Monday to Friday 6:30pm–8pm / Saturday, Sunday 8am–2pm
- Slough Walk-in Centre now directly bookable from 111
- Pilot schemes to be investigated:
 - Direct booking into Slough Walk-in Centre from Wexham ED
 - Transport for patients from Wexham ED to Slough Walk-in Centre
- Slough Walk-in Centre will be open 08:00-20:00, 7 days a week (including Bank Holidays)



Initial Risks to the Delivery of Frimley ICS Winter Plan 19/20

Detailed below are the Risks identified by System Partners to the delivery of the Winter Plan 19/20. These will be reviewed and reassessed over the next few months during Winter, at the Frimley ICS Urgent and Emergency Care Delivery Board:

Risk	Mitigating Actions
<p>A greater than forecast increase in demand could severely compromise the Acute Trust, community services or Mental Health capacity to meet demand</p>	<p>System and Partner performance is monitored on a daily basis with Regular System Wide Conference Calls and Targeted PLATIUNM calls to identify surges in patient activity, to escalate and focus Partner activity to cope</p> <p>Additional Acute, Social and Community beds are to be commissioned throughout the Winter period to provide additional capacity</p>
<p>Pressure on Adult Critical Care, Mental Health in-patient and Paediatric High Dependency Capacity across the Network</p>	<p>Commissioning of additional acute beds to allow more step down capacity</p>
<p>Inability of Partners to respond in reasonable timeframes for discharge planning, health care assessments, appropriate alternative care.</p>	<p>Count Down to Winter and Home for Christmas Plans require partners to provide assurance on staffing and resources over periods of expected high pressures</p>
<p>A tendency for a more complex/dependant case mix leading to an increase in Length of Stay and a subsequent reduction in capacity</p>	<p>Delayed patients are monitored and integrated in the acute Trusts.</p> <p>Escalated patients are raised to the CCH System Resilience team to identify the root cause of the delay and safely progress the discharge</p>



Initial Risks to the Delivery of Frimley ICS Winter Plan 19/20

Risk	Mitigating Actions
Families delaying decisions / choice	Discussed on System Wide Conference calls.
Infectious diseases – throughout the period could affect bed availability	Internal Partner Business Continuity Plans and Infection Control Policies are in place.
Severe weather	<p>Partner Cold Weather Plans and BCPs are in place.</p> <p>System Resilience teams receive MET Office weather warnings to distribute to Partners for action.</p>
Delays in Assessments by Care Homes	<p>Delays are escalated to the CCG and Commissioners</p> <p>Monitored on System Wide Conference Calls</p> <p>Bridging and Interim Beds will be used were safe and appropriate</p>
NHS 111 Demand and Capacity (including automated overflow and national contingency measures)	System Specific Comms plan, NHSE Winter Pressures campaign 19/20. Demand and Capacity profiled against Winter 18/19. Including increased staffing at forecasted peak times
Non – Emergency Patient Transport	Reviewing and use of Voluntary Sector PTS. Use of Family First as patient transport option were appropriate. Ambulance Service provisions are in place for Winter 19/20
Primary Care Capacity	System Specific Comms plan focusing in alternatives to Primary Care such as Pharmacy, and Self Care Focus weeks. GP Extended Access and additional capacity commissioned for Winter 19/20
Care Home Closing	Monitored at a CCG level with discussion and co-ordination of the Placement of patients. Impact across the System would be monitored on System Wide Conference Calls



The Frimley ICS Pledge

To support the Frimley ICS Winter Plan during Winter 2019/20, Frimley ICS have 6 pledges for all NHS staff to make:

