

BRIEFING TO HEALTH SCRUTINY

Report Title: Urgent Care

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Requirement from the Health Scrutiny Subcommittee:

There will be an Urgent Care session at the Health Scrutiny sub-committee on 15th November 2018.

The purpose of this session will be to

- Follow on from the update to the committee delivered on 3rd July (the development of the front end of A&E plans for the walk in service, and the development of the Urgent Care hub model)
- Update on winter planning progress for Urgent Care services in Oldham.
- Discussion with the committee about what is working well and what challenges we face (with particular reference to staffing and resources)

Background:

At the session of the 3rd July the sub-committee received the draft Urgent Care Strategy, an update on the progress with the development of services at the front end of A&E and an update on plans for the walk in service.

1.1 Development of the front end of A&E, the walk in service and the development of the urgent care hub model.

The front end of A&E service continues to support patients who arrive at A&E and require primary care services. The service is available from 11am – 11pm 7 days a week.

The walk in service remains in place and will do so until there is an alternative offer in place for patients.

Working with the cluster model for the development of services, there are plans to develop Urgent Care Hubs as an alternative to the current walk in service offer.

1.2 Winter planning process for Urgent care services

The Urgent Care partners have worked together to review Winter 2017/18 and to develop plans for 2018/19.

In 2018/19, the Urgent Care system in Oldham was under pressure with increased demand for services. The pressures were increased over the bank holiday period in December 2017.

A&E Attendances of greater than 300 per day have become routine for the Oldham Hospital site.

The plans for 2018/19 focus on the following areas

- Supply
- Capacity and
- Seasonal pressures

1.2.1 Supply

Actions include

- System resilience funding is being used to support Urgent Care services through the provision of additional beds for acute medicine and paediatrics.
- The discharge ward will include the development of frailty assessment service.
- Robust reviews of length of stay and a focus on care planning for long stay patients
- A series of Multi Agency Discharge Events to support system flow.
- A re-launch of the patient choice policy across the hospital, intermediate care and reablement.

1.2.2 Capacity

Actions include

- Incentive payments and trusted assessor arrangements in place for care homes to complete assessments within 2 hours for patients waiting to be discharged.
- Block purchasing of care home capacity
- Additional Intravenous therapy service capacity
- Rapid access step up and step down short term nursing and therapy support
- A Bed Every Night – additional communal night shelter accommodation.
- Additional primary care streaming capacity at the front end of the hospital

1.2.3 Seasonal Pressures

Actions to support system resilience over the peak festive season include

- Communications to inform residents about service availability over the festive period.

- All providers to ensure robust plans are in place for the bank holidays, extreme weather and flu.
- Escalation processes and procedures reviewed.
- Work to support provision in areas of greatest needs
- Plans to support cancellation of routine activity to support demand where required.
- Extreme weather plan in development.

1.3 Discussion

The Health Scrutiny Committee is invited to comment on the above.