BRIEFING NOTE

Agenda Item no. 8

TO: **Health Scrutiny Committee**

DATE: **13th November 2012**

RE: Walsall Surge Plan

Purpose

In addition to the Surge Plan 2012/13 this document provides further assurance in regards to Walsall's response to the additional surge in activity, specifically the winter months where additional work has been undertaken, to address issues with capacity where identified areas required strengthening.

Background

Key elements of the surge plan have been identified as requiring additional rigor to give assurance there is a robust plan in place for the Winter period 2012 /13.

Key Highlights

Increase footfall and ambulance conveyance presenting challenges in achieving performance targets

- There are plans in place to divert activity from the A&E department, this is particularly around West Midlands Ambulance Service (WMAS) providing a GP as part of their response service to re-direct patients to their own GP or other appropriate service from mid-December to the end of March.
- WMAS are also providing a 'Falls' car service, which will attend 999 calls which are falls related and require only a 'pick up service' the intention is to link these patients to the falls pathway for additional support/falls prevention awareness sessions
- There are plans developing to put additional support to the Frail Elderly pathway, this requires a dedicated GP working with primary care and the community if it is to be more affective at admissions avoidance in community for GP's.

- The current primary care provider of the Urgent care centre are also to commence streaming front end in A&E in a phased approach as agreed with Walsall Health care Trust.

Number of complex discharge patients and rate of admissions resulting in bed pressures which means that the additional beds scheduled to be available in the winter months i.e. November to the end of March are already in use.

- Additional capacity is required; this has been estimated in the region of 30 beds. The nursing homes which may have this capacity has been scoped, with the preferred commissioning option being to block purchase these beds for the Winter 2012 / 13. This additional capacity is now available on a graduating scale over 2 weeks commencing from 2 December 2012. Stringent criteria and governance processes have been agreed with the 2 provider organisations i.e. the Manor Hospital and the nursing home and commissioners.
- Additional spot purchase beds for complex discharge and end of life patients have been commissioned with stringent criteria and support required from the community nursing services in place

Increased pressure on Walsall Council Social Care and Inclusion budgets for residential placements and care packages

- Social Care and Inclusion are lookingto address urgently the capacity issues within Integrated Discharge Team (IDT) to support discharges and establish packages of care quickly. Current processes are also being reviewed to ensure maximised efficiency.

Increase in the number of out of area patients, particularly from South Staffs has further increased demand on bed resources with some delays in discharge

- Seeking reciprocal arrangements with other commissioners in the management of cross boundary patients
- A south staffs social worker is now attached to Walsall IDT to ensure robust and timely discharge to South Staffs patients
- Seeking reciprocal arrangements to support district nursing services providing intravenous antibiotics to non Walsall registered patients living in Walsall to facilitate timely discharge

Improving communication and engagement with GP practices to ensure that practices understand the escalation process and actively look to manage their patients in an alternative way to prevent admission

- To ask GP's to engage proactively with telehealth and telecare
- Explore the option of locality based extended GP Practice opening hours
- Develop a model of enhanced GP access which complements current GP access arrangements through GP practices, OOH provider and the Walk in centre, to respond to patients requesting a home visit 24/7 .

Recommendations (if required)

The Health Scrutiny Committee are requested to:-

a) Note - the action Plan developed for additional activity associated with Winter Surge

b) Support - the adoption of the Action Plan for management of increased activity across the Walsall Health Economy and be assured that additional appropriate measures have been put in place

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