

Emergency Department Flows & Hospital Admission Avoidance

4 November 2020

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Chief Operating Officer



one team, working together

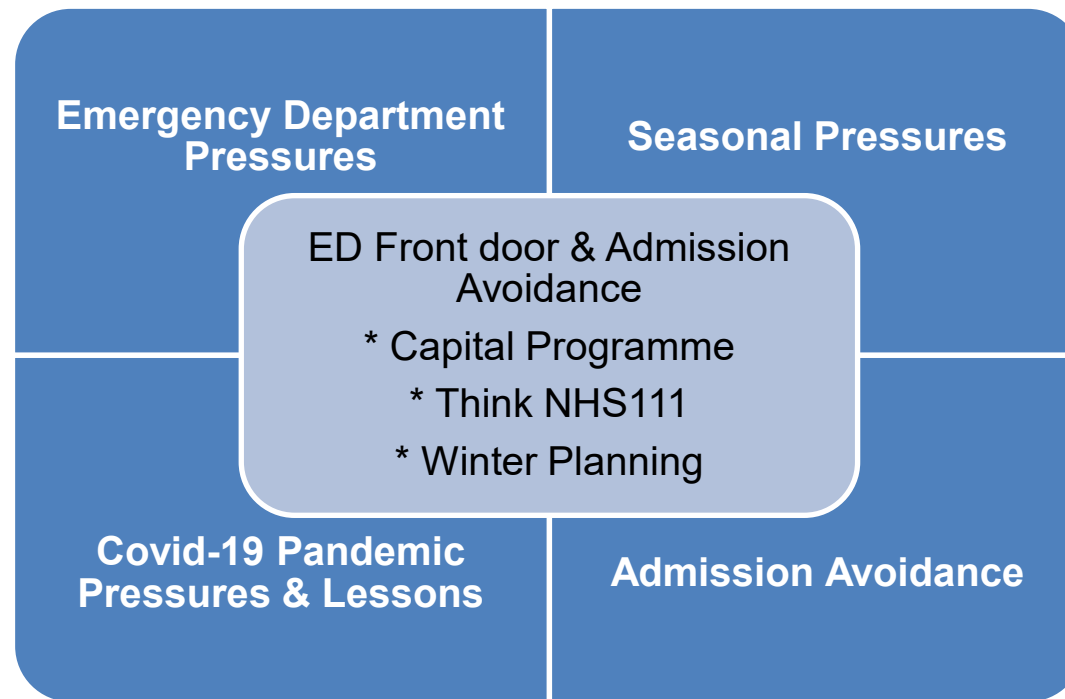
Contents

1. MSE & System Programmes
2. Preparation & Support for Winter / Covid Demand
3. Emergency Department Front Door & Admission Avoidance: Governance
4. Emergency Department Front Door & Admission Avoidance: Workstreams
5. Urgent Emergency Care Pathway
6. NHS111 Direct Bookable into Urgent Emergency Care
7. Urgent Emergency Care Capital Programme

1. MSE & System Programmes

There are 4 individual MSE & System collaborative programmes that interconnect to contribute to the delivery of:

- Attendance avoidance to the Emergency Department
- Emergency Department (ED) flow and admission avoidance
- Emergency department management and flow during winter pressures period and Covid wave



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Team

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2. Preparation & Support for Winter / Covid Demand

MSE

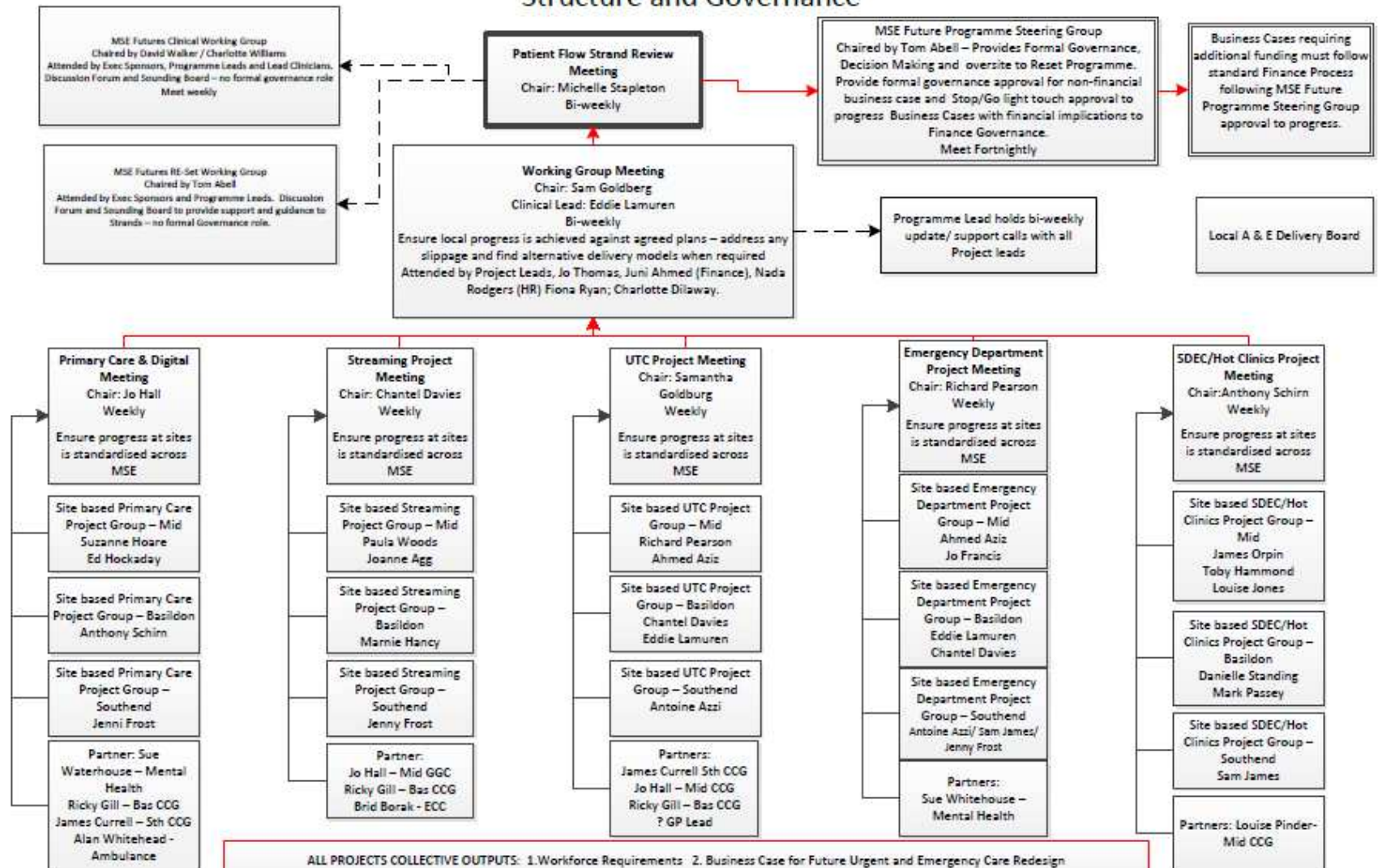
- New clinically led management structure
 - Phase one implemented from 9 November 2020
 - Phase two commenced 20 October 2020
- New Emergency Care Pathway Director role across MSE from 9 November
- Bed models and mitigation
- Standardised 4 x a day Hospital Site Capacity Meetings, 7 days a week
- Hospital Tactical Operational Centre at Billericay
- Flu vaccination champagne with peer vaccinators on all three sites

System

- 1 x Hospital and system demand and capacity meetings, 7 days a week
Escalation and mutual aid supportive meeting
- System Tactical Operational Centre at Wren House

3. Emergency Department Front Door & Admission Avoidance: Governance

ED Front Door & Admission Avoidance Strand Structure and Governance



4. Emergency Department Front Door & Admission Avoidance: Workstreams

ED Front Door Admission Avoidance Programme led by MSE, working in collaboration with CCG and NHS111 partners across all workstream with a blend of operational and clinical professionals

Primary Care & Digital Incorporating NHS111

- Deliver a consistent set of pathways and principles for patient flow from NHS111 and EEAST into the Emergency Department, Urgent Treatment Centres & Same Day Emergency Care settings
- Develop alternative pathways for patients with acute presentations but no physical health need
- Enable direct appointment booking from NHS111 to booked appointments into the Emergency Department

Streaming

- Develop aligned MSE Emergency Department front door streaming model
- Effective streaming to alternative pathways Create new pathways for 'Heralded' and 'Unheralded' patients presenting at Emergency departments
- Enable effective on site re-direction of non acute patients to primary care services

Same Day
Emergency
Care (SDEC)
& Hot Clinics

- Design standardised access pathways for Medicine & Surgery Same-Day Emergency Care Services in order to maximise admission avoidance.
- Develop direct access pathways for patients from NHS111
- Enable direct appointment booking from NHS111 to SDEC

Urgent
Treatment
Centres
(UTC)

- Implement an Urgent Treatment Centre that are ENP/GP-led
- Ability to book direct slots from NHS111 or GP referral
- Streaming patients from the Emergency Department to the Urgent Treatment Centre

Emergency
Department
(ED)

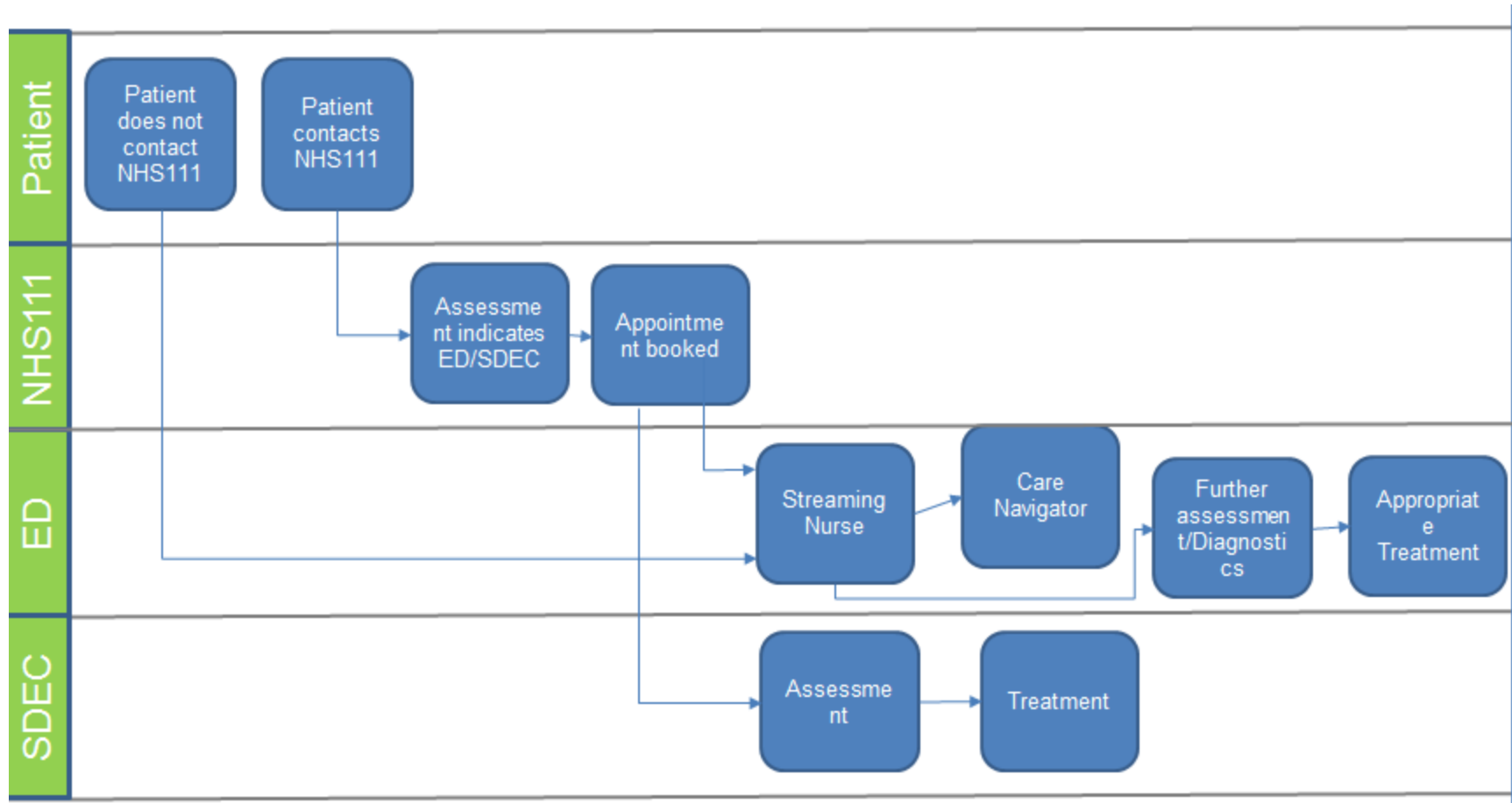
- Standardise the nursing staffing establishment and skill mix (using ECIST benchmarking tool), and Standardise the medical staffing model (with a particular focus on middle grades)
- Standardisation of Emergency Department clinical pathways
- Improvement and standardisation of Mental Health management and pathways in the Emergency Department
- Develop capital and implementation plan

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5. Urgent Emergency Care Pathway



6. NHS111 Direct Bookable into Urgent Emergency Care

Emergency Departments

- MSE will implement a phased roll out of the new pathways and Emergency Department Digital Integration (EDDI) system in preparation for Go Live on 1 December 2020
- This phased approach will enable testing prior to go live on both Medway and Lorenzo systems within the Trust

9 November 2020	–	Basildon
16 November 2020	–	Broomfield
23 November 2020	–	Southend
- Once we are live, the new streaming and SDEC pathways will also come into effect.

Same Day Emergency Care (SDEC)

- The direct GP booking into SDEC pilot commenced at Basildon on 12 October.
- Evaluation of the pilot at the end of October 2020, to fine-tune the pathway.
- Roll out of pilot across Broomfield and Southend.
- Go live in conjunction with the NHS111 direct bookable slot scheme from 1 December 2020

7. Urgent Emergency Care Capital Programme

- £19.7m from the Department of Health and Social Care recently rewarded to Mid & South Essex NHS Foundation Trust.
- The funding has been awarded to specifically support and sustain urgent care over the winter period.

Hospital Site	Schemes
Basildon £1.5m	<ul style="list-style-type: none"> • Creation of additional adult Emergency Department capacity • Creation of additional paediatric Emergency Department capacity • Resus department works to create a negative pressure room adjacent to ambulance entrance
Broomfield £3.2m	<ul style="list-style-type: none"> • Increase in capacity for ambulance handovers • Relocation of the Chemotherapy unit to release estate to support an increase in Emergency Department capacity, providing the opportunity to grow Chemotherapy capacity to support demand. • Creating Surgical Same Day Emergency Care facilities, incorporating a Surgical Assessment Treatment Unit and Minor ops suite
Southend Hospital £15m: Over a 2 year period	<ul style="list-style-type: none"> • Developed Emergency Department to increase overall capacity • Creation on an Urgent Treatment Centre • Creating Surgical Same Day Emergency Care facilities

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Questions?

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