

## HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE

**DATE: 21 NOVEMBER 2017**

---

### WINTER PLANNING AND RESILIENCE

Report of

Northumberland & North Tyneside A&E Delivery Board – Winter Oversight Group

---

#### **Purpose of report**

NHS Northumberland Clinical Commissioning Group (CCG) and Northumbria Healthcare NHS Foundation Trust will deliver a joint presentation to update the Committee on the approach and arrangements in place to monitor performance and assess whole system resilience over winter.

#### **Recommendation**

**The Committee is recommended to:**

- Note the contents of the report and the presentation and provide comment.

#### **Background**

The Northumberland & North Tyneside Local A&E Delivery Board monitors the system performance for winter as set out by NHS England. The Next Steps on the Five Year Forward View sets out that: “Trusts and CCGs will be required to meet the Government’s 2017/18 mandate to the NHS that: 1) the majority of trusts meet the 95% standard in March 2018; and 2) the NHS overall returns to the 95% standard within the course of 2018.”

Planning for winter 2017/18 has started and is being managed through a dedicated Winter Oversight Group accountable to the Local A&E Delivery Board. The Winter Oversight Group (the Group), co-ordinated by the CCG, brings together provider representatives from the acute trusts, primary care, ambulance service, and social care.

The Group’s responsibility to the Local A & E Delivery Board is to ensure there is an appropriate focus by all providers to assure that:

- Individual organisation's preparations for winter are robust and considered in the context of whole system working – this includes access to services as alternatives to A&E and hospital based care
- Support will be available for the most pressurised parts of the system to reduce patient safety risk
- The management of escalation within the system is done in a consistent and effective way, underpinned by agreed joint protocols

The following tools and support mechanisms enable the Winter Oversight Group to effectively function:

- National Reporting Tool
- Regional Winter Surge Support Team
- Operational Pressure Escalation Framework (OPEL) Triggers
- The development of local dashboard to capture and report on system triggers and pressure points

The Group's planning includes:

- Primary Care
  - Access to appointments including extended hours and over the Bank Holiday
  - GP Out of Hours services are fully staffed and well sign-posted
- Social Care
  - Social care staffing is sufficient to support timely discharges from hospital
  - Sufficient residential care beds available
- Acute sector
  - Acute providers have contingency capacity in place that can be easily quantified and identified by the trust
  - Sufficient beds open to meet demand and that staffing levels are adequate to maintain safe practices and meet demand
  - There are enough critical care beds available and they are adequately staffed
  - Acute providers have sufficient permanent fridge storage capacity within the hospital mortuary
- Ambulance Transport
  - Sufficient capacity in staffing and fleet to maintain whole system flow of patients
  - Resilient capacity and demand management in the contact centre, clinical assessment service and paramedic workforce to ensure performance targets and trajectories are maintained
- NHS 111
  - Detailed demand and capacity assurance (hour-by-hour, day-by-day)

Report Author: Maureen Taylor, System Lead for Service Delivery Northumberland Clinical Commissioning Group – on behalf of Northumberland & North Tyneside A&E Delivery Board

[maureen.taylor9@nhs.net](mailto:maureen.taylor9@nhs.net) 01670335187