



**Northumbria Healthcare**  
NHS Foundation Trust

# Joint Winter Plan 2019/20

Northumberland Health and Wellbeing OSC

5 November 2019

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# Partnership Planning

- September workshop with partners CCG, NTW, Newcastle, NEAS, Social care, Vocare, NHCT to agree plan and risk assess preparedness
- Plan shared and discussed with LADB
- Plan discussed at Regional UEC Network System Resilience planning event
- Awaiting reporting guidelines but expected to be the same as last year in regards to exception reporting

# A&E – Waiting Time Performance

	2016/17	2017/18	2018/19	2019/20
Q1	95.8%	93.4%	98.3%	92.7%
Q2	95.8%	95.1%	96.8%	95.2%
Q3	91.4%	93.5%	95.0%	
Q4	92.3%	90.8%	93.9%	
<b>Full Year</b>	<b>92.9%</b>	<b>93.3%</b>	<b>96%</b>	

Excellent improvement and better when we appreciate we have seen 10,000 more patients through our emergency and urgent care centres this year compared to last. Activity is 10% up this year

# A&E – Attendances

Site: Trust total

Years: 2017/18, 2018/19 & 2019/20

Adm/Non-Adm: Admitted & Non-admitted

Arrival mode: All

Year to date 117483; same period last year 107083; 9.7% increase in activity.



2019/20	19260	19648	18949	20818	19741	19067						
2018/19	16799	18415	17609	19030	17867	17363	19329	17700	18637	19004	17124	18823
2017/18	16572	17110	16641	17369	17088	16296	17015	16056	16675	15648	14479	16209

# Winter BAU - Preparation

- NHCT Winter Room Gold/Silver Control
- Reset days agreed
- Additional staffing needs identified
- Focus on Flu vaccine uptake across health and social care - Peer Vaccinations; Free flu vaccination to care home staff; Primary Care immunisation programme for staff (both clinical and non clinical) and at risk patients
- Robust Infection Control measures - managed in line with Public Health England guidance via local Public Health team

# Winter BAU – ED / Acute

- Additional staffing needs for ED identified
- Additional staffed escalation beds – NSECH, WGH, NTGH and Community
- Streaming to ambulatory care
- Agreed additional acute beds at NSECH for surge
- Hospital at Night model change and ward 7 to reduce need for Boarders Rota
- NHS 111 now direct booking into appointments at Wansbeck & Hexham UCCs, as well as NTG UTC
- Community Paramedics preventing admission

# Winter BAU– Discharge

- LOS work and Discharge planning
- Home safe escalation process in place
- Increase Discharge to Assess and Intermediate Care flow
- Short Term Support Service bridging available where capacity dictates and spot purchase beds
- Work with NEAS re Same day discharge



# Winter BAU – Primary Care

- Extended Access appointments in Primary Care increased capacity by 20% (Oct to March)
- GP Out of Hours resources reviewed inc Rotas / Vehicles/ IT/ Facilities / Meds Management
- Community Pharmacy Business Continuity Plans
- NHS 111 connecting patients with minor illness, or a need for urgent supply of previously prescribed urgent medicines, with a community pharmacy



# Further System Actions – ED / Acute

- Ability to book GPs appointments from UTC/UCCs and NSECH
- NEAS alignment of resources – staff and vehicles
- NEAS/ECIST review of Ambulance handovers
- Exploring ICP HALO role to support handovers
- Review Mental health crisis and liaison pathways with NTW / improved access to assessment and follow up

# Further System Actions - Discharge

- ERS and PTS coordination
- Joint Equipment Loans Service extending hours and configuration to support hospital discharge
- Commissioners working with care homes re response times for assessment and where reassessment takes place.

# Further System Actions - Community

- Regional work to support increased clinical availability via NHS 111 Clinical Assessment Service
- Clinical Neighbourhood Matrons/Clinical Leads to prioritise discharge planning and admission avoidance activity across their area.
- Residential care home project
- Joint Communication plans for staff and public
- Targeted messages to local communities with high use of services

# In major Surge– only approved by Exec team

- Linked to being at Opel 3 for extended period of escalation as has financial impact
- ? Switch off elective work- financial impact and RTT – offer of financial support from CCGs to maintain delivery
- Open ward 9 as winter ward (22 beds)- stretches staffing
- Ortho geriatric Pathway change



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# The unknown

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# Questions

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