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Partnership of Clinical Commissioning Groups

## Bracknell Forest – Access to Urgent Care

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## Briefing Summary

- This briefing sets out our local ambition for urgent care in Bracknell Forest.
- It sets out in detail some of the changes which have taken place locally since March 2020, some of these as a direct response to Covid-19, others in response to National NHS Policy.
- It also provides some information on the range of services available for our community and some insights into their use of urgent care services.

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## Context

During 2020 several significant changes have been made to the way urgent care services are provided locally. These have included:

- A move away from walk-in access to bookable only services – in response to the need to maintain robust infection control procedures as a result of covid-19, these will continue to be required going forward.
- The provision of a dedicated minor injuries service at Brants Bridge.
- A new integrated urgent care service which offers a range of clinics across the week, with specialist staff working alongside primary care.
- The roll out of 111 First – via telephone & online.
- A move to a triage and virtual assessment model in Primary Care.

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## What our residents told us about urgent care services


Through engagement with our communities pre-covid we know:

- Most people are confused by multiple entry points to care.
- Our residents are confused by the variation in existing services, including the level of care provided and differential opening times.
- The majority of patients want to access urgent care through their own GP practice, however their experience of access to primary care is variable.



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### Our local Vision for Urgent Care


- Our residents will be able to access the care they need as close to home as possible.
- Primary Care in and out of hours will remain the principle point of access for our communities for urgent care.
- We will use online and digital tools to support helping people to navigate when and how to access services.
- 111 is the default front door of the NHS when people don't know where to go.
- Our Emergency Care departments remain open for those with emergency or acute care needs and 999 is only used for emergencies.

### Our Strategy: to address urgent care demand and enable timely access to services when needed by:-

- We will reduce demand for urgent and crisis services by supporting our communities to live well and access support when needed at the earliest opportunity.
- We will simplify how to access urgent and emergency care: Primary Care, 111, 999, and Emergency Departments (ED).
- We will develop local health and care services that use digital technology and are right sized to be able to respond in a timely way to the urgent physical and mental health needs of our communities.
- We will work with our partners across the system on pathways of care for those with emergency or acute care needs.

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## Local Services Currently available

Our local community has access to a range of urgent care and crisis services within Bracknell and the surrounding area including:

- Local GP practices including home visiting and Clinics
- High street Pharmacies
- NHS 111
- GP Out of Hours
- End of life services
- Mental Health services
- Minor injury pathway

Due to the continued risk of continued infection and transmission of Covid-19 (particularly new variants), we will promote a 'total triage' model of virtual assessment and treatment (telephone and online) before face to face care, where clinically appropriate and relevant to patient needs.

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## Local Services – Developed in 2020 (1)



During 2020 we have developed further local services, building on changes implemented due to the pandemic and improvements in the NHS111 offer. These are:

### Integrated Urgent Care Pathway (IUC)

- Co-designed with Bracknell Forest Primary Care Networks, Berkshire Primary Care and One Medical Group. Includes Ascot practices.
- Enables patients to access same day urgent care within the community.
- Provides enhanced capacity for Primary Care to support patients with urgent on the day needs, and offers home visiting where needed and a dedicated paediatric clinic.
- The clinics are operating from Crowthorne and Skimped Hill, Monday to Friday 08:00-20:00.
- Booking into these clinics is via the patient's own GP now and shortly will include via 111 following clinical triage.

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## Local Services – Developed in 2020 (2)



### Minor Injury Pathway

- Minor Injury care is available at Brants Bridge. Access is via 111 and booked appointment only.
- The service is available 8am – 8pm weekdays.
- The service offers video consultation in addition to face to face care.
- From May the service will expand to include Sundays (this reflects weekend day of highest demand and preparation for the reopening of activities as we come out of lockdown)
- The service will soon be available to Paramedics on the ground with the aim of avoiding unnecessary conveyance to the Emergency Department, as well as providing stronger links from clinicians within the 111 service.

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## 111 First – National Development

An enhanced 111 service launched locally in November 2020 with increased multi-disciplinary clinical capacity available.

All patients that may require attendance at an Emergency Department or an urgent (but not life-threatening) ambulance are reviewed by a clinician within the 111 service.

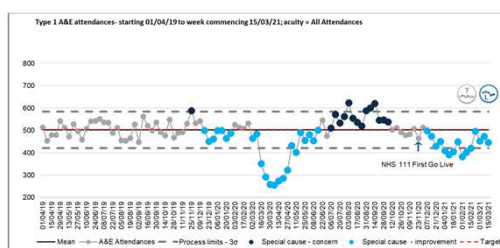
Patients referred to an Emergency Department can have an arrival time booked for them and their details sent to ED, so the staff know they are coming and the reasons why.

111 can also book into a wide range of local Primary care and Community services, helping people to be cared for close to home.

Arrangements will not change for people with life-threatening illnesses or injuries who should continue to dial 999 and anyone who arrives at A&E without calling NHS 111 will still receive medical care, with those needing emergency treatment prioritised.

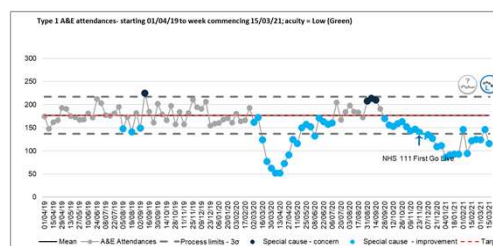
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## What the data is telling us ED attendances

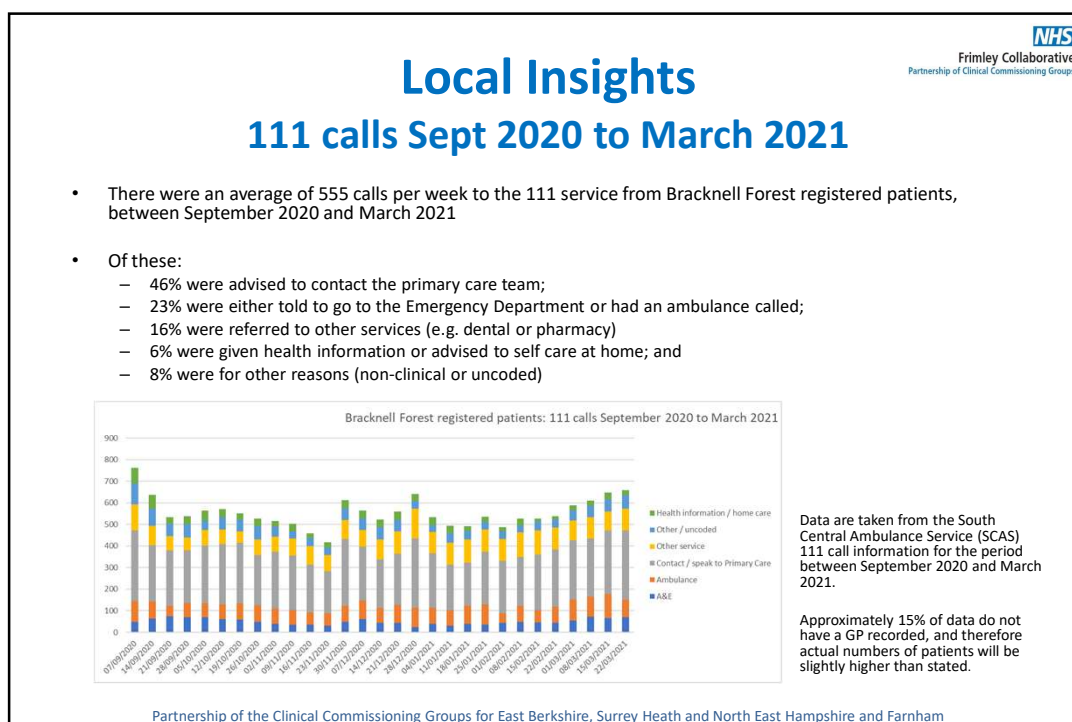


- Prior to the first wave of Covid-19 there were, on average, approximately 500 Emergency Department attendances by Bracknell Forest registered patients each week
- This reduced to fewer than 30 per 1,000 attendances per week, in the period between mid-March to end of May 2020.
- From June 2020, the overall number of attendances have, on average been similar to the weekly figures seen before COVID-19.

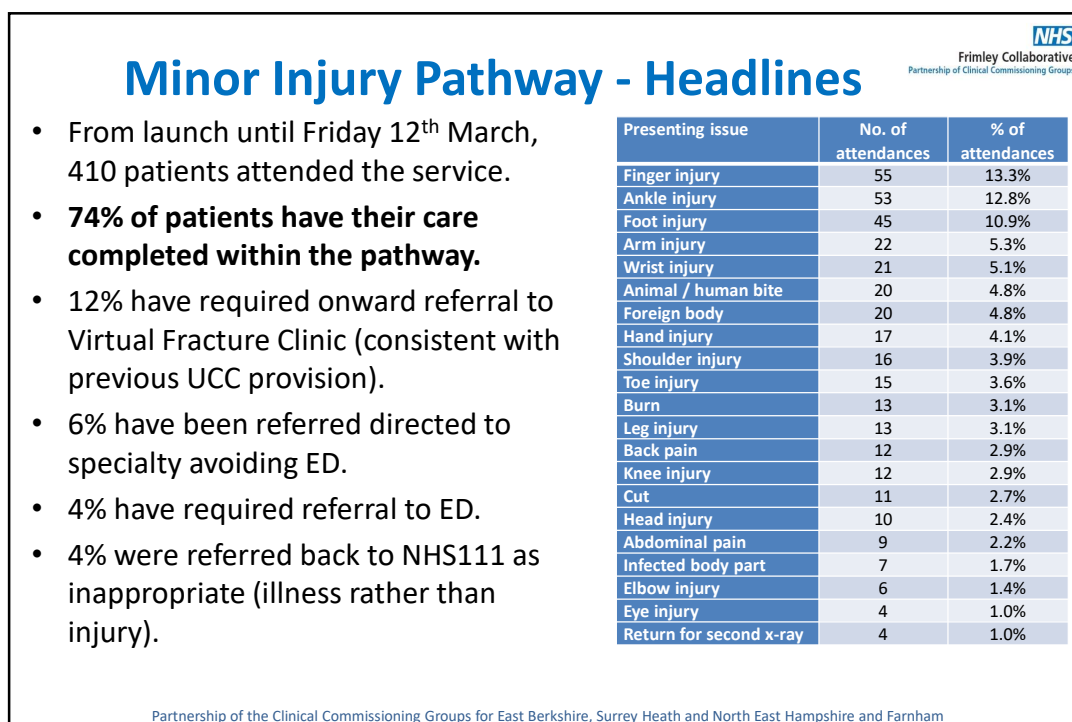
- Much of the reduction has been driven by fewer attendances for 'low acuity' (minor illness and injury) conditions.
- This shift in activity is likely to be contributable to a combination of the impact of lockdown on population behaviours and the development of local urgent care services.
- It will be important to track these changes as we move out of lockdown over the coming months to see if they are sustained



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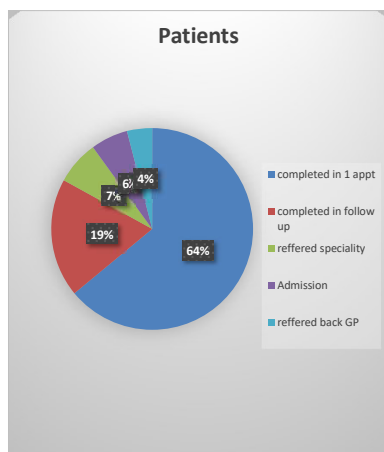
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## Integrated Urgent Care Pathway Illness headlines

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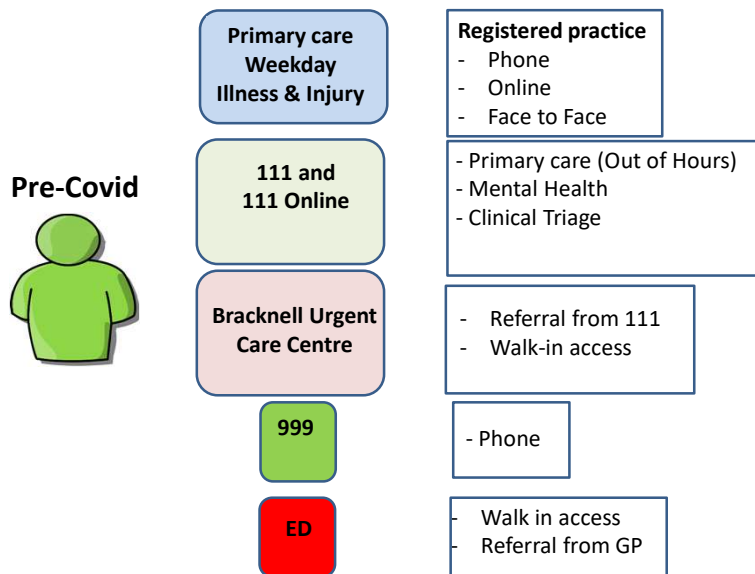
- Referral into the illness, paediatric and home visiting pathways is following clinical triage by the patient's own practice.
- The pathways have been designed to be Covid-19 'secure' with hot (possible Covid) and cold patients being segregated.
- 4,538 patients have been managed in the pathway
- 85% of patients have their care completed within the pathway
- 5.7% are referred on direct to Acute hospital speciality, avoiding ED
- 5% are referred for admission (1% to ED)
- 4.3% needed follow up care with the
- **100% positive patient feedback received (Friends and Family test November to February)**

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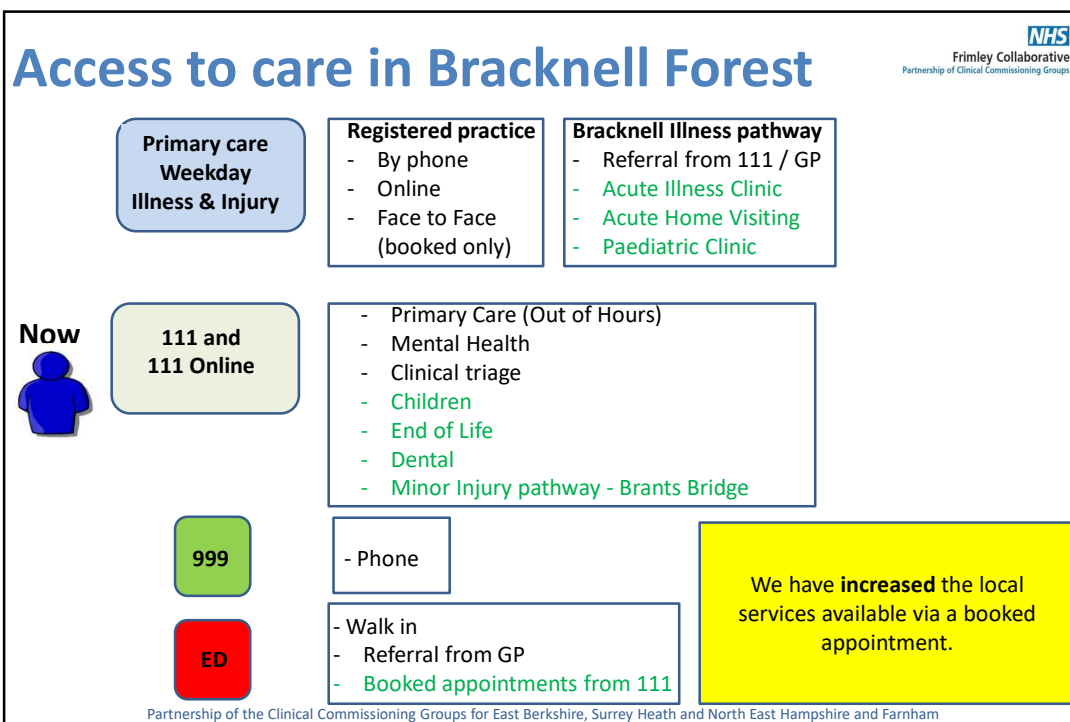
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# Prevention - Getting the message right

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**Frimley Health and Care**

**Self care can help you and your loved ones stay well this winter**

**S** See your pharmacist before you get worse. If you or a member of your family goes to feel unwell, ask your pharmacist. They can provide advice on a range of ailments.

**E** Exercise and Eat well. Keeping active and eating well will help your physical and mental health. The NHS is here for you.

**L** Learn more about NHS and local services. A little first aid knowledge and knowing where to go for help can prevent health problems from getting worse.

**F** Flu is a highly infectious disease and can lead to serious complications for vulnerable people. If you are invited by your GP surgery to have the vaccine, please take up the offer.

**E** Ensure you stay safe and warm. Try to stay active. Keep your home heated to at least 18c, have hot drinks & meals. Slippy wet floors can help avoid falls, trips & slips.

**R** Review your medicine cabinet & prescriptions. Many minor ailments can be treated at home using your medicine cabinet. Regularly check any prescriptions to ensure you have what you need.

**A** Awareness. Keep up with national and local developments. Use trusted sources of information (e.g. www.nhs.uk and www.fhcs.uk).

**C** Check in on yourself. We can't care for others if we are not feeling at our best. For tips and support, visit [www.fhcs.uk/keeping-healthy-mental-matters/](http://www.fhcs.uk/keeping-healthy-mental-matters/).

**Helping them navigate what to do and where to go**

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**Know where to go when feeling unwell**

**Remember - if you, anyone you live with or members of your support bubble have any of the following symptoms:**

- 111** a high temperature - that is above 37.8C
- 111** a new continuous cough
- 111** loss of taste or smell

**You MUST NOT leave your home** other than to get tested. Stay self-isolating until you get your result. You can find more information at [www.ukgov.co.uk/covid-19](http://www.ukgov.co.uk/covid-19) or on the NHS website. You can find out how to get a test by visiting the NHS website: [www.nhs.uk/covid-19](http://www.nhs.uk/covid-19)

**111** Visit 111.nhs.uk or call NHS 111

**GP surgery** Visit your GP surgery website and click on COVID-19. If you have a condition that has not changed after making help from your pharmacy or NHS 111, you may need to see your GP. If you don't have a GP to call or if your GP practice is closed, you can contact your GP surgery. If you need advice or reassurance about what to do, you can contact your GP surgery. If you need advice or reassurance about what to do, you can contact your GP surgery.

**999** Emergency department or call 999

Only for very serious or life-threatening situations. If you are unwell, call 111 or go on-line at 111.nhs.uk

**For urgent help for your mental health:** use the NHS 111 online service, or call 111 if you are unable to get help online. If you're injured yourself, taken an overdose or are in an emergency and believe that your life is at risk, please dial 999. [www.nhs.uk/mentalhealth](http://www.nhs.uk/mentalhealth) provides 24-hour expert advice and practical tips to help you look after your mental health and wellbeing. You can also text [www.nhs.uk/mentalhealth](http://www.nhs.uk/mentalhealth) (24/7 text messaging support service for anyone who is struggling to cope).

For more information visit [www.frimleyhealthandcare.org.uk](http://www.frimleyhealthandcare.org.uk)

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## What Next?

- **Health promotion:** we need to continue to engage with our communities in enabling them to make good choices in how and when to access services, and in promoting self care and prevention.
- **Community engagement:** We will use insights and intelligence on the needs of our communities and their experiences of services to inform discussions on the impact of the changes we have made and any future local services.
- **Service review and development:** working with our partners to use the insights about our community and current services to adapt and improve the services available locally.