

Bassetlaw CCG

Urgent Care

Dr Steve Kell
Chair

- SRG –well established / partnership working / trust
- Collaboration, shared responsibility ,
- Managed high pressures well winter planning learning session in April
- Urgent care seen as a system locally not separate providers
- Urgent care strategic plan UCC integrating GP OOH at ED, reconfiguring the front door BDGH – linked to BDGH campus site plan.
- CCG co-commissioning primary care to manage UC demand
- No primary care data on demand

Urgent Care Dashboard

NHS Bassetlaw CCG - System Performance Summary

Delayed Transfers of Care:

Trend information has been included for the total number of days delayed in the month at DBH - as per the Better Care Fund Metric.

Overall a decrease was seen in December for the number of days delayed.

Bed Status: 6th February.

16 acute beds were closed at DBH, due to staff shortages, Bed Status Red. Bassetlaw 1 acute bed closed due to infection control and SCBU closed due to admissions due to no available beds. Amber Bed Status. 0 vacant intermediate care bed and 4 Spot purchase Step Up / Step Down beds available as at the 11th February 2015.

OOH - GP face to face contacts are down from the previous month, and telephone contacts are also down in January 2015.

GP Contacts above planned level.
SSP contacts above planned level.

111 - Percentage of call backs within 10 mins for the CCG increased in December, and is below the aggregated SYB and YAS 111 totals. Percentage of warm transfers decreased for the CCG in December. Both indicators are below target.



A&E DBH and Bassetlaw Hospital

DBH trust wide performance improved in February 2015 to 91.85% - with ytd 92.67%.

Bassetlaw Hospital - performance improved in February- 96.38% - above the target. YTD below target - 93.36%.

Attendances down by -7.99% - 293 less attendances at Bassetlaw from December to January, -7.97% trust wide - 1045 fewer attendances.

EMAS Performance:

Bassetlaw CCG Performance January 2014 & YTD:

Red 1 77.42%, YTD 69.11%

Red 2 54.44%, YTD 63.94%

A19 85.13%, YTD 87.95%

Performance Improved in January for Bassetlaw CCG patients for Red 1, Red 2 and A19 targets, but still remains below target. Week ending 8th Feb is showing a slight improvement for Red 1, Red 2 and A19 target, but only Red 2 above target.

Emergency Admissions & ATC:

A&E Admissions and GP Admissions increased in January 2015, with A&E Admissions above the average, GP admissions above the average.

ATC Admissions - Higher admissions from A&E & GP admissions in January 2014.

Urgent Care Dashboard

A&E Attendances & Performance at DBH, EMAS Activity and Performance for Bassetlaw CCG patients

A&E Performance	A&E	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	YTD 2014 15
	Trust Performance % - 95%	93.08%	91.57%	93.13%	91.44%	89.71%	91.46%	91.85%	92.67%
	DRI % - 95%	88.99%	86.25%	90.68%	87.56%	85.78%	88.51%	86.59%	89.66%
	DRI A&E Attendances	7623	7838	7614	7434	7548	7035	2207	79832
	Bassetlaw % - 95%	96.47%	96.60%	93.33%	92.54%	89.60%	90.77%	96.38%	93.36%
	Bassetlaw Attendances	3655	3677	3690	3541	3663	3370	1021	38269
	Type 1 Performance % - 95%	91.41%	89.55%	91.56%	89.17%	87.03%	89.25%	89.68%	90.83%
	12 Hour Trolley Waits	0	0	0	0	0	0	0	0
Ambulance Performance	Ambulance - EMAS	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	AVG	2014 15 YTD
	Bass Total Red 1	43	27	21	25	28	31	29	
	BassTotal Red 2	420	422	482	480	568	507	480	
	Bass Green 1	152	172	174	193	206	170	178	
	Bass Green 2	434	433	440	457	464	472	450	
	Bass Green 3	34	25	21	26	15	15	23	
	Bass Green 4	55	41	62	63	52	64	56	
	Bass Total Red 8 Min 1 - 75%	79.07%	59.26%	52.38%	64.00%	64.71%	77.42%	66.14%	69.11%
	Bass Total Red 8 Min 2 - 75%	72.86%	61.85%	63.90%	66.04%	48.59%	54.44%	61.28%	63.94%
	Bass Total Red 19 Min - 95%	90.71%	86.19%	90.64%	90.67%	74.96%	85.13%	86.38%	87.95%

to 9th February

Urgent Care Dashboard

Emergency Secondary Care Activity at DBH

Secondary Care Emergency Activity - DBH	Secondary Care	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	AVG
	Em Adm via A&E	521	551	589	605	614	558	597	576
	Em Adm via GP	202	210	200	217	221	162	241	208
	Em Adm via Outpatients	16	27	27	19	24	15	13	20
	Em Adm via Other	42	62	52	78	56	47	72	58
	Em Readm - 30 days Bassetlaw CCG at DBH (adults)	13.40%	11.60%	11.20%	11.20%	11.10%	rptd 1 mth in arrears	rptd 1 mth in arrears	11.70%

ATC Activity	ATC	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	AVG
	Adm via A&E	225	293	307	278	259	326	336	289
	Adms via GP	139	116	97	103	83	104	119	109
	Adms via OP Clinic	7	6	1	4	3	0	3	3
	Adms via Waiting List	1	0	0	2	1	1	1	1
	Adms via other routes	12	7	6	11	11	5	11	9
	Total Adms to ATC - All CCGs	384	422	411	398	357	439	470	412
	Total Adms to ATC - Blaw CCG	298	330	325	307	272	322	337	313
	Discharged from ATC to Home	307	323	314	398	442	425	461	381
	Admitted from ATC to Ward	34	27	38	49	35	42	35	37

Urgent Care Dashboard

GP Out of Hours and 111 Activity & Performance

Out of Hours	Out of Hours	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Plan / AVG
	GP Contacts - Face to Face	463	458	386	458	525	735	626	387
	GP Contacts - Telephone	192	252	188	273	230	317	310	
	SSP Home Visits	240	304	264	292	288	366	361	292
	Palliative / End of Life Contacts	24	18	26	41	40	34	27	30
	Signposted by A&E	43	30	28	35	36	58	46	38
	Other - Patient Transport	78	123	113	113	111	116	89	109

GP and SSP targets report now available.

111 Activity	111	Target	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD	AVG
	Calls Answered - CCG		1496	1426	1561	1590	2136	12477	1518.25
	% Abandoned Calls - 111	5%	0.60%	1.10%	1.30%	2.90%	5.50%	1.30%	1.48%
	% Calls Answered 60s - 111	95%	97.00%	95.10%	93.30%	86.10%	77.90%	93.80%	92.88%
	Assessment Completed 1 Call	95%	tbc	tbc	tbc	tbc	tbc	tbc	tbc
	Call back within 10 mins - CCG	100%	28.20%	33.70%	22.70%	20.90%	16.80%	28.50%	26.38%
	% Warm Transfer - CCG	95%	39.20%	41.00%	29.70%	29.10%	23.00%	32.20%	34.75%

SYB Aggregated Call Back within 10 mins for December = 21.2% and YTD 27.3%

SYB Aggregated % Warm Transfers for December = 22.6% and YTD 30.1%

Urgent Care Dashboard

DBH Bed Details and
Delayed Discharges

DBHFT Bed Status - 6th February 2015				
Bed Capacity		DRI	BDGH	MM Rehab Centre
Total Beds in Trust	Adult	552	180	56
	Paediatric	40	14	
	Neonatal beds	18	8	
	Intensive Care	20	5	
No of Beds Closed	Adult	16	1	0
	Paediatric	0	0	
	Neonatal beds	0	0	
	Intensive Care	0	0	
No of beds Vacant	Adult	27	6	0
	Paediatric	14	10	
	Neonatal beds	14	0	
	Intensive Care	0	1	
Bed Status				
Comments inc Beds Closed By Infections, Number of Outliers etc		16 beds closed due to staff shortage.	1 closed bed due to infection control. Scbu closed to admissions	

DBH Delayed Discharges - w/e 6th February 2015			
	DRI	Bassetlaw	Total
Monday	11	6	17
Tuesday	9	5	14
Wednesday	8	3	11
Thursday	5	5	10
Friday	6	5	11
Saturday			
Sunday			
Total			

Monthly Delayed Discharges - Number of Days Delayed	DRI	Bassetlaw	Total
Dec-14			271
Nov-14			439
Oct-14			333
Sep-14			351
Aug-14			282
Jul-14			190
Jun-14			305
May-14			191

Urgent Care Dashboard

Community Services Bed Details,
Nottinghamshire Healthcare Trust -
Activity Performance Indicators
Nottinghamshire County Council –
Commissioned Bed Availability.

BHP Bed Status - 11th February				
Bed Capacity	Hospice	Westwood and Assessment Beds	Rapid Response Capacity Status (Step Up/ Step Down) spot purchase	Comments
Total No Of Beds	6	21	18	There are 4 beds available for spot purchase as at 10th February funding for Step Up / Step Down Beds has been increased by the CCG to 15 beds until the end of the financial year.
No Of Patients	6	21	18	
Vacant Beds	0	0	0	
Planned Admissions	0	0		
Closed Beds	0	0	0	

Nottinghamshire Healthcare Trust					
	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
% of IP Admissions that have been gatekept by CRHT - target >95%	97.80%	100.00%	100.00%	98.60%	97.30%
Delayed Discharges - minimum - < 7.5%	3.90%	3.70%	3.30%	3.00%	3.20%
Emergency ReAdmissions Rates 28 days (Adult) - <4%	5.42%	3.90%	7.19%	6.50%	2.70%
Emergency ReAdmissions Rates 28 days (Older Adult) - <3%	4.30%	2.10%	4.10%	2.40%	0.00%

source NHT Quality Matrix

Local Authority
NCC / Social Care bed Capacity - Commissioned - Total Bed Availability
93

2014/15 Bassetlaw Systems Resilience Funding

In quarter three the CCG received the following non recurrent SRG allocations:

Tranche 1 -	Non elective	£ 780K
	Elective	£ 378k
Tranche 2 -	Non elective	£370k
Tranche 3	Mental Health	£210K
SRG Grand total		£1,738

Tranche 1 SRG spend

Allocation £	Scheme/ initiative
	ELECTIVE
£378k	Additional elective RTT activity DBHFT
	Non elective
£390k	DBH bed plan and discharge out of hospital
£70k	Community Services– intermediate care BHP nurse staffing (covering reduction in SC funded budget)
£40k	OOH – additional GP rota cover weekends
£100k	£40k additional capacity in START reablement service £20k to manage risks of insufficient home care capacity this winter as the new providers (ARK and STERLING) establish themselves. £40k additional Social Worker capacity for assessments in the district
£50K	3 rd sector, social prescribing scheme support for the frail elderly reduce admissions/ readmissions
£100k	Primary care –urgent care support (children’s diagnostic equipment, uptake of flu and Children influenz uptake and additional clinical capacity where possible to support increased demand)
£30k	EMAS falls pathway
£123k	£78k 6 additional step up beds spot purchased for Nov-March £45k OT 1WTE capacity to cover the increased beds
£1,158K	Tranche 1 elective and non elective total

MH SRG spend

£15k	MIND – MH awareness raising front line staff in primary care
£10k	MIND - MH training package with front line clinicians primary care – train the trainer – inc DBH clinicians (sharing resource)
£25k	Alzheimer’s Society – Dementia awareness training front line staff (acute and primary care)
£10k	CAMHs training in 24hr liaison psychiatry BDGH A&E (during March) to enable risk assessment of children presenting in A&E
£20k	MIND additional capacity
£25k	Notts Street Triage - additional hrs cover to increase capacity
£80k	Rethink - local OOH Crisis telephone support for patients accessed via NHS 111 (1 Year pilot)
£25k	Voluntary sector support to B2 at BDGH preparing patients for discharge – social support (housing / debt/ finance advice) (1 year)
£210k	Total MH SRG funding