

A&E Pressure and Service Development

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Chief Operating Officer

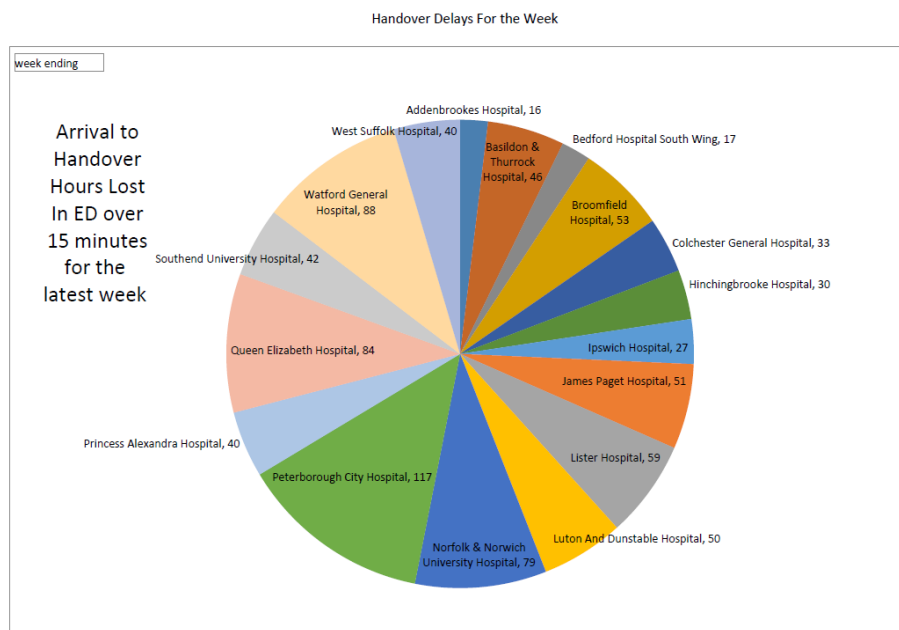


- Current challenges and action being taken
- Inappropriate A&E Presentations
- Recruitment in A&E
- Urgent Treatment Centre and Primary Care
- Discharge Planning
- Delayed Transfers of Care



Current performance challenges

- Performance against the Four Hour Standard has been historically poor with only two months in the last twelve seeing and treating more than 80% of patients within four hours
- Our performance for July to date for type 1 activity (not including minor illness units) is 80%.
- For the 7 months up to the end of May we saw an 8% increase on the corresponding period 12 months previously, whilst this did not happen in June, it has continued in July
- Our ambulance conveyance lost hours is one of the best in the region



ED Attendance Change					
Total		17/18	18/19	Diff	%
	Nov	8767	9297	530	6.05%
	Dec	8584	9175	591	6.88%
	Jan	8423	9166	743	8.82%
	Feb	7586	8479	893	11.77%
	Mar	8549	9373	824	9.64%
	Apr	8193	9002	809	9.87%
	May	8830	9153	323	3.66%
	Total	58932	63645	4713	8.00%
Major		17/18	18/19	Diff	%
	Nov	3295	3464	169	5.13%
	Dec	3275	3367	92	2.81%
	Jan	3190	3239	49	1.54%
	Feb	2756	3045	289	10.49%
	Mar	3076	3284	208	6.76%
	Apr	2835	3154	319	11.25%
	May	3168	3327	159	5.02%
	Total	21595	22880	1285	5.95%
Minor		17/18	18/19	Diff	%
	Nov	5472	5833	361	6.60%
	Dec	5309	5808	499	9.40%
	Jan	5233	5924	691	13.20%
	Feb	4827	5443	616	12.76%
	Mar	5473	6079	606	11.07%
	Apr	5074	5472	398	7.84%
	May	5662	5826	164	2.90%
	Total	37050	40385	3335	9.00%



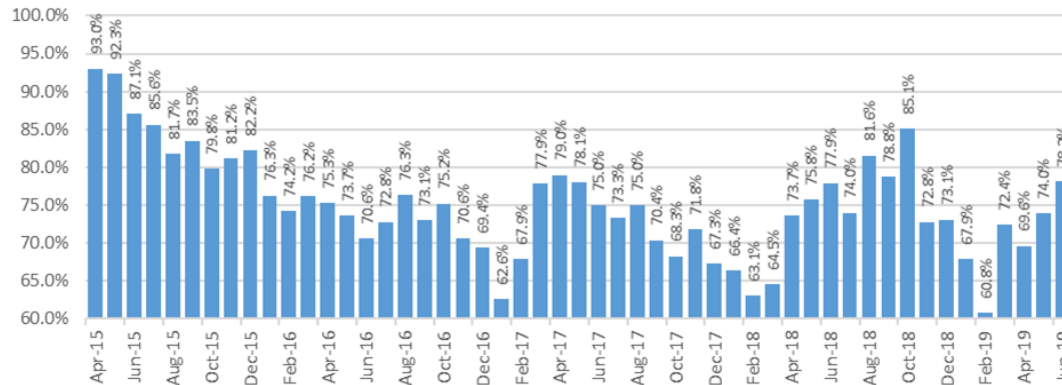
Actions that we have taken

- Increased A&E Medical Rota
- Increased opening time of Frailty Assessment Service
- Introduced new rapid assessment and treatment process into A&E to improve decision making and ambulance handover
- Increased operational weekend support

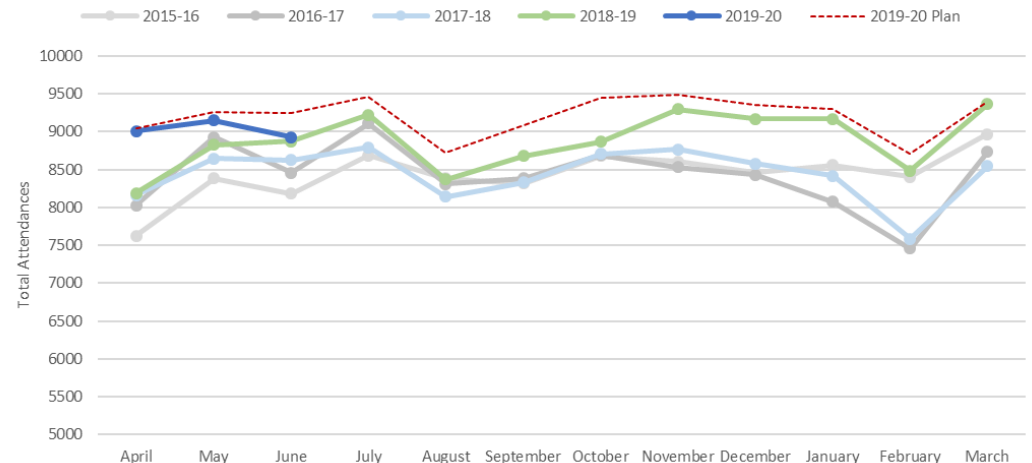


A&E Attendances

A&E Performance
Apr-15 - Jun-19



A&E Attendances by Month



ED Staffing and Recruitment

- We have successfully recruited a new Associate Medical Director, who starts in September
- We are currently recruiting to our vacant Consultant posts, and interviewing two candidates next week
- We are actively recruiting into our vacant Middle Grade and SHO posts



Primary Care and Urgent Treatment Centre

In December we are required to implement a new Urgent Treatment Centre, some of the standards that are required are:

- Support for both walk-ins and pre-bookable appointments
- must operate for minimum of 12 hours per day, 7 days a week and support all ages
- All patients presenting at UTC must be assessed within 15
- The service model must be GP led to encourage community facing responses
- Must have access to a patients electronic care plan and must be able to issue electronic prescriptions

To begin this work we have engaged with a new primary care provider for an interim period to allow us to develop the new model



Primary Care Streaming

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Total A&E Attendances	8875	9226	8373	8678	8868	9296	9173	9168	8487	9368	9008	9152	8932
Patients Streamed (away from A&E)	1232	1242	1134	1089	998	945	952	1102	1003	1060	946	709	761
Percentage of Patients Streamed	13.9%	13.5%	13.5%	12.5%	11.3%	10.2%	10.4%	12.0%	11.8%	11.3%	10.5%	7.7%	8.5%

Up until April 2019, we consistently streamed away between 10 and 15%.

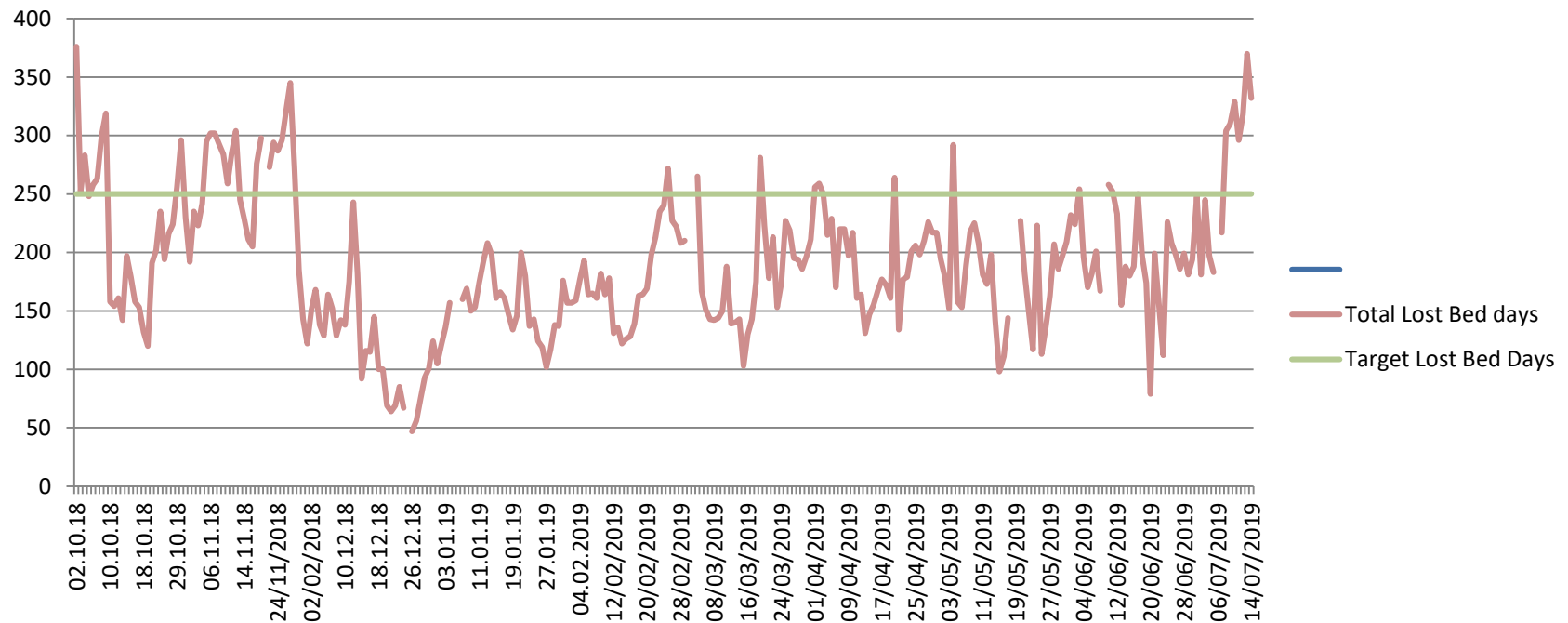
In the first two weeks of July we have seen a significant increase in the number of patients streamed to the GP Service

	Overall A&E Performance			Self-presenting Patients		Streaming Desk Potential		Streaming Desk Activity		Urgent Care Services		
				Patients attending A&E who self-present (this excludes patients brought in by ambulance)		Self-presenting patients arriving between 8am-6pm when the streaming desk is open		Patients logged under the streaming desk location to identify they have been seen at the streaming desk				
Week Ending	Attendances	Breaches	%	Attendances	% of overall A&E attendances	Attendances	% of Self Presenting Patients	Number of Patients Streamed	% of self presenting patients streamed	Number of Patients Discharged from GP Service	Number of Patients Discharged from ENP Service	% of self presenting patients discharged by Urgent Care Services
07/04/2019	2136	613	71.30%	1734	81.18%	1429	82.41%	376	21.7%	134	267	28.1%
14/04/2019	2036	658	67.68%	1583	77.75%	1294	81.74%	314	19.8%	126	275	31.0%
21/04/2019	2005	574	71.37%	1598	79.70%	1278	79.97%	288	18.0%	161	263	33.2%
28/04/2019	2150	650	69.77%	1723	80.14%	1424	82.65%	243	14.1%	161	297	32.2%
05/05/2019	2149	643	70.08%	1753	81.57%	1453	82.89%	316	18.0%	140	291	29.7%
12/05/2019	2019	606	69.99%	1647	81.58%	1348	81.85%	232	14.1%	138	273	30.5%
19/05/2019	2069	508	75.45%	1684	81.39%	1380	81.95%	250	14.8%	130	285	30.1%
26/05/2019	2152	608	71.75%	1762	81.88%	1451	82.35%	379	21.5%	135	304	30.3%
02/06/2019	1977	332	83.21%	1604	81.13%	1313	81.86%	226	14.1%	125	261	29.4%
09/06/2019	2085	355	82.97%	1711	82.06%	1407	82.23%	405	23.7%	142	293	30.9%
16/06/2019	2013	460	77.15%	1634	81.17%	1318	80.66%	201	12.3%	122	243	27.7%
23/06/2019	2190	625	71.46%	1781	81.32%	1428	80.18%	186	10.4%	99	287	27.0%
30/06/2019	2112	438	79.26%	1673	79.21%	1331	79.56%	203	12.1%	106	282	29.2%
07/07/2019	2300	382	83.39%	1901	82.65%	1522	80.06%	174	9.2%	284	280	37.1%
14/07/2019	2296	552	75.96%	1898	82.67%	1574	82.93%	284	15.0%	223	331	35.2%



Discharge Planning

We have maintained the improvements in the number of bed days lost for patients who are medically fit and are consistently under 300 days, and often under 200. However, we have seen a spike in bed days over the last few weeks which have been caused by a lack of capacity for bariatric patients requiring rehab, Specialist Neuro rehab and CHC commissioned Nursing Home placements.



Delayed Transfers of Care

The number of bed days attributable to DTOCs has remained relatively stable over the last 12 months.

Reasons for delay - Awaiting	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
A) Completion of Assessment	0	3	4	0	8	13	3	23	9	3
B) Public Funding	0	0	1	1	0	0	0	0	3	0
C) Further non acute NHS care (including intermediate care, rehabilitation etc)	41	70	86	43	47	39	51	75	36	100
Di Residential Home	0	6	4	17	13	16	9	14	10	10
Dii Nursing Home	59	38	48	41	23	38	89	44	14	47
E Care package in own home	4	4	0	2	21	4	0	6	5	27
F Community equipment / adaptations	5	1	7	3	3	14	6	12	14	22
G Patient / family delay	47	103	76	30	40	44	49	84	71	79
H Disputes	0	0	0	0	0	0	0	0	0	0
I Housing - patients not covered by NHS and Community Care Act	0	0	0	0	0	0	0	0	0	0
Total	156	225	226	137	155	168	207	258	162	288

The system has worked hard to influence the number of bed days lost to both CHC commissioned packages within the trust through the implementation of discharge to assess programme. The CHC related delays are associated with commissioning support for our Fast Track Patients. A system wide programme of work across the STP continues to align our discharge assess services, and to ensure the future model for discharge to assess meets our increasing need.

There have also been delays associated with sourcing specialist neurological and bariatric rehab placements, which can be seen in the June figures.

