

Winter 19/20 - our shared commitment to improving urgent and emergency care for patients & their families and the experience of our staff

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and providers

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To cover:

- System developments
- New national standards
- Further growth in demand
- Quality & safety monitoring
- Patient feedback/experience
- System winter plan 19/20 – a summary
- Looking after our staff
- Ongoing challenges
- Our response
- New national standards pilot - update
- Questions

System developments 18/19: a recap

Included:

- QMC front door – redesigning emergency and urgent care pathways and modernising and expanding A Floor (£4.5m national funding for capital works)
- Expanding NUH's nationally-renowned Surgical Triage Unit model to wider specialties
- Improving assessment for patients – 19% patients who present at ED front door are now directed to the GP and primary care-led Urgent Treatment Centre (up from 10%)
- Excellence in Discharge (NUH focus)
- Intensive support at home team
- Call for care
- Community capacity & specification review

New national standards focus on improving the timeliness of care

Includes:

1. Time to initial clinical assessment in EDs & Urgent Treatment Centres
2. Treatment within the first hour for critically ill & injured patients
3. Mean total time in ED
4. Increased utilisation of Same Day Emergency Care

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

- Field testing started May 2019
- Phases 1 and 2 of testing completed
- National analysis underway

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

Further growth in demand

- At times this summer we have been busier than winter (& much busier than previous summer)
- August 2019; 8.9% increase in ED attends (versus 2018) and 9.7% increase in ambulance attends

Safety & quality monitoring

- 12-hour trolley waits: 7 year-to-date in 19/20, including 5 due to mental health waits (compared to 7 12-hour trolley waits in 18/19)
- Board & Quality Assurance Committee oversight
- Patient satisfaction scores relatively strong re: quality of care
- A&E Delivery Board – oversees system's urgent & emergency care performance

Patient feedback

- Friends & Family Test scores for ED have declined a little. Themes include: long waits, poor communication and staff attitudes
- 92% in 18/19
- 89.3% year-to-date in 19/20

Patient experience

The treatment, care and service we received was outstanding... please pass on our most grateful thanks to all staff involved.

Relative, QMC

Share your experiences: QMCPET@nuh.nhs.uk

Brilliant service. Extremely polite receptionist, quick triage with the nurse after 35 minutes, followed by review with the advanced nurse practitioner within the hour.

Nicola Bland RN @NicB288

Big thanks @teamEDnuh for care given to my Mum on weds night. Really impressed with the triage & nursing process but long wait for medical review. I was particularly impressed with HCA Carmen who was really caring, reassuring patients & families & explaining processes @TeamNUH

THANK YOU FOR THE CARE AND UNDERSTANDING WITH MY HUSBAND'S HEARING AND MEMORY PROBLEMS, THEIR PATIENCE, CHEERFULNESS AND THE PROGRESS FROM DAY ONE WAS QUITE AMAZING. A BIG THANK YOU FOR SUCH A SUPER SERVICE.

alison ball @alisonball1907

Just checking out of QMC today after a short mini break! Thanks to all the staff on A&E, radiology and especially D56 for putting up with me! Care has been EXCEPTIONAL from everyone cleaners to consultants but especially the nurses who have been so kind Thank you all 😊

We had, by then, been sitting in the waiting areas for almost 9 hours.

Relative, QMC

Share your experiences: QMCPET@nuh.nhs.uk

I got to see a member of staff who dealt with my problem thoroughly. She put me at ease and listened to me.

Patient, QMC

Share your experiences: QMCPET@nuh.nhs.uk

10:59 · 21/09/2019 · Twitter for iPhone

EVERY MEMBER OF STAFF I HAD CONTACT WITH WAS POLITE AND FRIENDLY. I REALLY CAN'T FAULT THE TREATMENT I RECEIVED OR THE ENVIRONMENT IT WAS DELIVERED IN.

The care I received was second to none and I am hugely indebted to all the staff involved.

Patient, QMC

Share your experiences: QMCPET@nuh.nhs.uk

The department was very busy and there was a bit of a wait but at no time did I feel ignored or forgotten.

Patient, QMC

Share your experiences: QMCPET@nuh.nhs.uk

System winter plan 19/20 (1)

- NUH has a plan to right-size capacity to meet demand, which includes:
 - ✓ 70 escalation beds (that previously opened and closed based on demand) being converted into extra core beds that will be open and appropriately staffed throughout winter
 - ✓ Using St Francis for acute beds to create extra medical capacity at QMC
 - ✓ Opening more healthcare of older people and respiratory capacity at QMC & City Hospital
 - ✓ As per plan, opening 30 extra assessment beds at QMC to address the current shortfall in Acute Medicine, which we hope will reduce the waits for beds our patients too often experience in our Emergency Department
 - ✓ Opening three extra Critical Care beds in 19/20 for emergency cases as required to close some of the gap
- Alongside this physical capacity expansion, we are also continuing to improve our efficiency and discharge planning across our wards to improve flow through and out of our hospitals

System winter plan (2)

- Wider system developments to right-size capacity to meet demand, which includes:
 - ✓ Improved use of community bed capacity for patients transferring from NUH meaning more patients will benefit from the services provided
 - ✓ High intensity service users - 4 mental health nurses to support frequent attendees to A&E to access alternative support
 - ✓ Intense Support at Home Service - avoiding admission through significant short term support at home (City only)
 - ✓ Intense Support at Home Service - supporting earlier discharge more intense home-based care for complex needs
 - ✓ Call for care extended available across all of Nottingham- rapid 2 hour response for access to community support
 - ✓ Community respiratory service hospital to home in-reach on wards and admission avoidance support once at home
 - ✓ Working with frailty service in A&E, supporting more patients to return home with discharge wraparound support
 - ✓ Significant 7-work with care homes to recognise deterioration and respond quickly to access health support to prevent admission where possible
 - ✓ Joined-up, system & NHS-wide public-facing communications campaign about choosing the right service (including 'Help us help you')

Looking after our staff

- Focus on staff health and wellbeing
- Staff flu jabs (aiming to vaccinate over 80% of NUH staff by the end of November 2019 or before)
- Staff morale

Ongoing challenges

1. System Demand vs Capacity
2. Workforce
3. Flow through and out of NUH
4. Discharges managing to keep pace with admissions and patient acuity/ complex needs
5. Having the right type & number of community beds and packages of care

Questions?