

Bracknell Forest Overview and Scrutiny Commission

3rd August 2021

Bracknell North East Hampshire and Farnham Royal Borough of Windsor and Maidenhead Slough Surrey Heath

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Key Issues for Health

- Circulating Covid infection rates particularly in younger people aged 20-29 – risk to those unvaccinated and vulnerable in our community.
- Continued pressures across the board on Urgent Care services – much higher levels than pre-Covid.
- Need to maintain infection control prevention control measures in healthcare which differ to the changes and messaging to the public from 19th July regarding other settings.
- Increasing rates of admissions into hospital of patients with Covid and respiratory infections in children - growing pressures on critical care, and paediatrics.

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Key Issues for Health

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- General Practices continue to experience very high and increasing levels of patients seeking to access care, especially urgent care on the same day. Demand is outstripping capacity. Practices continue to support delivery of Vaccines programme, focus on supporting those with long terms conditions and who are more vulnerable.
- Increased and sustained demand for mental health services including children with eating disorders or disordered eating and needing urgent mental health support.
- Direct and indirect impact on all our communities – long Covid, those waiting for treatment, safeguarding and wider determinants.
- Concerns remain over all our workforce and resilience, with low morale and workforce fatigue prevalent.

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Services capacity - headlines

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Service Area	Current position
Urgent & Emergency Care	The system has seen a steady increase in ED attendances since January 2021 and these remain extremely high and above pre-Covid levels. Emergency admissions remain high on both hospital sites within Frimley ICS. All Places including Bracknell Forest are showing activity levels at or slightly higher than pre-Covid activity for 'amber' level attendances. The Urgent Care Centre at Brants Bridge is well utilised. Public messaging has been focusing on helping local people know where to go to access the help they need.

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Services capacity - headlines

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Service Area	Current position
Primary Care	<p>Increasing paediatric demand with the expectation of significant respiratory conditions this winter</p> <p>Across the Primary Care Networks (PCNs), many more appointments are now provided online and over the phone. Increasing levels of face to face are being offered whilst still working to government guidelines on IPC</p> <p>Additional urgent same day appointments, including face to face, are being delivered over a 12-week period from 1st June 2021 to 22nd August 2021, equating to 4,228 additional appointments for Bracknell Forest.</p> <p>Additional roles within primary care are being recruited to. Communications team are supporting practices on sharing system messages to our population. PCNs continuing to deliver the Covid vaccination programme.</p> <p>Key areas being focused on in general practice: Mental Health – Learning Disabilities, Severe Mental Illness health checks; Long Term Conditions - in particular Diabetes, Hypertension, COPD; Cancer and health screening (smears, bowel etc.); Improving immunisation and vaccination programme uptake (Covid and Flu).</p>

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Services capacity - headlines

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Service Area	Current position
Elective Care	<p>Elective inpatients and outpatient services are focused on reducing waiting times. Waiting lists have grown during the pandemic and patients are being prioritised based on clinical need. Cancer referrals and waiting lists are better than national average in Frimley</p> <p>Increasing proportion of outpatient appointments are being offered by telephone or video, particularly for follow up attendances. Total GP referrals have now recovered to pre-pandemic levels and are stable.</p>

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Services capacity - headlines

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Service Area	Current position
Mental Health services	<p>Notable increases for specific services e.g. eating disorders, and crisis services.</p> <p>Bed capacity pressures experienced with high demand for beds and high acuity admissions. High acute bed occupancy levels and very small number of free beds available. Actions being taken across the system with Mental Health providers and other partners to improve performance and support our population.</p> <p>Mental Health support team in schools, additional support for CYP, additional teams to support people with a serious mental illness and Talking Therapies support available for Bracknell Forest residents</p>

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Services capacity - headlines

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Service Area	Current position
Community / Integration	<p>Community beds supporting discharges and have capacity. Integrated care teams continue to provide a multi agency, multi professional approach to support people living with frailty and those clinically vulnerable.</p> <p>Social prescribers across Bracknell Forest working closely with PCNs and partners to support our residents - carrying out 8 week wellbeing check on people recovering from Covid following intermediate care service support.</p> <p>Work underway to establish our 2 hour Urgent Care Response under the Ageing Well programme. 5 days community geriatrician advice line available.</p> <p>Heathlands care home project progressing well and on schedule to open later in the year.</p>

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Integrated Urgent Care Pathway – Brants Bridge

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Total activity Pre-Covid at Brants Bridge (Bracknell Forest patients)

- March 2019 to February 2020 = 19,965 cases
- 1,815 on average per month

Current service capacity: *Please note that Health Services continue to provided in the context of national infection prevention control guidance. This has a material impact on the number of available slots as clinical space requires cleaning after each patient and social distancing must be maintained.*

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Integrated Urgent Care Pathway – Brants Bridge

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Bracknell Minor Illness Pathway capacity - booked via patients own GP

- **Home Visiting** = 395 appointments per month
- **Acute/ Minor Ailment Clinic** = 1,032 appointments per month
- **Twilight Clinic** = 303 appointments per month
- **Total illness capacity = 1,730 appointments per month**

Minor Injury Capacity

- **111 booked** = 640 appointments per month
- **Walk in and virtual appointments (e.g. paramedic referral)** = c. 1,280 appointments per month
- **Total injury capacity = 1,920 appointments per month**

Total capacity (minor illness and injury) = 3,650 per month

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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:** continuing to working with our partners and communities to deliver models of care which improve outcomes for local people.

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