

# HOSC/52/10

**Committee** Health Overview and Scrutiny

**Date** 3 December 2010

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## **NHS Hospital Trusts**

**Report by:** Graham Redgwell, Secretary

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### **(a) Policy and Procedures for discharging patients**

In July the Committee received a position statement from each Hospital Trust on their respective policy and procedures for discharging patients. It was then agreed to seek further information from PCTs on how their commissioners set out and maintained standards in relation to patient discharge and their level of satisfaction with each of the Hospital Trust's processes. A summary of the responses received is attached (Attachment A)

### **(b) Potential Away Day**

Members will recall that a very successful Away day was held with Chairmen and Chief Executives of PCTs in February 2010. The Committee is asked to consider whether it would wish to hold a similar event with the Hospital (and possibly also Mental Health) Trusts during 2011 and, if so, the topics that might be discussed.

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**Summary of PCT oversight on  
policy and procedures for discharging patients**

Mid Essex PCT

Multi agency consultation prior to the Integrated Discharge Policy being completely rewritten in summer 2009.

PCT provide a representative at the Acute Trust daily bed meetings at least 3 times per week to facilitate and expedite discharges.

In June 2010 the Hospital Trust and PCT undertook a robust review of the discharge process, with other partner organisations, and developed an action plan for key problem areas. Bi-weekly project team taking the work forward.

PCT meets weekly with Acute and Community Managers to monitor and agree Delayed Transfers of Care.

South East Essex

Contract metrics for discharge are monitored quarterly via the clinical quality contract management group. The group meets monthly and also reviews complaints and so is able to track trends in discharge related complaints.

Standards of discharge are also monitored through a monthly meeting of a multi-agency Discharge Management Group. It creates regular action plans to tackle discharge issues.

Regular meetings of the multi agency Discharge Governance Group which looks at information to improve discharge planning.

LINK report has identified areas for development.

South West Essex

Standards set in contracts are monitored through analysis of quantitative and qualitative data at monthly Contract Quality meetings.

To progress discharge in a more timely manner, nurse facilitated discharges have been discussed at the monthly Contract Quality meetings and are now operational in Orthopaedics and Surgical wards.

Re-instating a weekly multi agency Capacity Board responsible for the development of the care agenda particularly in terms of system flow which would include successful discharge.

Procedure for emergency placements in the Nursing Home sector to ease significant bed pressures has been amended and commissioning will be now made against a strict protocol – implemented as a result of the need for a safeguarding investigation with a previous placement.

#### West Essex PCT

In consultation with NHS West Essex and Adult Social Care, the Hospital Trust have recently reviewed and amended their policy and re-named it Transfer of Care Policy, to include transfers of patients between care settings.

NHS West Essex will audit against the specified standards and address any specific themes arising.

NHS West Essex will continue to work with LINKs.