

Frimley System Resilience Group

**Winter 2014/15 reflections and plans for
2015/2016**

August 2015

Membership

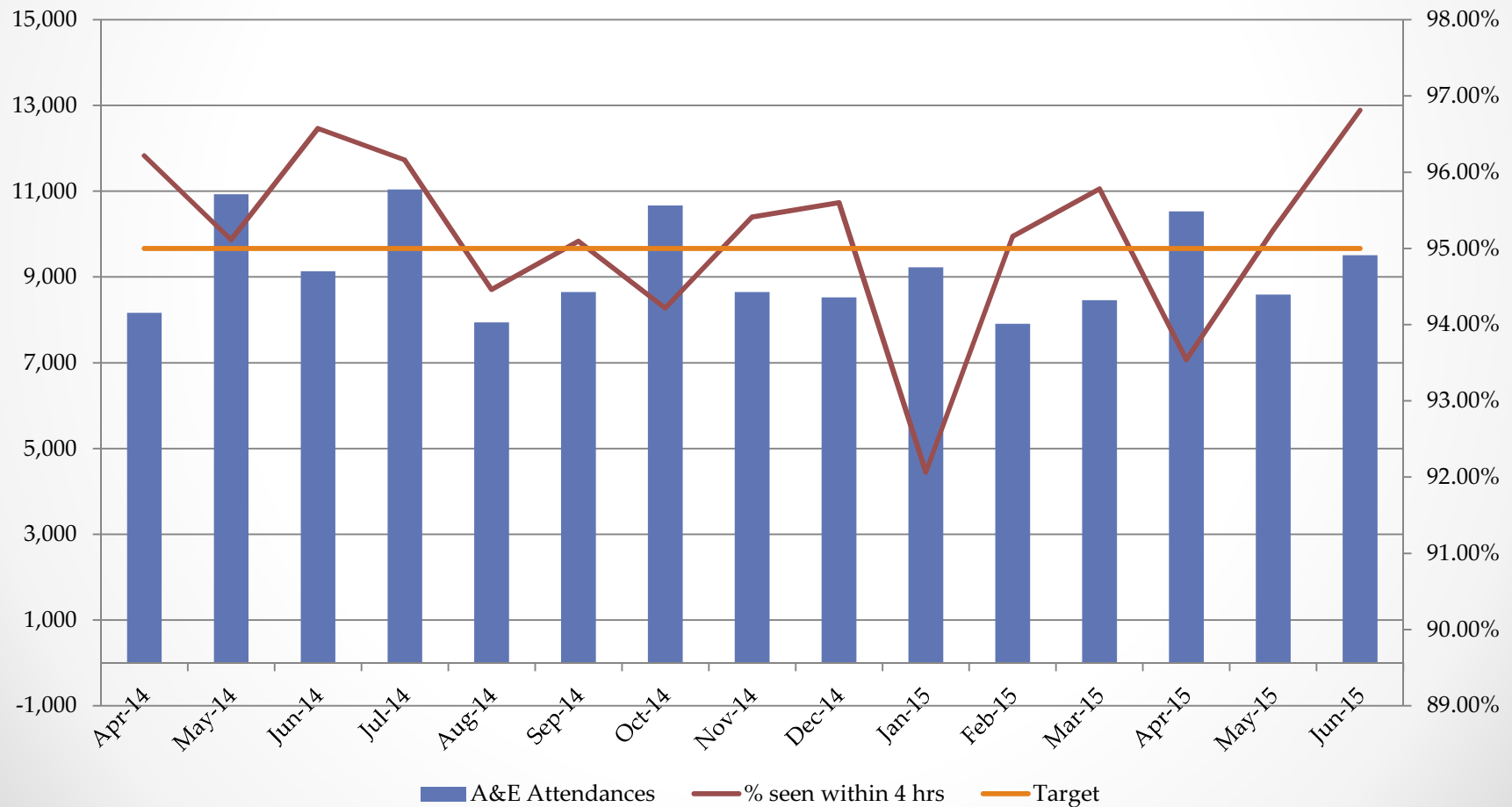
- Berkshire Healthcare NHS Foundation Trust
- Bracknell & Ascot CCG
- Bracknell Forest Council
- Frimley Health NHS Foundation Trust (Frimley Park Hospital site)
- Hampshire County Council
- NHS England – Wessex
- North East Hampshire and Farnham CCG
- North Hampshire Urgent Care - OOH Provider
- Patient Representative
- Primary Care as Provider representative from each CCG
- Public Health
- South East Coast Ambulance Services NHS Foundation Trust
- South Central Ambulance Services NHS Foundation Trust
- Southern Health NHS Foundation Trust
- Surrey and Borders Mental Health NHS Foundation Trust
- Surrey County Council
- Surrey Heath CCG
- Voluntary Sector Representative
- Virgin Care

Partnership working with Social Care

- Surrey County Council and Hampshire County Council are key members of SRG
- Work before winter 14/15 to prepare for increased demand included:
 - Discharge to assess capacity
 - Care home 'step-down'
 - Assessment team capacity

Summary of A&E Performance

Frimley Park Hospital A&E Performance



What does the data tell us?

- Attendances did not increase significantly, however an increase in the level of acuity was experienced as did the number of patients being admitted

Reflections on 14/15 winter



What went well:

- ✓ Coordination and communication within the system resilience group
- ✓ Strong relationships
- ✓ Sharing best practice and resource between providers
- ✓ Testing new approaches between primary and secondary care
- ✓ 24 hour mental health cover in A&E
- ✓ Crisis Cafe
- ✓ 7 day working for therapy staff and medical consultants
- ✓ Dedicated social care practitioner focusing on delayed patients
- ✓ Additional and extended primary care appointments
- ✓ Voluntary sector
- ✓ Rapid response in the community

Learning points:

- ✗ Continuing Health Care escalation and capacity
- ✗ Urgent care pressure on primary care
- ✗ Timeliness and capacity of interim care home placements
- ✗ Information sharing was not electronic
- ✗ People being admitted were not known to services



Ideas for 2015/16 winter

- Build on voluntary sector capacity
- Real time data and information sharing
- Increased community, interim, discharge to assess beds
- Continue daily reporting, conference call and Frimley on-site summit meetings
- Working with the public on alternatives to A&E
- Medical cover for discharge to assess beds
- Better use of pharmacists



Planning for 2015/16

Our Preparations for this coming winter include:

- More joined up acute and community working
- 7 day working in the acute, community and social care
- Integrated Care Teams
- Falls prevention
- Discharge to assess capacity with medical support
- Operational resilience plans in place
- Increased voluntary sector investment
- Trusted assessor
- Trusted discharge project with Care Homes
- Flu vaccination uptake improvements
- New mental health crisis support
- Improved alcohol service

Risks to A&E Performance

- Unprecedented/unplanned demand e.g. effectiveness of the flu vaccine last year
- Workforce capacity
- Care at home and care home capacity and ability to respond quickly
- Helping the public understand the range of options available as alternative to A&E
- Delayed transfers of care
- Re-admissions

What could help?

- Safe alternatives to A&E and hospital admission – working with the public
- Communities looking after each other
- Preventative, proactive care
- Statutory services working together to make every contact count
- Social Care demand and capacity
- Care Home vacancy register across Frimley System
- Effective, consistent and timely processes across Frimley System

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