

Blackpool Adult Social Care and Health Scrutiny Committee

Whole System Transfers of Care Scrutiny Review Final Report – published 26 February 2019

I. Context

Following receipt of the report from the Committee on 26 February 2019, we are formally requested to provide an initial response to the recommendations outlined within the report by 26 March 2019, with a view that a full update regarding implementation and progress be provided at the Committee meeting in July 2019.

Please find below the collective response from the partner organisations involved within this review, which has been discussed and agreed at relevant leadership forums/meetings across the Fylde Coast.

II. Report content – confirmation of any inaccuracies

Some recommendations within the report refer to Blackpool Clinical Commissioning Group, however given the collaborative approach it is suggested that these actions this should read Fylde Coast Clinical Commissioning Groups.

III. Response to the recommendations

Within the report there are ten suggested recommendations. We have detailed our response to each recommendation as below. It is also worth noting that a preliminary review of wider winter performance will take place on Friday 5th April 2019, with a final evaluation and recommendations phased to complete during April – June 2019.

	Recommendation	Decision	Rationale	Forward action
1.	That Blackpool Hospitals NHS Foundation Trust consider introducing a policy to limit the number of family and friends attending the emergency department to one/two associates at a time as per the policy on wards at the hospital in order to reduce the appearance of a full department and to free up seating for patients.	Agreed	Alongside the stated benefits within the recommendation, this policy also links to the aims of the Trusts infection control policy, particularly norovirus and flu.	This is an ongoing piece of work and it is anticipated it will be fully implemented by June 2019. It is acknowledged that its success is dependent on support from patients and their families, who have on occasions been resistant to such restrictions. Blackpool Teaching Hospitals (BTH) will put in place in the Emergency Department the same policy and awareness raising that is followed on wards. Staff will be supported to implement the policy as effectively as possible, with autonomy to flex in order to meet specific needs of individual patients and families sensitively.
2.	That Blackpool Clinical Commissioning Group review extended access appointments to	Agreed	A National review of Extended Access Services is planned	Undertaken between October 2018 to January 2019: All practice receptionists trained to

	look at usage, the reasons why the service is not more widely used and how to improve use of appointments to report back to the Adult Social Care and Health Scrutiny Committee in July 2019.		for 2019, with a more coherent set of access arrangements being implemented in 2020 and delivered at Primary Care Network Level. Funding and responsibility for providing the current CCG commissioned enhanced access services will transfer to the Network for delivery from April 2021, therefore the future model of service delivery is likely to change.	provide care navigation advice to patients, including Extended Access appointments where appropriate. Fylde Coast Clinical Commissioning Groups (FC CCGs) have included a mandate within the GP Enhanced Contract for practices to encourage patients to utilise the service with a script developed for practice use. The service is promoted via: <ul style="list-style-type: none"> • Practice TV Screens • Practice Manager Forums • Practice Nurse Forums • Patient Participation • Group Chairs During the Christmas and New Year period, a leaflet drop to all FY postcodes (and postcodes of the CCG boundary i.e. PR) was undertaken and included the Extended Access service. The CCGs have commissioned an additional telephone number to be available for patients to book and cancel appointments during the Extended Access opening hours. Due to boundary changes, additional provision has been commissioned to be delivered from Garstang Medical Centre each Saturday.
3.	Blackpool Teaching Hospitals NHS Foundation Trust to explore the impact of delayed receipt of prescriptions from the pharmacy on discharges from hospital and report back to the Adult Social Care and Health Scrutiny Committee with the reasons for pharmacy delays and a course of action to address those delays at the Committee meeting in July 2019.	Agreed		Blackpool Teaching Hospitals to undertake an audit regarding the scale of the problem in June 2019. Many improvements have been implemented with regards to discharge processes; this audit will confirm if this has resolved the identified issue.
4.	That Blackpool Teaching Hospitals NHS Foundation Trust identify ways to offer facilitated parking for discharge staff (either Council or NHS), to report back at the meeting in July 2019.	Agreed		Action complete. Both NHS and Council staff have facilitated free parking at Blackpool Zoo if they are undertaking duties on the Victoria Hospital site for a full day. If attendance is for shorter periods, for example to undertake an assessment, then staff can access parking at nil charge in the on-site

				multi storey car park.
5.	That Blackpool Teaching Hospitals NHS Foundation Trust work with all relevant partners to review discharge processes and ensure they are efficient, effective and to identify if any parts of the processes could be carried out after the patient has left the hospital. To report back to the Committee meeting in July 2019.	Agreed	Cllr note - It has been recognised that conversations have already taken place about the issue and work is underway.	<p>The Urgent and Emergency Care Transformation Programme has a work-stream dedicated to 'Return to Home'. Current priorities and progress are;</p> <ul style="list-style-type: none"> • Embedding a 'Discharge to Assess pathway'; • Winter pilot of a non-weight bearing pathway; • Discharge Facilitators in post funded by Lancashire iBCF; • Realigning existing resource to implement a 'Home First' ethos and pathway; • Length of stay focus on those patients staying over 21 days these are reviewed every Tuesday; • Daily Board Rounds are now standardised with focus on actions to improve inpatient experience and discharge; • A length of stay piece of work is being commissioned to standardise management of patients within acute and community. <p>An update will be available for the meeting in July 2019.</p>
6.	That Blackpool Teaching Hospitals NHS Foundation Trust work to improve relationships and communications with care homes. To report back to the Committee meeting in July 2019.	Agreed		<p>The Executive Director of Unscheduled Care (BTH) will be attending both Blackpool and Lancashire Care Home Provider Forums in order to improve communications, discuss future relationships and raise awareness of key issues and imminent developments such as;</p> <ul style="list-style-type: none"> nutrition and hydration; medication reviews via funded pharmacists; the introduction of NHS net email to improve communication/allow immediate transfer of discharge letters; rehabilitation and reablement input into care homes from community staff, to support earlier discharge and end of life care & dementia care - education and training which

				supports care homes with greater management of patients within the care home setting.
7.	That all partners use social media to send out alerts relating to accident and emergency waiting times, walk in centre waiting times and available GP appointments on a day. Each partner organisation to assist the others in disseminating the information.	Agreed in part	Given the various pathways and services across Blackpool designed to meet the urgent care needs, from minor to life threatening injury it would be difficult to communicate an accurate waiting time across such a broad spectrum of need. It is also essential that messages aren't seen to deflect patients who may be presenting appropriately, with life threatening where response time to treat is essential.	Fylde Coast CCG's and BTH communication teams will endeavour to work alongside the councils communication team to agree a joint approach to using social media more proactively, for example extended access appointments. Further update on a joint system communication strategy to be updated in July 2019.
8.	That Blackpool Teaching Hospitals NHS Foundation Trust install signage at an appropriate point prior to the car park entrance alerting people to current waiting times.	Unable to support	The Urgent Care Centre at Blackpool Victoria Hospital has both an Urgent Treatment Centre (primary care and minor injury) and Emergency Department. Waits, depending on presenting condition within these two services alone could vary significantly. Given the concerns above, we need to ensure that patients who require care are not deterred at this point; they require assessment to navigate to an	No action agreed at this point.

			alternative.	
9.	That Blackpool Teaching Hospitals NHS Foundation Trust consider offering parking refunds to patients attending accident and emergency inappropriately to leave again, preventing having paid for parking being the only reason why a person would wait and not try an alternative, more appropriate avenue.	For consideration	Whilst it is felt this recommendation would be difficult to both implement and police, consideration is being given to alternative solutions.	BTH are exploring options – free parking for a period whilst initial assessment is completed or reimbursement of costs.
10.	That Blackpool Council consider how available marketing signage around the town can be used to promote positive NHS messages.	Agreed	Given the close working between all system partners, underpinned by the shadow Fylde Coast Integrated Care Partnership it is felt that shared messages, communicated with all citizens, and particularly in relation to prevention, self-care, responsible use of services would be beneficial to all	As part of the joint system winter planning communications campaign, requests were made to use the electronic signage around the town, suggesting messages could be tailored so they remained relevant to the traffic management and parking that the signs are intended for. However this was not possible as such signs are reserved for traffic and parking information only and no other messages are permitted. CCG communications leads are exploring ways to share key messages in a more year round proactive way, support from Blackpool Adult Social Care and Health Scrutiny Committee alongside all partners is welcomed.

IV. Conclusion

We look forward to our initial response being considered by the Committee and discussing this in greater depth at the meeting in July 2019.