

Report to the HOSP on behalf of the Portsmouth and South East Hampshire Provider Led Urgent Care Delivery Board

Date: 18th January 2013

The Urgent Care Board has agreed at this time it does not require direct support from the HOSP and has prepared this report by way of progress update against the key performance challenges. Patient safety and quality of care remains the key priority and the actions taken and planned focus on improving outcomes and timely treatments for patients.

1.0 Performance:

A&E performance at PHT:

- Current performance against the 4 hour wait target is 83% for quarter 4. Quarter 3 was not achieved (87%).
- ED attendances have increased by 5% over the past year.
- Emergency admissions at PHT have reduced by 1%
- DTOC remains on target

2.0 Priority actions taken place to ensure system performance improves:

- Assurance Action Plan agreed with all system partners based on the recommendations from the ECIST report published in December 12
- Executive sponsorship Committee established (November 12) led by Simon Holmes medical director PHT, in collaboration with Solent and Southern Health to ensure delivery of the assurance plan, reporting directly to the Urgent Care Delivery Board
- Integrated PMO group established November 12, Solent have overall responsibility of this group, all partners attend meetings, actions delivered to date:
 - Community Assessment Lounge put in place to assess and discharge community patients from ED (3-5 avoidable admissions per day)
 - Respiratory ambulatory Clinic established
 - Heart Failure, Dementia, Respiratory and Falls system pathways on track
 - Introduced the 'pull' team to expedite discharges from hospital
- Significant funds invested across the system over the past year (£5.7m)
- Relaxation of geographical criteria to access community beds
- MAU Ambulatory clinic and GP advice line extended into weekends
- Local non conveyance target of 44% achieved
- Simple redirect system for ED to send patients to on site GP OOH
- Queue Management support funding approved
- Integrated care strategy and service specification approved
- Kings fund leadership programme commenced
- ED audit carried out to identify why patients have attended ED, showing 53% didn't contact any other medical professional before attending hospital.

3.0 Priority Focus areas identified by the Urgent Care Board:

Three key areas of focus for the Urgent Care Board agreed at the Unscheduled Care Summit are as follows:

1. PHT agreed to focus attention on capacity limitations (physical and workforce) in ED majors to ensure the staff are rotered at times of peak demand by Feb 13
2. CCGS to establish a primary care front end service at ED by March 13
3. Solent and Southern to accelerate and expand the “pull” teams recently established with the aim of clearing 90 discharge ready patients by the end of January 13

Summary

Portsmouth and South East Hampshire system is experiencing high levels of demand and continued pressure within ED, this has been further escalated due to the heavy snow falls. The HOSP can be assured that relationships between providers are at their optimum and together the providers are leading the delivery of the assurance '18 point' plan with full engagement and support from all 3 CCG's to turn the performance around before the end of quarter 4.