

**ACTIONS TAKEN : HEALTH OVERVIEW AND SCRUTINY PANEL MEETING**  
**12 JANUARY 2017**

<b><u>Agenda Item</u></b>	<b><u>Action Required</u></b>	<b><u>Action Taken</u></b>
6. Bracknell & Ascot Clinical Commissioning Group	CCG to comment on any concerns arising from the reported delays in patients being attended to at Accident and Emergency.	Response received from the CCG on 15 February (see attached)
7. The Patients' Experience	Enquire of NHS Choices why no information is given on mortality rates at Prospect Park hospital	NHS Digital have responded: <i>'Berkshire Healthcare NHS Foundation Trust is a mental health and community trust, it is not included in the Summary Hospital-level Mortality Indicator (SHMI) and so no SHMI data is available on the NHS Choices webpage.  The SHMI is only calculated for non-specialist acute trusts. Specialist trusts, mental health trusts, community trusts and independent sector providers are excluded from the SHMI because there are important differences in the case-mix of patients and the SHMI has not been designed for these types of trusts.'</i>

## Briefing for Bracknell Health Overview Scrutiny Committee on A&E waiting times at Frimley NHS Foundation Trust







### Position as at January 2017

As with many areas of the UK, there has been significant and sustained pressure on the urgent and emergency care system in the east of Berkshire.

The two hospitals that see the majority of urgent and emergency care patients registered with east Berkshire GP practices are Wexham Park and Frimley Park Hospitals. The following table summarises activity and performance at these hospitals from 1<sup>st</sup> December 2016 to mid-January 2017, and compares them to the same period the previous year.

As is common in other areas of the UK, an A&E Delivery Board is responsible for ensuring the effective delivery of urgent care across east Berkshire. This group has representation from all key organisations, including acute and community trusts and local authorities.

The NHS England A&E performance standard is the key measure for waiting times in A&E departments across England. The expectation is that 95% of patients are treated, admitted or discharged within 4 hours. The number of A&E attendances in the table below shows the level of demand at the front door of the hospital, while the emergency admissions figure measures the number of patients subsequently admitted to a hospital bed.

	Frimley Park Hospital			Wexham Park Hospital		
	Dec-Jan 2015/16	Dec-Jan 2016/17	Variance	Dec-Jan 2015/16	Dec-Jan 2016/17	Variance
A&E performance	92%	89%	3% 	95%	84%	11% 
Average daily A&E attendance	291	301	3.4% 	322	333	3.5% 
Average daily emergency admissions	89	92	3.3% 	84	104	23% 

Key issues that affected performance levels were:

- Continued increase in demand
- More patients having to be admitted to hospital, therefore, reducing the number of beds available for subsequent patients
- An increase in the most seriously ill or injured patients, putting pressure on intensive care services over long periods of time

- Patients arriving in clusters in the late afternoon and evening, adding additional challenges to hospital services.

### **Actions being undertaken to help address the situation**

There has been sustained and shared commitment from all health and social care leaders, clinicians and staff from all organisations involved to ensure urgent and emergency care services are accessible when they need to be. The Frimley North and South A&E Delivery Boards have well developed winter preparedness plans, which include a number of initiatives to support improved A&E performance at Wexham Park and Frimley hospitals.

These have been supported by local communication of the national “Stay Well this Christmas” campaign. When the system is experiencing increased pressure, “choose well” messages are shared with the public to help them understand where they can get the right kind of help. This includes promoting NHS 111 and alternative services, such as community pharmacies, that can help with minor ailments, thereby relieving the pressure on acute hospitals. Bracknell also has an urgent care centre, which is a suitable alternative to A&E for local people with minor injuries.

The local Ambulance Trust continues to work closely with the east Berkshire CCGs to ensure their services are geared up to manage increased urgent demand over the winter period and to provide support to the rest of the system. We have worked to ensure non-emergency patient transport services are booked in advance, allowing for smoother discharges from hospital for patients. South Central Ambulance Service continues to focus on alternative ways of supporting people, such as “Hear and treat”; this is when people dialling 999 receive safe and effective advice over the telephone, rather than having an ambulance despatched unnecessarily. This may include advice on self-care or a referral to other urgent care services.

In addition, at Wexham Park and Frimley Park hospitals, a local GP is supporting hospital teams with facilitating the discharge process, which includes liaising with patients’ own GPs and other professionals.

The east Berkshire CCGs are also leading a key project to ensure patients are not delayed in leaving hospital once they are medically stable and ready to go home or to their normal place of residence. This project focuses on assessing people’s longer-term care needs outside hospital, which is recognised as clinically more appropriate and preferred by most patients and their families.