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Ambulance Handovers – the Northumbria Challenge

Barbara Scott
Interim Deputy Director
Medicine & Emergency Care



Seeing Things in the Round

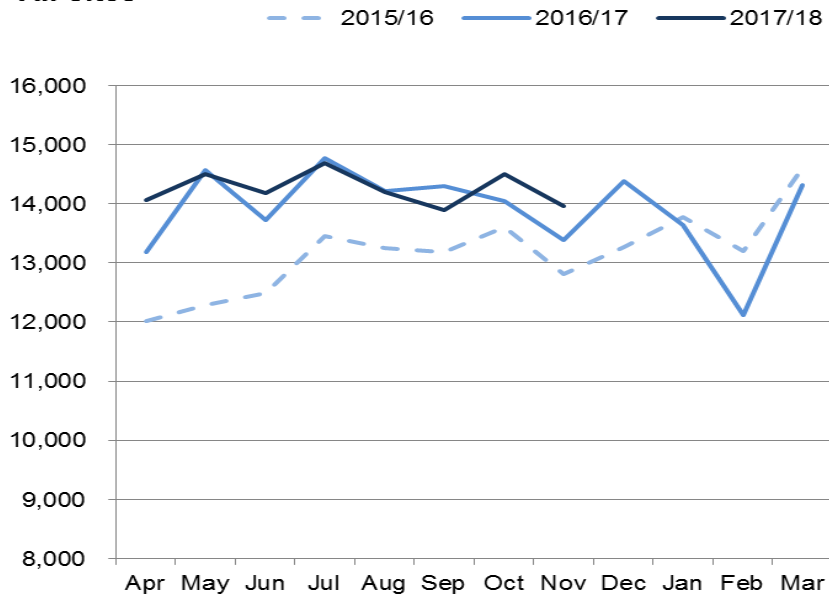
- managing ambulance handovers is multi-factorial
- the whole system from pre-admission to post discharge is important
- how the hospital system feels

A&E Attendances Trustwide

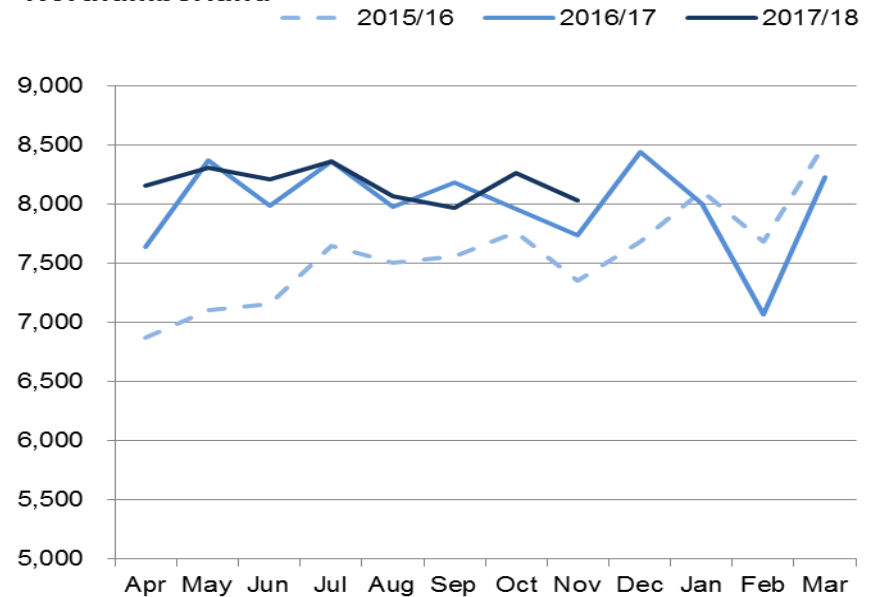
No. of A&E attendances in the period Apr-17 to Nov-17 was **1804 (1.6%) higher** than in Apr-16 to Nov-16:

- **646 (2.9%) decrease** in patients aged 0-15 years
- **1158 (1.3%) increase** in patients aged 16+ years

All sites



Northumberland



Ambulance Arrivals Trustwide

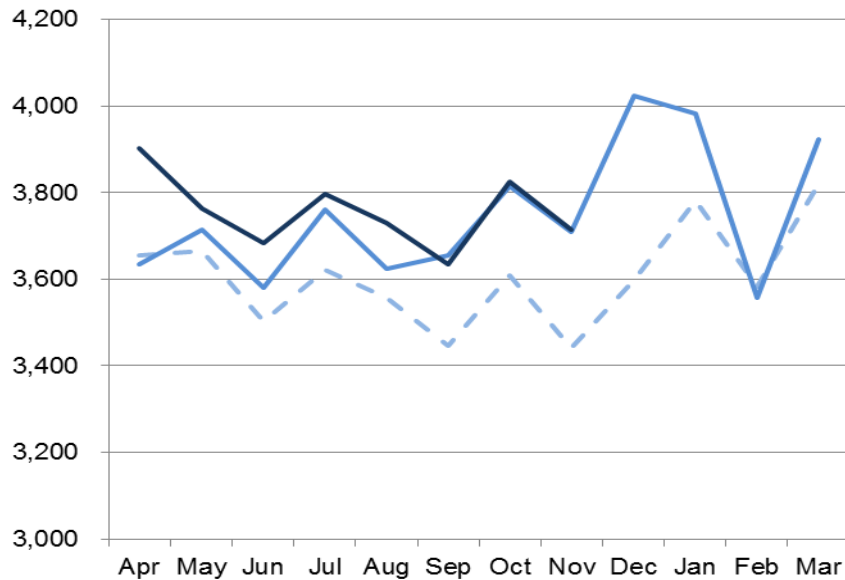
No. of ambulance arrivals in the period Apr-17 to Nov-17 was **555 (1.9%) higher** than the same period last year:

- **105 (7.1%) decrease** in patients aged 0-15 years
- **660 (2.4%) increase** in patients aged 16+ years

No. of arrivals in Nov-17 was **5 (0.1%) higher** than Nov-16

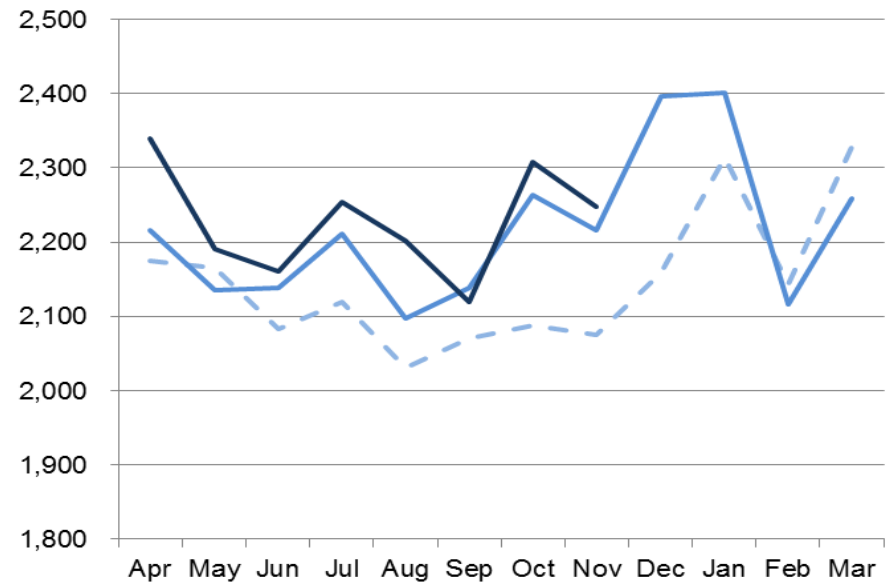
All sites

--- 2015/16 — 2016/17 — 2017/18



Northumberland

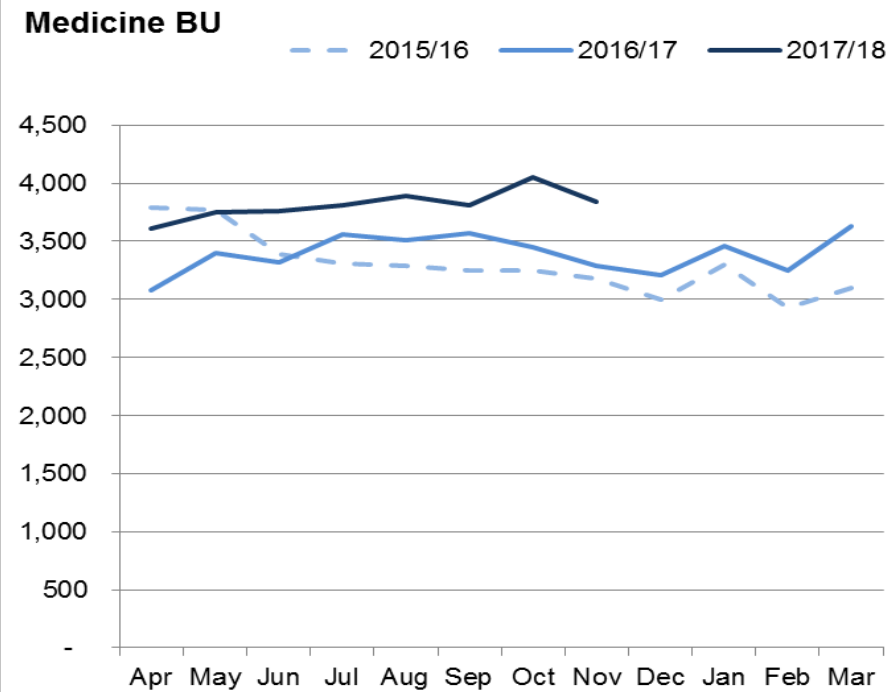
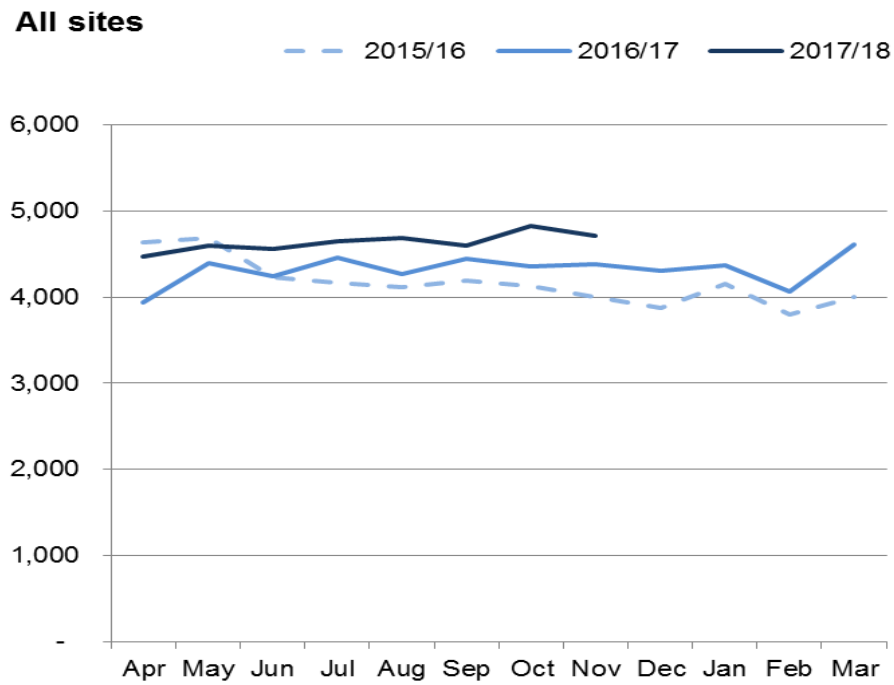
--- 2015/16 — 2016/17 — 2017/18



Emergency Admissions Trustwide

No. of emergency admissions in the period Apr-17 to Nov-17 was **2601 (7.5%) higher** than the same period last year:

- **206 (0.8%) increase** in admissions *excluding* ambulatory care & medicine short stay admissions
- **2395 (25.2%) increase** in ambulatory care & medicine short stay admissions



Long stay patients*

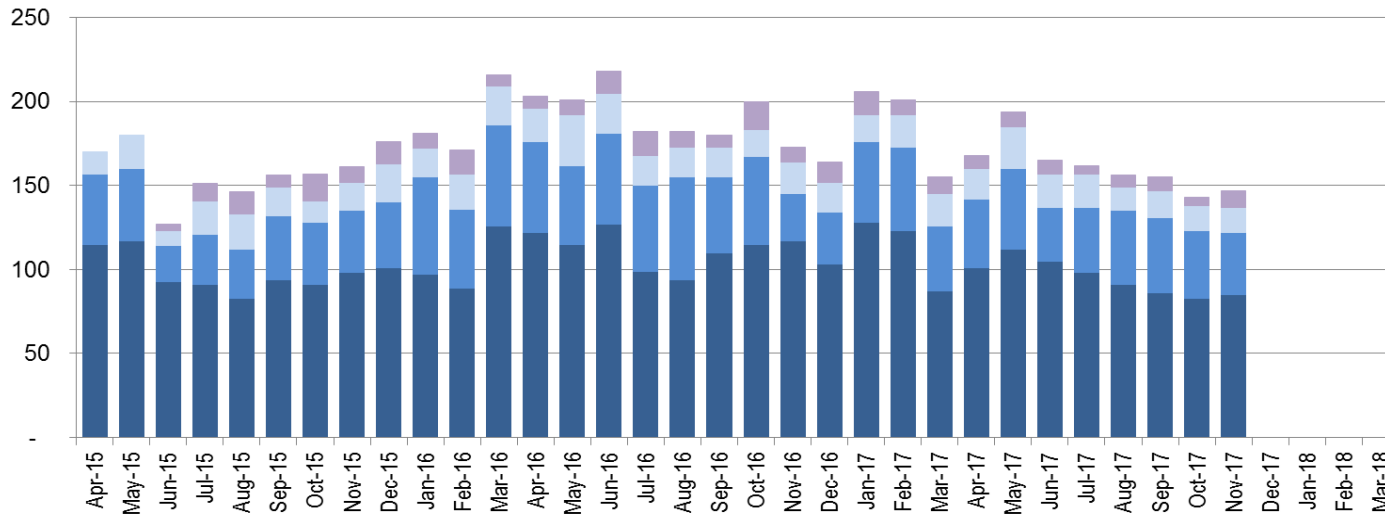
*patients occupying a bed at the end of the month where 14 or more days from admit to month end date
excludes POAS

At midnight on 30-Nov-17, there were 147 patients occupying a bed who had a length of stay of 14 days or more:

- NSECH - 10 patients
- NTGH - 85 patients
- Wansbeck - 37 patients

>14 days patients

■ NTGH ■ Wansbeck ■ Hexham ■ NSECH



Percentage bed occupancy

(Beds occupied at midnight)

Wansbeck	Current available no. of beds:												Apr to		
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Oct	
ward 1	21	94.3	94.4	93.1	88.9	92.6	94.6	92.4							92.9
ward 2	24	95.0	94.1	93.5	90.7	90.7	95.0	90.9							92.8
ward 4	24	95.0	92.5	91.8	93.7	87.8	97.8	93.3							93.1
ward 5	25	95.9	94.8	91.9	90.1	90.3	96.8	95.4							93.6
ward 9	19	97.4	94.0	90.0	89.1	86.6	96.5	94.1							92.5
ward 10	21	49.2	38.7	42.2	40.2	44.1	43.3	40.4							42.6
ward 11A	4	35.0	37.1	42.5	33.9	37.1	36.7	40.3							37.5
ward 11B	6	51.1	80.6	47.2	59.1	62.9	39.4	74.2							59.4
Palliative Care Unit	20	89.0	79.1	87.8	91.5	90.5	89.3	84.1							87.4



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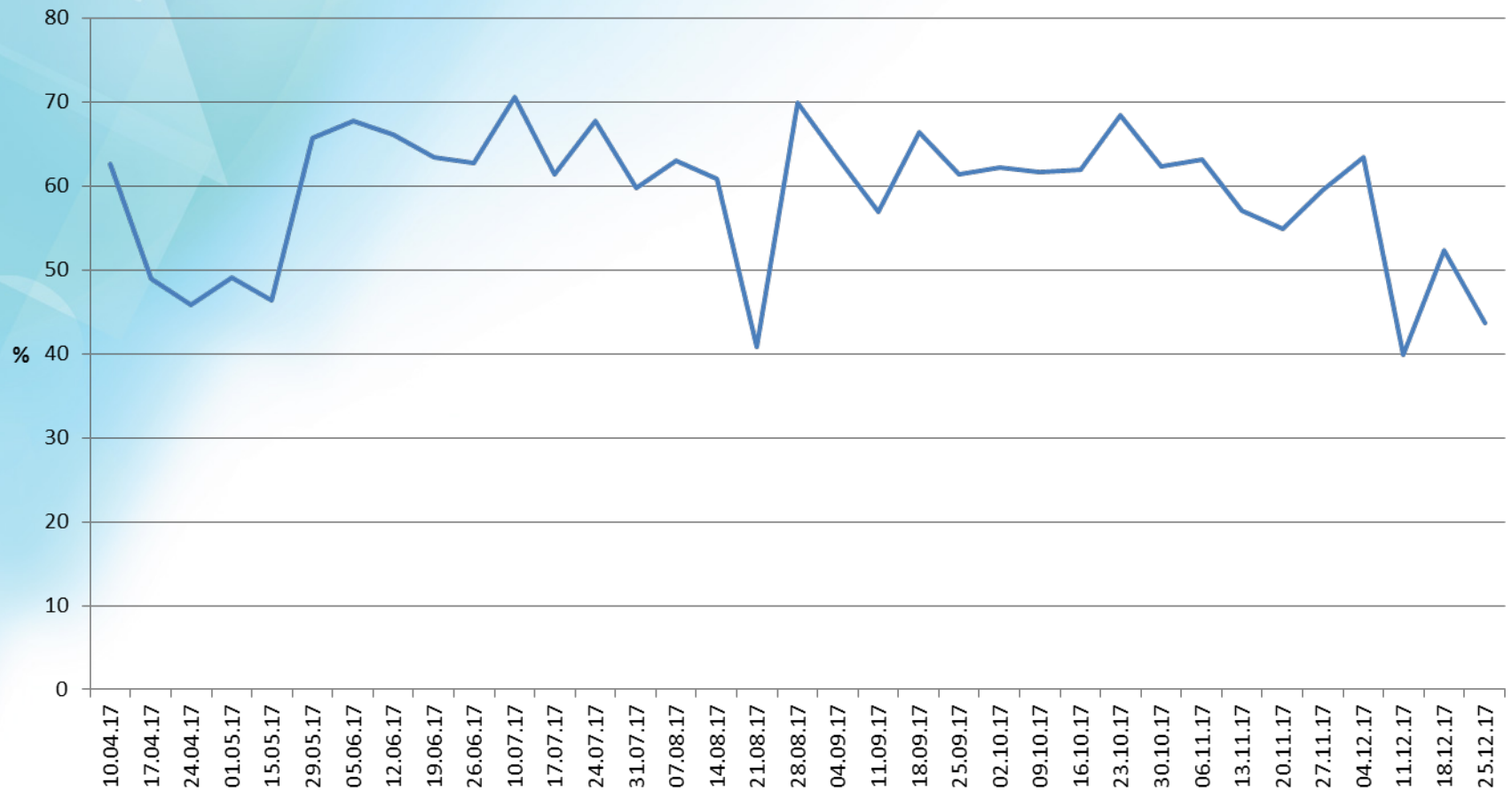
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Focussing on Handovers

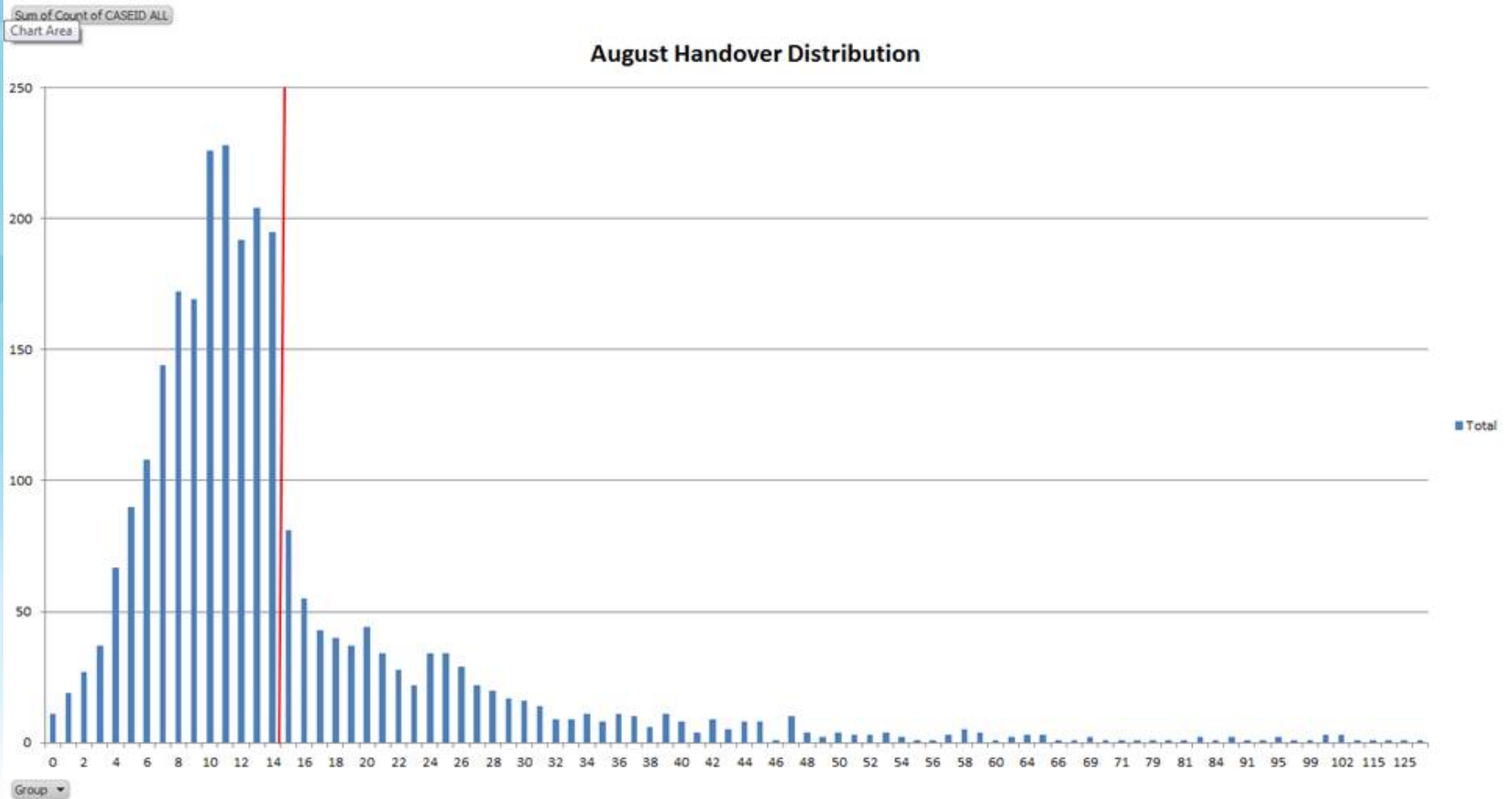


Compliance with <15 mins

Handovers <15 mins

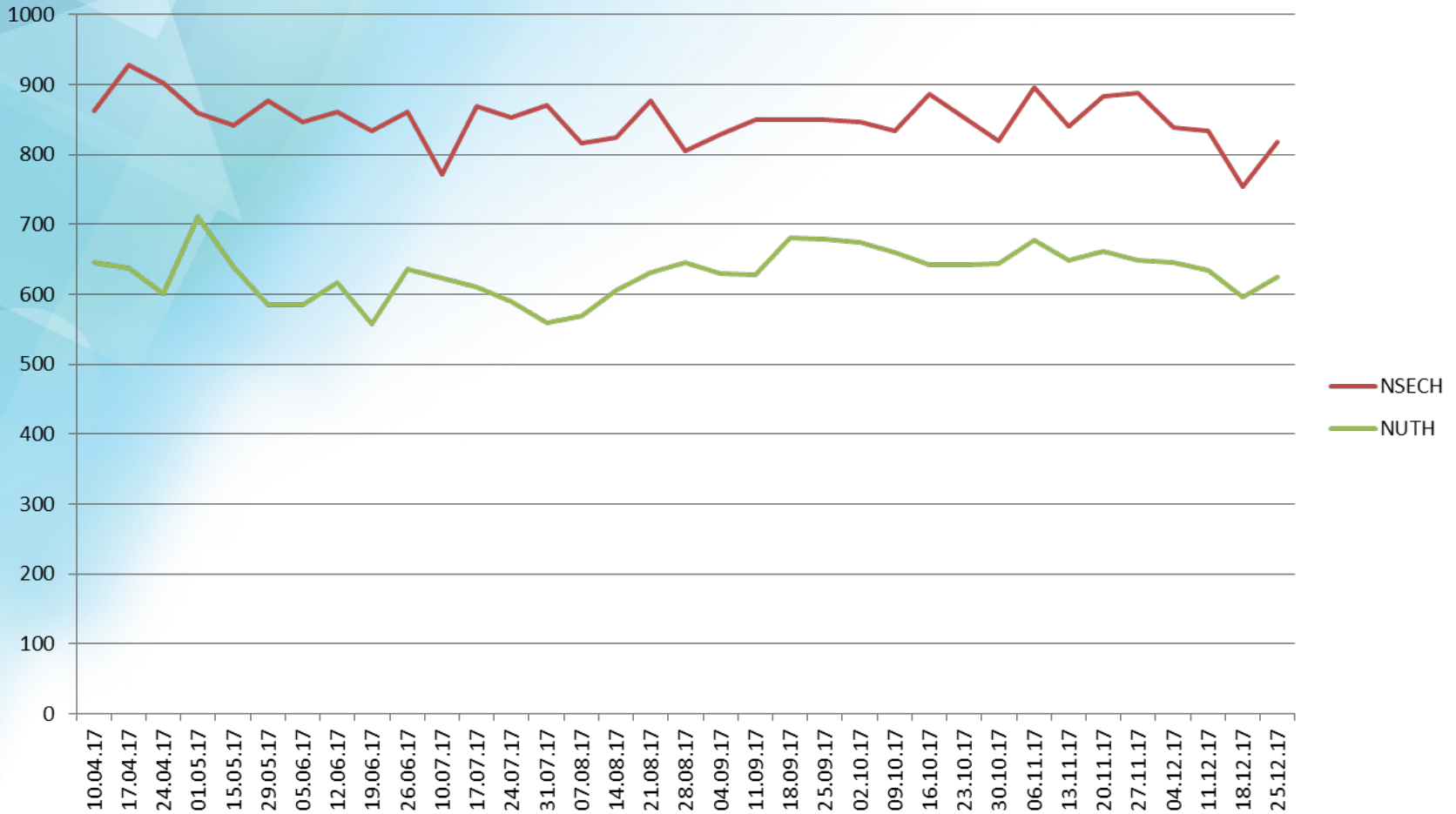


Distribution of Times



Ambulance arrivals per week

Ambulance arrivals per week



The Challenges

- almost one point of entry
- driving up use of other distributions
- attendance volumes and original specification
- boundary patients
- peaks in arrivals
- whole hospital issue
- bed occupancy high

Lessons learned

- department space is vital
- Safe handover requires suitably skilled nurses at correct numbers
- days where >120 ambulances arrive
- days where volume of attendances trustwide >560
- days where admissions to in-patient wards exceed 90 for 2 consecutive days
- high volume P2+ patients

Actions taken to date

- April 17 reviewed workforce and processes for green zone
implemented decompression protocol
- May 17 implemented surgical and gynae streaming
refreshed streaming in Medical Ambulatory Care
- Sept 17 implemented GP line for patient triage
agreed increased nursing numbers in ED and commenced recruitment
created Enhanced Discharge Team at NSECH
- Oct 17 implemented GP streaming options
reviewed DOS descriptors for all sites
implemented new approach to managing 'stranded' patients
- Nov 17 completed build work for ambulance cohort area, implemented interim staffing plan
reviewed bypass policy for North Hospitals
introduced single PIN and handover SOP
- Dec 17 commenced reset/recalibration process for NSECH
- Jan 18 completed redesign of ambulatory ED and treatment areas within department



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