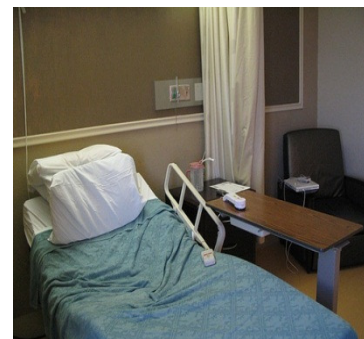
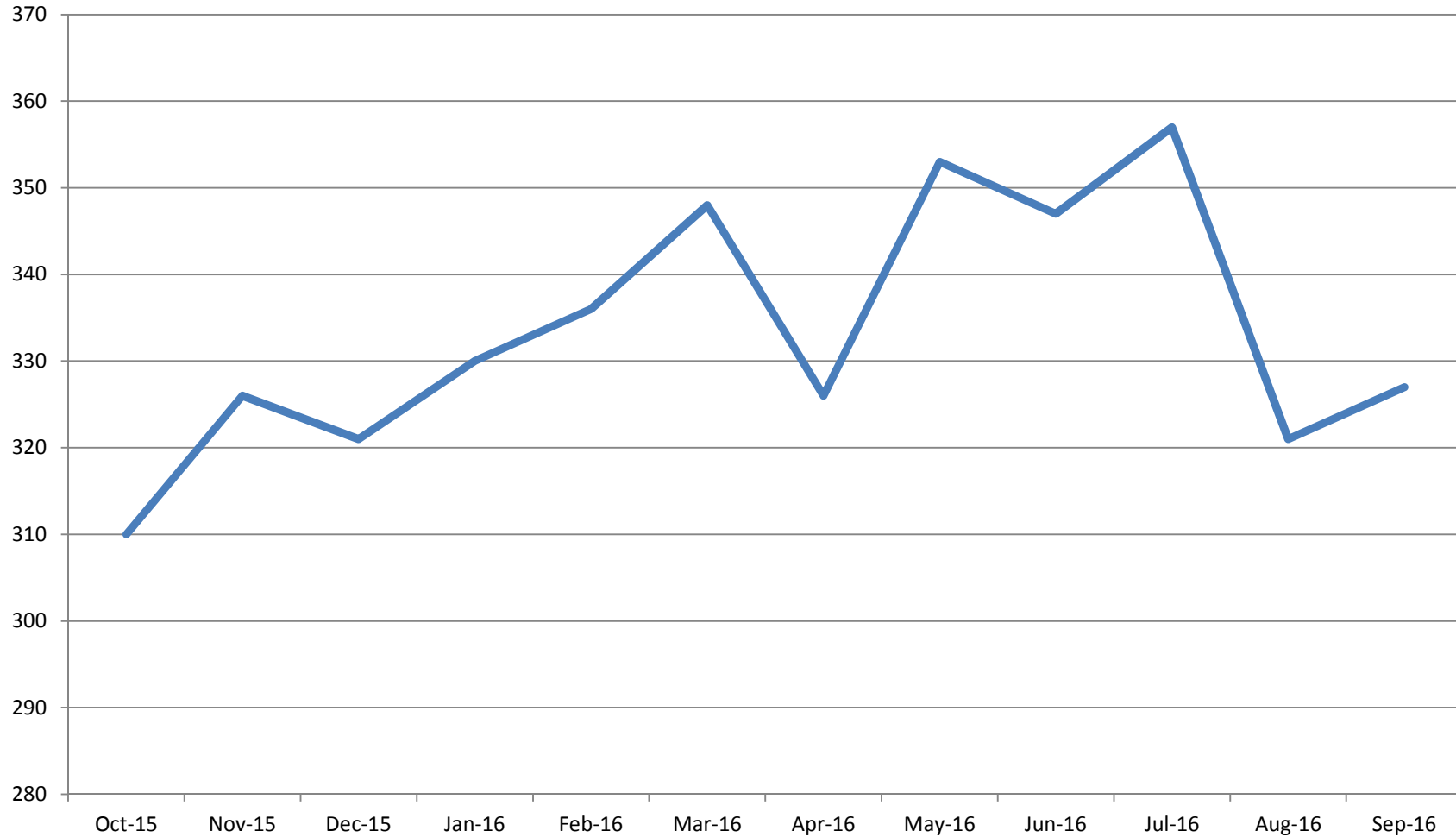


Frimley North A&E Delivery Board
Planning of Winter

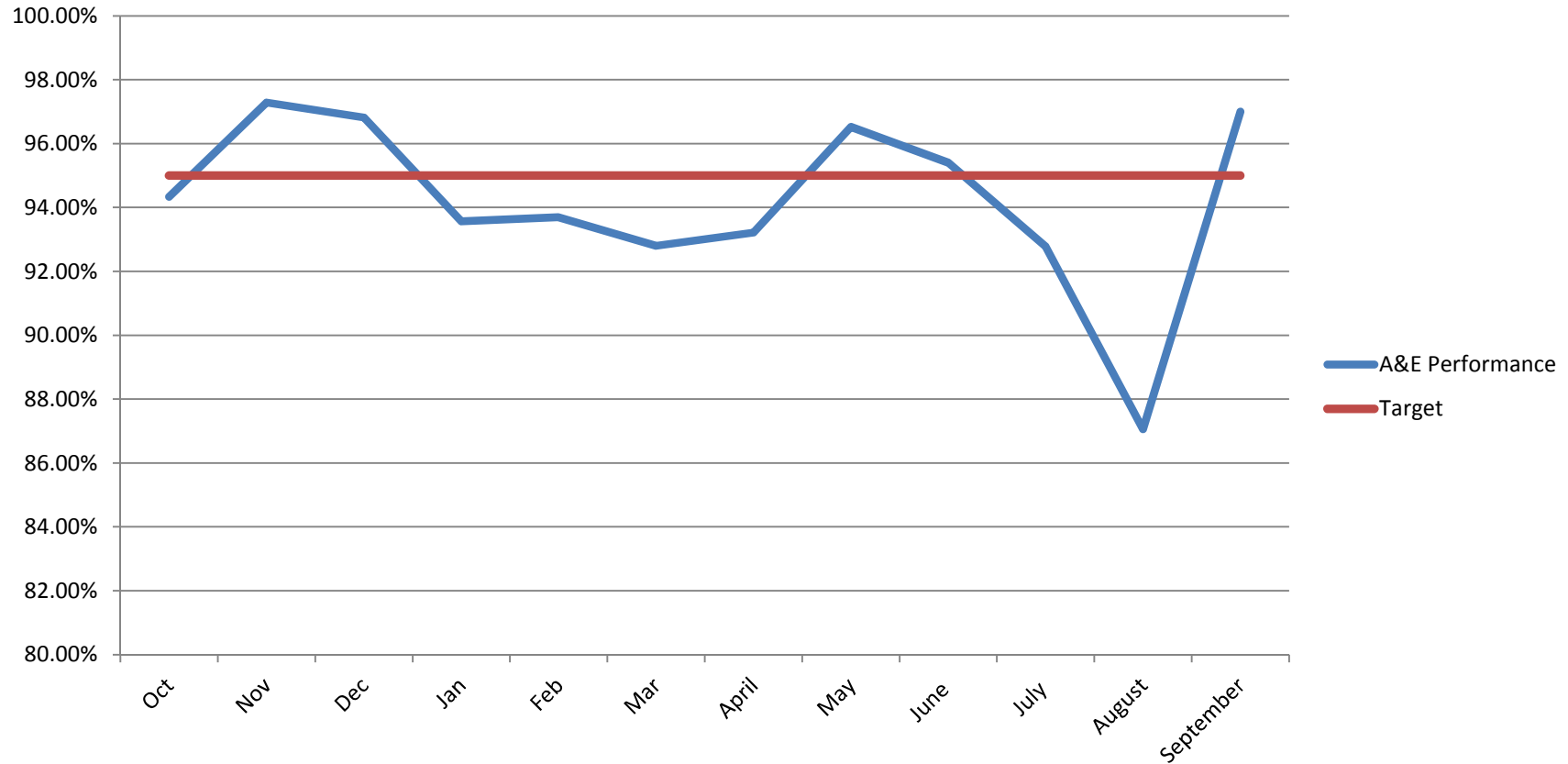


Average Daily Attendances at Wexham Park Hospital October 2015-September 2016



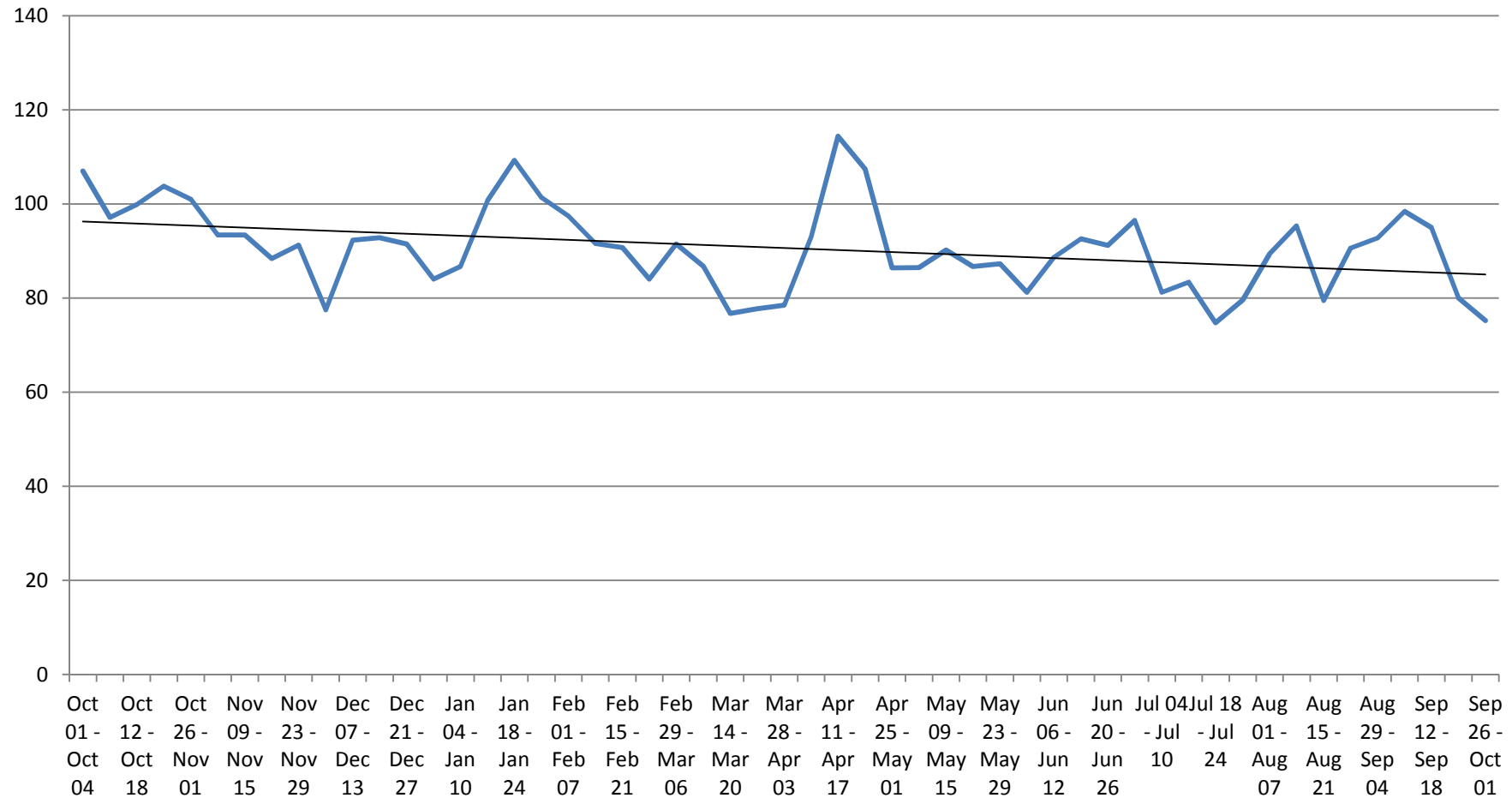
Average number of people attending Emergency Department continued to increase across summer months. This is pressure that is experienced across the health and social care system.

A&E Performance at Wexham Park October 2015- September 2016



NHS England reported Wexham Park the best performing Trust to date up in South of England Area until August 2016.

Medically Stable Patients within Wexham Park Hospital October 2015- October 2016



A&E performance is not always a product of number of attendances. The system's ability to support discharge is vital to patient flow.

Operational Resilience

The health and social care system's ability to manage surges in demand and manage escalation is supported by a number of processes.

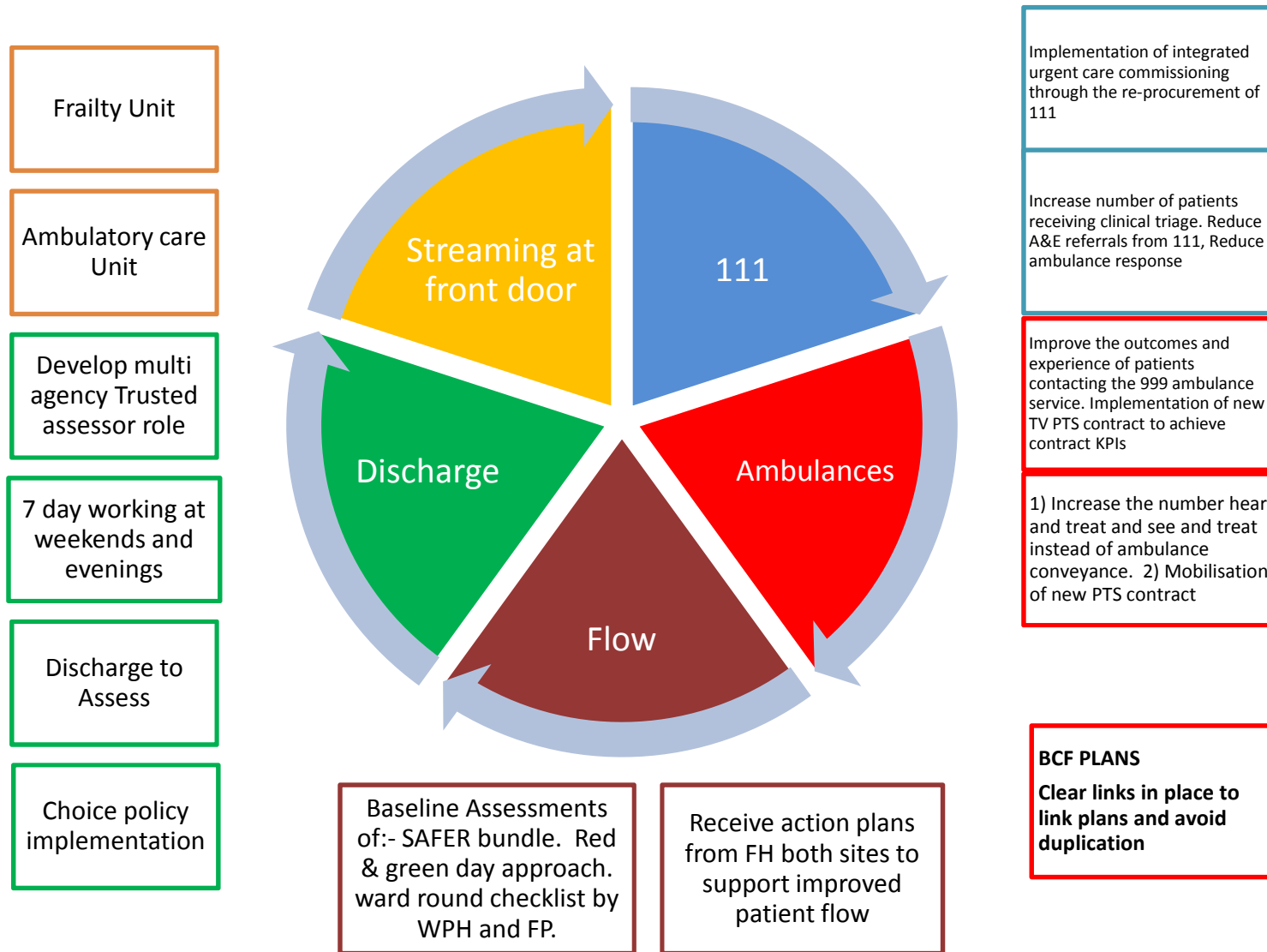
- Real time data
- Daily Teleconference calls
- System wide escalation frameworks
- Partner agency business resilience plans
- Cold weather plans
- Infectious disease/flu plans

The importance of open and honest dialogue within the system is key to managing pressures across the area.

Key Challenges

- Pressure building throughout the year
 - No real reduction in pressure through the summer.
- Reduced funding
 - Commissioning additional services is challenging with reduced funding available.
 - Important to maximise current services and work with partners to ensure flexibility where possible.

All of the projects within the A&E delivery board plan are designed to support the five key interventions outlined by NHSE. The plan includes schemes specifically dedicated to supporting the expected pressure of winter as well as medium term schemes that will have amore transformative effect of the system



Industrial Action

A series of industrial action periods were scheduled across September- December. While these have now been suspended, a great deal of planning and work was carried out to manage the pressures that may have arisen.

1	Confirmation that you have arrangements in place for your local health economy for informing patients, carers, relatives and staff regarding the impacts of industrial action	Green
2	Confirmation that all patients who have had cancelled elective procedures have been offered an alternative date that does not clash with future planned industrial action.	Green
3	Confirmation that all patients who have had cancelled outpatient appointments have been offered an alternative date that does not clash with future planned industrial action.	Green
4	Confirmation that if industrial action contingency plans identify the need for a limited number of Junior Doctors to fill rotas on the days of action, specific confirmation has been agreed in advance with the local BMA.	Green
5	Confirmation that additional NHS 111 call handler and clinical adviser capacity will be in place throughout the 7 days impacted by industrial action, as required	Green
6	Confirmation that actions will have been undertaken with primary care services to support awareness of the strike, anticipation of its likely impacts and the implementation of mitigating activities to reduce non-elective demand e.g. including increasing capacity.	Green
7	Confirmation that additional primary care gatekeeping and streaming to redirect patients to alternative care dispositions other than ED and/or non-elective admission will be in place throughout the 7 days impacted by industrial action.	Green
8	Confirmation that additional actions have been agreed with the NHS ambulance service to further minimise ambulance conveyances to EDs. For example, actions to ensure additional staffing in clinical hubs, increased use of see and treat (with appropriate clinical advice)	Green
9	Confirmation that additional services will be commissioned to support patients at home / in care home environments to prevent/reduce acute admissions throughout the 7 days impacted by industrial action.	Amber
10	Confirmation that a senior clinical decision maker will be in place at the ED front door to stream all patients not requiring ED care to more appropriate care pathways throughout the 7 days impacted by industrial action	Green

Industrial action (cont.)

11	Confirmation that additional actions will be put in place by hospitals to minimise ambulance handover delays throughout the 7 days impacted by industrial action	Green
12	Confirmation that additional psychiatric liaison services/crisis teams will be in place with mental health bed access guaranteed throughout the 7 days impacted by industrial action	Amber
13	Confirmation that additional actions will be in place across the Delivery Board area to reduce Delayed Transfers of Care and Medically Optimised patients awaiting discharge to near zero throughout the 7 days impacted by industrial action.	Green
14	Confirmation that additional actions will be in place to prioritise activities to support discharge (including additional portering, therapies, pharmacy, transport etc.) to ensure there are no unnecessary or preventable delays throughout the 7 days impacted by industrial action.	Green
15	Confirmation that additional social care support will be available to acute sites throughout the 7 days impacted by industrial action, to reduce Delayed Transfers of Care and Medically Optimised patients awaiting discharge to near zero.	Amber
16	Confirmation that the A&E Delivery Board Chair has received written assurance of plans from the Accountable Officer of each member organisation (e.g. CCG, Acute Trust, Community Trust, LA etc.).	Green
17	Confirmation that near real time monitoring will be in place for the A&E Delivery Board area throughout the 7 days impacted by industrial action, with senior leaders empowered to make decisions to address challenges and augment existing escalation arrangements. This includes plans for robust on-call arrangements for all member organisations in the A&E Delivery Board (health and social care organisations).	Green
18	Confirmation that this return has been shared and agreed by the A&E Delivery Board, signed off by the A&E Delivery Board Chair	Green
19	Name of the A&E Delivery Board Executive Lead responsible for oversight of the health and care system and the actions of the A&E Delivery Board throughout the 7 days impacted by industrial action.	John Lisle, Accountable Officer, CCGs