

Winter Planning 2016-2017



NHS Blackpool CCG

David Bonson
Chief Operating Officer



Introduction

- The winter period creates particular challenges for the entire Health Economy regardless of the additional pressures of pandemic disease or severe weather. This year is anticipated to be no exception but this winter will be set against the background of various NHS reconfigurations, Adult Social Care challenges, increased demand, staff deficiencies and the continued drive for efficiencies



Winter Planning

- Fylde Coast Accident and Emergency Delivery Board
- Led by Wendy Swift, Chief Executive, Blackpool Teaching Hospitals NHS Foundation Trust
- Executive Level Membership from:-
 - Blackpool Teaching Hospitals NHS Foundation Trust
 - NHS Blackpool Clinical Commissioning Group
 - NHS Fylde and Wyre CCG
 - Lancashire Care NHS Foundation Trust
 - Primary Care
 - North West Ambulance Service
 - NHS England
 - Lancashire County Council
 - Blackpool Council
 - First Choice Medical Suppliers (health services provider)
 - PDS Medical (health services provider)

Winter Reporting

- The CCGs are responsible for engaging with all local providers and local authorities to co-ordinate local resilience to seasonal surges in demand and to undertake upward reporting to NHS England (NHSE) on a weekly basis throughout the 'Winter' period (October - March)
- A key theme from the review of winter 2016-2017 is operational escalation know as Operational Pressures Escalation Levels (OPELs)



New Escalation Levels

Operational Pressures Escalation Levels

- **OPEL 1** The local health and social care system capacity is such that organisations are able to maintain patient flow and are able to meet anticipated demand within available resources
- **OPEL 2** The local health and social care system is starting to show signs of pressure. The Local A&E Delivery Board will be required to take focused actions in organisations showing pressure to mitigate the need for further escalation
- **OPEL 3** The local health and social care system is experiencing major pressures compromising patient flow and continues to increase
- **OPEL 4** Pressure in the local health and social care system continues to escalate leaving organisations unable to deliver comprehensive care. There is increased potential for patient care and safety to be compromised. Decisive action must be taken by the Local A&E Delivery Board to recover capacity and ensure patient safety. All available local escalation actions taken, external extensive support and intervention required.



- Weekly 'Emergency System Resilience Group' meeting to discuss performance regarding the previous week
- Attendees form NWAS, Blackpool Teaching Hospitals NHS Foundation Trust, CCGs, Out of Hours providers, Primary Care, communication leads, Lancashire County Council and Blackpool Council
- Real time solutions delivered for emerging issues identified for the week's performance



Primary Care Over Christmas and New Year

- Additional GP Capacity at Whitegate Drive Health Centre, including-
 - Priority x-ray access
 - Additional clinical treatment rooms
 - Additional pre bookable appointments (7 days)
- All practices confirmed sessions open
- All practices adding more appointments for emergency appointments



Pharmacy Opening Hours over Christmas and New Year

- 24th December (Christmas Eve) - All pharmacies will be open, however, opening times may vary as practices have different core hours on a Saturday
- 25th December (Christmas Day) - Whitegate Pharmacy will be open 8am – 9pm
- 26th December (Boxing Day) - 5 pharmacies will be open between 8am and 9pm
- 27th December (Tuesday Bank Holiday) - 6 pharmacies will be open between 8am and 9pm



Emergency Dental Services over Christmas and New Year

- Patients directed via Single Point of Entry – Dental Helpline
- Additional sessions delivered from Whitegate Drive, Adelaide Street and Moor Park by First Choice Medical Suppliers, weekends, Bank Holidays and out of hours
- Any patient needing urgent/emergency care will go through the call handling and booked into the next most convenient appointment (in hours or out of hours depending on the time of day)



NWAS

Graham Curry
Sector Manager South & Fylde



NWAS

Appropriate additional operational/staff resources from the Paramedic Emergency Service (PES), EOC, Urgent Care Service (UCS), NHS111 and the Patient Transport Service (PTS) will be identified and profiled for the key dates.

All available emergency resources (PES and EOC) will be utilised on key dates and assistance will sought from the Voluntary Aid Societies (VAS e.g. British Red Cross, St John Ambulance and Mountain Rescue Teams), Private Ambulance Services (PAS- contracted in via an intermediary) as required, as circumstances dictate and as financial constraints allow.



NHS 111

- In order to ensure the NHS 111 Service is able to manage the demand in a safe and efficient manner, the following steps have been taken to increase our resource position prior to Christmas and in readiness for winter;
- Significant recruitment and training of Health Advisors by both NWAS and our delivery partners.
- Recruitment and training of Non-Pathways Operatives.
- Recruitment and training of MTS Clinicians.
- Recruitment and training of Pathways Clinicians.
- Several Courses planned following the Christmas Period to supplement November and December's new staff intake.



Integrated Virtual Care Hub - Delivered within FCMS

- The NWS Urgent Care Desk operates as a virtual 'hub' with a base in Lancashire
- The desks utilise a robust telephone triage tool to support patient through a Hear & Treat model, answering low acuity calls
- The virtual hub also provides clinical advice and support to NWS operational staff and a process for clinical leadership and support for all staff and managers has been developed to allow access to Paramedic, Senior Paramedics, Advanced Paramedics, Consultant Paramedics and occasionally, Doctors
- Senior/Advanced Paramedics may also be 'embedded' in Police/Fire & Rescue Command facilities to provide direct clinical support during periods of disruption or pressure
- These desks are able to provide:-
 - Clinical advice
 - Support for solo responders (RRVs) to enable them to leave scene whilst awaiting transport
 - Access to senior clinical support for the Advanced Paramedics
 - Direct telephone consultations with patients after initial categorisation



Blackpool Teaching Hospitals NHS Foundation Trust

Neil Upson
Deputy Director of Operations



Unscheduled Care

- Implement Frailty Service go live 5th December, frees up circa 5 observation ward beds to create A & E ward capacity
- Implement changes from rapid improvement event
- Reduce Unscheduled Care Clinic commitments to release senior decision makers to support morning discharges between the 19th December and 9th January
- Reallocate circa 18 beds from Scheduled to Unscheduled Care
- Appointment of locum team to support management of outliers



ALTC Division

- Working with Blackpool Council to provide 15 additional Packages of Care
- Manage DTOC at Clifton
- Open 12 closed beds for CHC/DTOC
- Work with Social Services to maximise use of ARC
- IV Therapy Service to function as Nurse Led therefore freeing up space on PCAU for frail elderly model of care



Scheduled Care

- All remaining scheduled care beds to be ring-fenced to maintain elective and emergency requirements
- Run emergency activity, cancer and day cases through theatres reducing bed requirements 19 December – 9 January
- Prepare Scheduled Care staff for transfer of Ward
- Provide specialist support to Emergency Department
- Review elective activity for post 9 January 2017 and assess the impact on RTT



Families Division

- Theatres – Urgent, Cancer and Day Case activity only during 19 December – 9 January
- The inpatient areas will operate normal business
- CAU will be operating bank holiday hours for the main days/Bank Hols
- Clinics will be reduced and closed on Bank Holidays to free up staff to work on the wards



Clinical Support

- Increase diagnostic Support to Whitegate Drive at evenings and weekends to reduce divert to Emergency Department
- Target CT & MRI capacity to support emergency care
- Target phlebotomy services between 19 December and 9 January to areas of greatest need



For Further information

Rosalyn Bradshaw

Commissioning Manager, NHS Blackpool CCG

rosalyn.bradshaw@blackpool.nhs.uk

Tel: 01253 951688

Mobile: 07342059828



NHS

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