

### Winter 18/19 - our shared commitment to improving urgent and emergency patient care

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April 2019



### To cover:

- System winter plan a recap
- Performance
- Increase in demand & record days
- Quality & safety monitoring
- Patient feedback/experience
- System progress
- Ongoing challenges
- Future focus
- New national standards pilot
- Questions



# System winter plan: recap (1)

- Extra 113 extra acute beds (NUH) at cost pressure – 1 more ward than previous winter
- Investment in community-based care, including 20 more enhanced care beds (care home)
- 35 community-run beds at St Francis at City Hospital for patients who no longer need acute care (£1.9M national funding for capital)



# System winter plan: recap (2)

- QMC front door redesigning emergency and urgent care pathways and modernising and expanding A Floor (£4.5M national funding for capital works). 30 cubicles in majors (from 20)
- Expanding NUH's nationally-renowned Surgical Triage Unit model to wider specialties
- Focus on reducing long stay patients (LOS >20 days)
- Flu campaign & infection prevention (80% frontline staff vaccinated for flu – a record year)
- Focus on staff health and wellbeing
- Joined-up, system & NHS-wide public-facing comms campaign (including 'Home First' and 'Help us help you')



### System performance

 National requirement: at least 95% through ED within 4 hours

- 18/19: 78.5% (17/18: 81.4%)
- March 2019: 72.3%



### **Increase in demand**

- Average of 566 A&E attendances to QMC a day, a 4.3% increase on 17/18 (average 543 per day)
- 4.2% overall increase in emergency admissions



### **Record days for system attends**

### • 1 April 2019

- 920 attends QMC and London Road Urgent care Centre, previous highest attendance 878 on 18 March 2019)
- 611 attends for QMC's ED & NEMS (a record)
- 527 attends for QMC's ED (a record)



# Safety & quality monitoring

- 12-hour trolley waits: 7 in 18/19 (2 in 17/18) 6 due to mental health waits
- RCA on all waits >8hrs
- Board & Quality Assurance Committee oversight
- Consistently strong patient satisfaction scores re: care
- A&E Delivery Board oversees system's urgent & emergency care performance



### Patient feedback



### Things to do Notts @things\_to\_do · Apr 1

Big thanks to the amazing Staff @nottmhospitals. My Dad was rushed in again this morning and the treatment he has received all day has been fantastic. From the ambulance team to the staff in A&E, to the surgeons and consultants, I thank you all. 😘 😘

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Joanne Cooper @Johazis · Jan 19 Massive respect and thanks for all of the doctors, nurses and staff who helped me when I was in agony last night in A&E. You do a fantastic job @nottmhospitals

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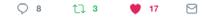
Shaarna @HeadSmartFellow · Mar 15 Just need to say a HUGE thank you to all the staff @teamEDnuh for looking after a loved one with such professionalism and kindness. Special thanks to Dr Ashraf Ali and @jayjayaah - makes me incredibly proud to be part of @teamEDnuh and @nottmhospitals #youguysrock



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Jane Brewer @jane\_brewer · Jan 27 Thanks to the staff at @nottmhospitals A&E this morning who got me through to see the right person & pumped full of adenosine so I could come home without passing go, or passing out, though I did go a bit peculiar. Anyway, thank you.



### hellomynameisrebecca @rebeccacarlin29 · Apr 1

My nephew had to attend ED @nottmhospitals yesterday I asked my sister in law about there experience . She said all the staff @TeamNUH were lovely #thankvou #proud



Please could our grateful thanks and total

Relative, QMC

COSere

appreciation be expressed to this one individual, he made a difficult experience

just that little bit easier.

Share your experiences:

OMCPET@nuh.nhs.uk

### System progress

- Extended GP appointments evenings and weekends
- Frailty hub with integrated pathways
- Integrated Discharge Team supporting 280 discharges a week
- Best ambulance handover times in region
- Respiratory service at home helping patients get home sooner and manage future exacerbations
- Home First developments additional packages of care
- System-wide Discharge Policy implemented

## **Ongoing challenges**

- 1. System Demand vs Capacity
- 2. Workforce
- 3. Internal flow (NUH)
- 4. Discharge managing to keep pace with admissions and patient acuity/ complex needs

### **Future focus**

- NUH's Trust-wide emergency pathway transformation programme (phase 2 focus):
- Front Door and Assessment
- Internal flow (incl portering, therapies & diagnostics)
- Discharge (incl long stay patients, criteria-led discharge, back to basics (TTOs, Discharge Lounge, Board Rounds etc)
- Additional NUH capacity 19/20 to address bed deficit
- Community offer flexible beds and home care



# New national standards for urgent & emergency care

- 1. Time to initial clinical assessment in EDs & Urgent Treatment Centres: Timely clinical assessment to identify those in need of immediate treatment and direct patients to those best able to meet their needs at the earliest opportunity
- 2. Treatment within the first hour for critically ill & injured patients: Rapid treatment for conditions such as stroke, heart attack and suspected sepsis. Also includes those requiring emergency mental health care
- 3. Mean total time in ED: Mean waiting time for all patients will be measured
- 4. Increased utilisation of Same Day Emergency Care: to avoiding unnecessary overnight admissions and improve flow
- Supporting Indicator:

**Call response standards for 111 and 999:** Rapid response & match patients (including mental health patients) to the service that best meets their needs

# NUH is one of 14 pilot sites for the revised access standards

### WHY NOTTINGHAM?

Trusts have been chosen for size and to ensure a good geographic spread, and to ensure a range of performance levels against the current standard are represented

### **OTHER TRUSTS**

Poole, Imperial, North Tees, Chelsea and Westminster, Frimley, Rotherham, Cambridge, Mid Yorks, Kettering, Luton, Plymouth, Portsmouth, West Suffolk





- April 14 sites to design the process in which the new standards will be piloted and evaluated
- May field testing starts at pilot sites
- Summer final recommendations for review by NHS England following analysis of data from pilots
- Later in 19/20 new standards apply to all Trusts

### **Questions?**

