



Winter Plan 2020/2021

Slough Place winter plan



Key Considerations Primary Care

- Primary Care Provision during Winter 2020/21
- Arrangements for Hot and Cold Sites at PLACE for pressures resulting from Winter and future wave CV19.
- Operating Days and Hours – Including any Winter arrangements and extended hours appointments
- Triage and Booking Arrangements
- Capacity Planning – including staff absence and surge in demand for Children
- Arrangements for Blood Tests and clinical investigations
- Workforce capacity- accommodating management of risk as we have high number of BAME workforce in primary care
- **NHS111 direct booking** - *practices must continue to make available a minimum of 1 slot per 500 patients for direct booking by 111.*
 - *These slots will be booked following clinical triage, and are not appointments in a traditional sense, as practices will clinically assess the patients remotely and arrange their ongoing management. This ensures that only those who need further care (in-person or via telephone / video consultation) are presenting to services, and they are managed as appropriate for their clinical condition.*

Primary Care

Care domain	Care elements	Base line service provision	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surge whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
General Practice	General practice core services	8 am – 6:30 pm	<ul style="list-style-type: none"> Total Triage – reduced f2f and increased remote and telephone care Education and support for the workforce through change Additional capacity for hot patients through hot hubs and appointments through general practice/PCNs Additional capacity for cold patients provided at general practice level Business Continuity assurance and consistent offer Paeds Pathway for febrile children 	G	Ricky Chana	Now Phased: Early October – Easter 2021
	Improving Access to General Practice	6:30pm – 8:00pm weekdays 9:00am – 2:00pm weekends	Seasonal additional capacity modelled to focus on post Bank holidays Guaranteed 8-8 access via Total Triage with F2F offer includes routine LTC checks, phlebotomy and smears.	G	Angela-Anderson Lambert	Continued through winter
	Winter service: community pharmacists	TBC	NHSE plans requested – draft initially	A	TBC	TBC
	Hot Site Hub pathway	8 am – 6:30 pm	CV19 surge triggers agreed Retain the flex and additional capacity through car based service with option to re-establish hubs with increased capacity Paeds Pathway for febrile children to be incorporated into this service	A	Sangeeta Saran/ Ricky Chana	Can be re-established in 5 working day (48 hrs with push)

Primary Care

Care domain	Care elements	Base line service provision	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surge whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
Care Homes	GP clinical support to care homes	Weekly check ins , remote consultations , •Rapid response utilising our integrated community offer to avoid unnecessary admissions Geriatrician support via BHFT LD health checks via clinical lead in Care homes		G	Ricky Chana / Mike Wooldridge	Currently in place and will continue throughout winter
BAME	Slough BAME Clinical Covid-19 pathway/ Pulse Oximetry Pathway for high risk groups		Pulse oximetry programme for suspected Covid-19 patients, with access to monitoring and testing at home through virtual clinics and enrolment onto national trial programme	A		Currently available and through winter
	SWIC redeployed staff / PCN resources		<ul style="list-style-type: none"> Hot Car visiting service for suspected CV19 patients staffed by paramedic and GP Cold car visiting service for non suspected CV19 cases Car visiting services to continue in conjunction with re-established hot site service 	G		In place and to continue throughout winter
	Homeless clinical support	Outreach clinics established and running weekly from Lookahead hostel	Sufficient capacity currently to respond to additional demand / appointments	G		Now through Winter
	Asylum seekers	GMS Primary Medical Service Provision + social and community healthcare provision	Newly arrived asylum seeker cohort in Slough (160 pts) registered and provided with immediate health and care provision TB and other immunisations status checked and updated	A	Ricky Chana	Currently in place and will continue throughout

Primary Care - Additional arrangements

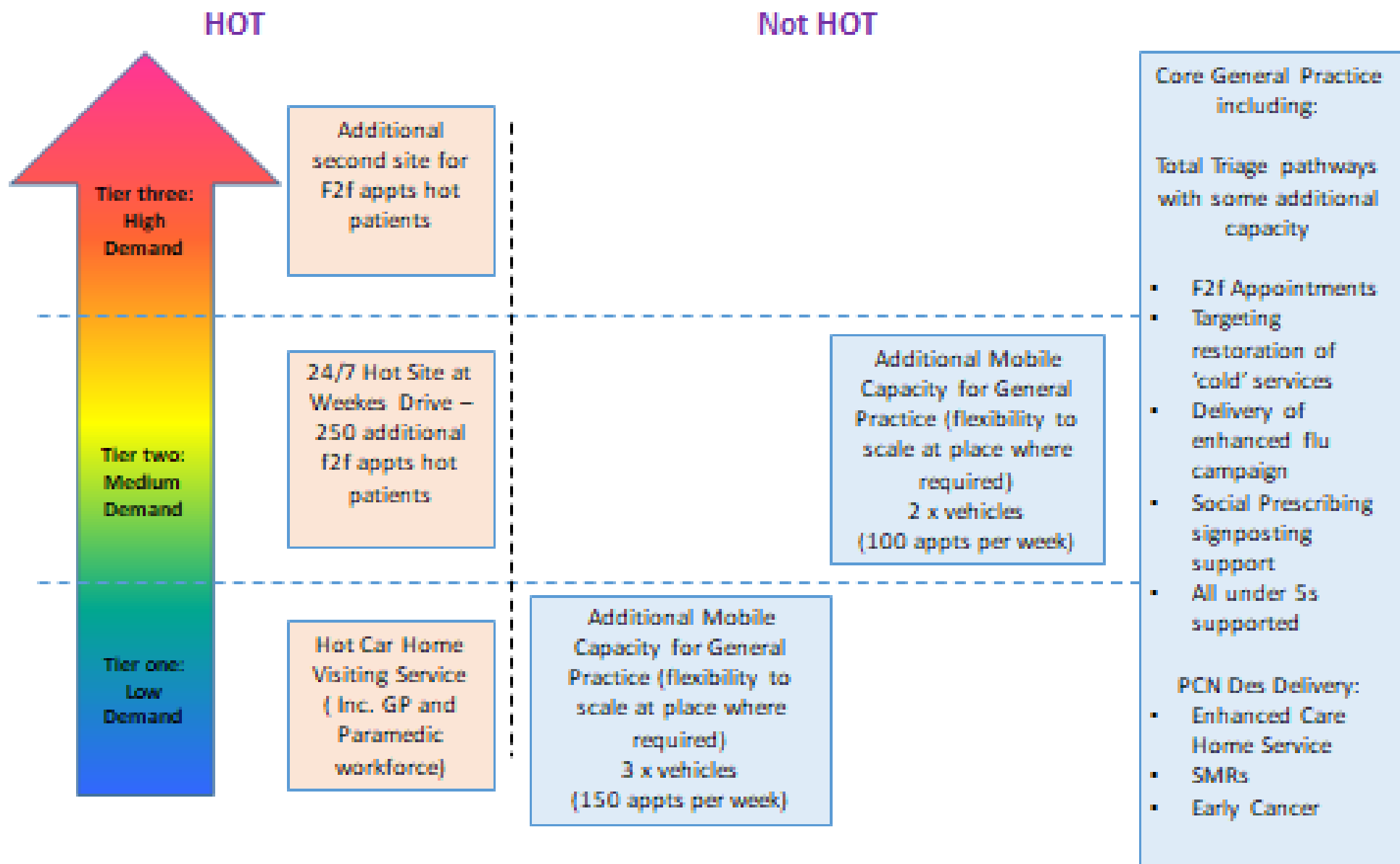
Care domain	Care elements	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surge whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
Primary Care Additional schemes	General Practice - children's	Review and training on CV19 children's pathway- requested Consistent offer from all general practice for children under 5 – linked to Hot Site Pathway	A		Ongoing – September training requested
	Paediatric	24/7 access to specialist advice and guidance, with direct patient follow up as required by specialists through shared care	G		In place now (paeds hotline)
	Prevention	Flu campaign; planning assumptions for general practice agreed Require confirmation on the provider responsible for over 50s campaign for scale model – currently part of phase 2 of Flu season PCNs have started delivery of FLU vaccs at scale in community venues across Slough	G		October 2020
	Education through Communication	Education sessions for Total Triage model in providers Voluntary sector offer – One Slough in place and connected and offered via Social prescribers	G		Oct 2020
	Urgent on the day access	Reduced admissions through ED direct to ambulatory care	A		Commenced July 2020
	COVID Recovery and core	Slough Cold Car Visiting Service for non-Covid suspected patients requiring F2F review.	G		In place and to continue throughout winter

Slough

Summary of Suspended Services

Service currently suspended	Impact over Winter 20/21 (actual or forecast) Will it continue to be suspended?	Mitigation Plan
Slough Walk in Centre	<ul style="list-style-type: none"> • Currently no walk-in service for patients for minor injuries/illness – this model would not be feasible in the current Covid-19 environment • Minor injuries to ED routinely 	<ul style="list-style-type: none"> • Redeployed workforce currently staffing GP element of CV19 Hot Car Service and Cold Car home visiting service in Slough • Additional capacity through redeployed workforce for general practice
St Marks Urgent Care Centre, Maidenhead	<ul style="list-style-type: none"> • Minor injuries to ED routinely • Additional demand on other services, including 111, ED and general practice (M'head) 	<ul style="list-style-type: none"> • Additional capacity through redeployed workforce for general practice

Primary Care Winter/COVID-19 Phase 3



Trigger and escalation

System triggers set out in Urgent Care Winter Planning slides:

- Meantime in A&E for Admitted patients (TBC)
- Meantime in A&E for Non Admitted Patients (TBC)
- Ambulance delays where more than five have been delayed for more than 60 minutes.
- One or more 12 hour breach in A&E.
- An increase in beds closed due to D&V by 20 beds from one day to the next.
- In addition, any major patient safety incidents will be highlighted.

- Primary care / Community driven triggers:
- Weekly outbreak PHE data by LA – As per Slough Local Outbreak Management plans
- Primary Care weekly demand – CV19 GP Demand tool
- Hot car activity – Weekly data on use of hot car plus pulsoximetry.
- Workforce weekly – Practice returns to be reinstated

Slough Winter Model

20/21 Winter Pressures Scheme

3 Proposed elements of the scheme:

- **Element 1 - Additional Capacity**
 - Based on previous years, additional capacity in general practice based on 3.5% of registered population for urgent same day appts.
 - 5,829 additional appointments in Slough place across winter
 - Additional appointments are to be delivered by a GP or Nurse Practitioner (or any other trained professional as agreed with the CCG, i.e. physiotherapists, paramedics etc. based on current urgent demand / capacity evidence provided by the practice).

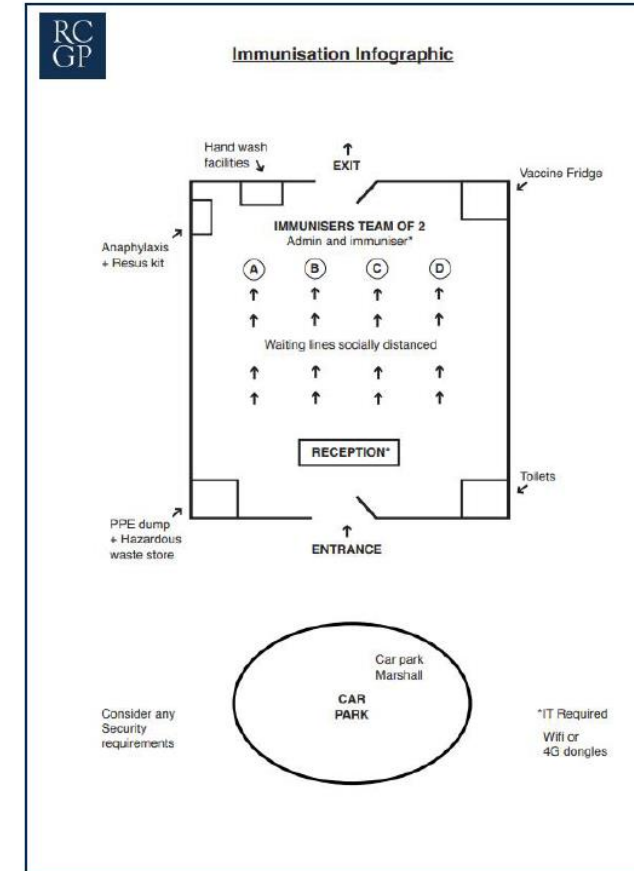
- **Element 2 – Mass vaccinations of Flu**
 - The CCG is offering Slough Practices additional resources to deliver mass vaccination to accommodate the additional capacity of patients eligible for a flu vaccination this winter
 - Includes reimbursement of costs relating to venue hire, cool bags for cold chain, cleaning, (costs must be agreed prior to booking with Slough Primary Care lead) in addition to PPE costs already being funded.
 - Practices/PCNs are responsible for the co-ordination of the site use, providing all staff, laptops, vaccines, waste bins, waste bags, and the co-ordination of the volunteers.

- **Element 3 – CV19 Phase Three / Winter Preparedness Self-Assessment**
 - Self assessment Assurance template to be completed by all practices for assurance on:
 - Phase 3 letter requirements
 - Winter Planning
 - Updated QOF requirements

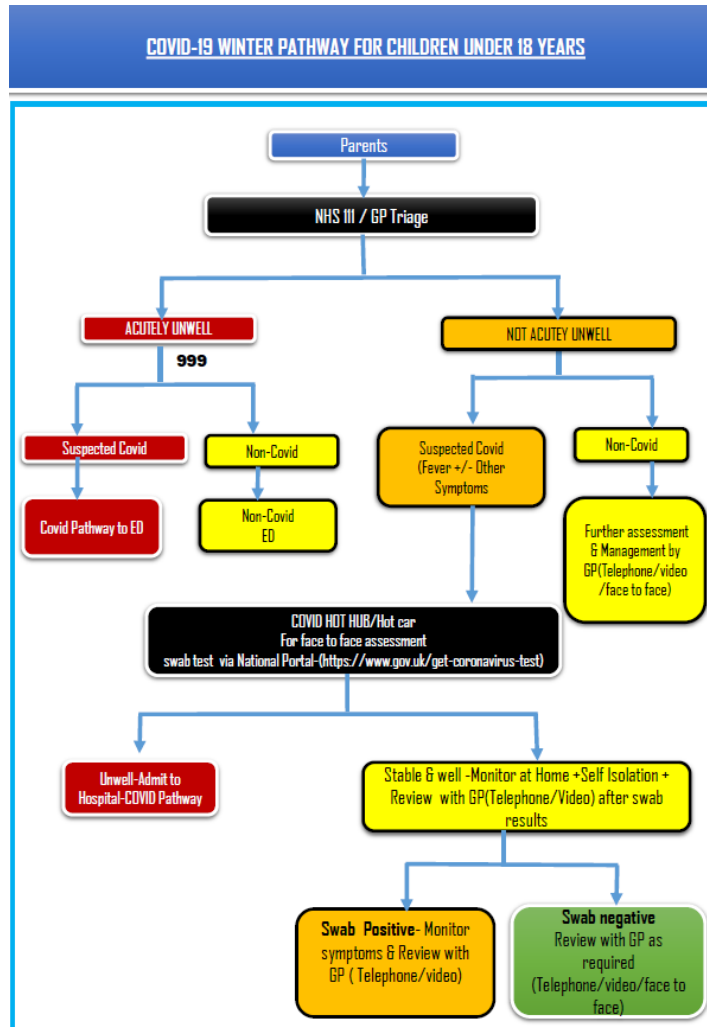
FLU Planning - Slough

Delivery in large scale indoor venues to enable delivery of mass vaccinations while observing social distancing guidelines

- Salt Hill Activity Centre: **SHAPE, CSN, SPINE**
- Cippenham Community Centre: **SHAPE, SPINE, LOCC**
- Weekes Drive Community Hall: **SPINE**
- Colnbrook Community Hall: **LOCC**
- Britwell Community Centre: **SPINE**
- Practice Premises – ***subject to robust delivery plans for mass vaccinations***
- *Based on RCGP model*
- *Appointments to be pre-booked*
- *IT: VPN to practice systems, clinics organised at practice level*
- Housebound patients: **Exploring options to utilise home visiting service**



Management of children



Wheezing From an operational perspective, the hot hubs will need to have paediatric saturation monitors, spacers and digital thermometers to adequately assess children presenting with viral wheezing or other respiratory symptoms

Healthier Together Platform-this is an online platform designed to help parents manage their child with minor illness and ailments.

Other Paediatric Pathways there are other paediatric pathways that are on DXS which have been updated and need to be rolled out across the system. **D&V will be the most used one for this winter-we are looking**

Admission avoidance support

Care domain	Care elements	Base line service provision	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surge whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
Community support services	RRR-Reablement	24/7 service with care co-ordination 7-11 daily & EDT cover	Additional 3 x O.T's being sourced for winter preparedness, open advert for RA's	A	Andre Ansah SBC	tbc
	Responder service	Responder service via Golden Rose for community response for falls, welfare checks	To continue in this contractual yr. Ability to flex for additional capacity as /when required	G	Avtar Mann SBC	April 19
	ICDM	LAP 8-5, Mon-Fri	2 hr urgent response, able to support acute discharges and help prevent admissions as per COVID surge as/when surge requires additional capacity.	G	Jeanette Bailey Community Integration Manager - Slough	October 20
	ICDM	Clusters, mthly per PCN	To increase capacity as required to more frequent meetings Piloting DN virtual ward rds.	A	Jeanette Bailey	"
	Emergency placements and POC	In S/S baseline	Spot purchases increased as required to prevent admission	G	Jonathan Carter SBC	April 20
	ARC and Step up beds	In BHFT baseline	Able to arrange next day ARC clinic appt and locate bed if Ax as needed to prevent acute admission	G	Claire Williamson /Jo Blackburn BHFT	April 20

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Community support services	ICDM therapy input into Cold car provision	None in baseline- new business case for consideration	1 WTE O.T to support admission avoidance and provide home visit service inc. Falls environmental assessment, equipment provision	A	Jeanette Bailey CIM	tbc
	Falls and other long term condition management services	In BHFT and SBC baselines, RRR ARC falls clinic Falls free for life ARC clinics and specialist nurses	New E.B wide Fallers leaflet to be provided to Trusts / discharge teams / community services More falls prevention support moving online	G	Mike Wooldridge BCF	1.10.20
Voluntary sector/One Slough	One Slough offer	Social prescribing and food parcel's, befriending, meds collections, welfare check phone calls and COVID response.	Surge services available as required. Collaborative COVID escalation/response via DASS and SCVS CEX	G	Ketan Ghandi SBC	In place now
Public Health	Good gym	One off "missions", regular contact	Available as core service	G	Tim Howells SBC	In place now
Social services	Day centre support	Currently running with 'bubbles' of service users and Plus on line / virtual session and 1-1 sessions	Using a mini bus for new or existing bubble to be able to access indoor and out door facilities (weather dependent)	G	Karen Woolford SBC	In place now

Community Services incl Care Home and Dom Care capacity

Care domain	Care elements	Base line service provision	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surge whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
Community Beds	BHFT D2A beds	Beds in St Marks and Upton Hospital for D2A (x6) supporting discharge as interim beds		G	Helen Williamson BHFT	1 April 20
	Highways Beds	Dementia support beds residential (x8)		G	Kerine Smith SBC	1 April 20
	Additional beds commissioning in Windmill	Additional capacity and flexible to support other		A	Sunita Ruben SBC	tbc
Domiciliary Care	Capacity in Dom care sector	Additional capacity for dom care packages from approved providers	Increasing pool of availability in preparation for winter	G	Suzanne Binns SBC	1 April 20
	PBBT team co-ordinating and commissioning dom care packages	Normal working hours 9-5	Supporting weekend discharges as/when surge response required additional capacity	G	Suzanne Binns SBC	tbc

Community Services incl Care Home beds and Dom Care

Care domain	Care elements	Base line service provision	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surge whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
Care Homes	Enhanced GP support to care homes	Weekly care home round for residents <ul style="list-style-type: none"> • Medicine reviews • Hydration and nutrition support • Oral health care • Access to out-of-hours/urgent care when needed 		G	Mike Wooldridge Clinical lead appointed for each care home	1.4.2020
	MDT support	Personalised support plans Coordinated health and social care:: <ul style="list-style-type: none"> - Expert advice and care complex needs - Continence - Flu prevention and management - Wound care - Falls prevention, - Rehabilitation/reablement services - Developing community assets /resilience and independence 	Currently still at inception stage with co-design work underway to develop this care home MDT approach. Will be linked to community MDT ICDM making best use of shared resources.	A	Mike Wooldridge Clinical lead appointed for each care home	1.10.20
	Quality / community nursing	Support with Infection Control advice and training Nursing support from the QualityTeam			G	Jo Greengrass EBCCG

Place Integrated Care

Care domain	Care elements	Base line service provision	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surge whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
Integrated Care	MDT clusters	3 x cluster MDTs meetings per month	This could be increased to x4 per month if/when required to provide quicker access and additional capacity.	A	Jeanette Bailey CIM	In place – additional capacity tbc
	Local Access Point	SW, CM and OPMH worker Operational hours 8 am -5pm	Options to support acute complex discharges if/as required to follow up and prevent readmissions	G	Jeanette Bailey CIM	In place now Changes to pathway as/when escalated
	Discharge to Assess	Interim packages of support provided by Reablement Assistants in RRR service	3x additional OTs to be recruited. Option to bring in dom care capacity if required	A	Andre Ansah SBC	In place now - additional element tbc
	In reach nursing services to support early discharges (ICR and ESD)	Mon- Friday 8-4pm	?	G	Sri Nellagiri/ Jo Blackburn BHFT	In place now

End of Life Care support

Care domain	Care elements	Base line service provision	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surge whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
End of Life Care	End of Life Care advice line	Support and advice to professionals and families 24/7		G	Thames Valley Hostel	In place now
	Care Home MDT	Supporting quality palliative and end-of-life care		A	Clinical lead for each care home	1.10.20
	East Berkshire Palliative Care Team	4 x OT based in acute supporting community support, home visits, equipment, education advice etc.		G	Kate Browning FHFT	In place now
	Intermediate Care EOLC service (RRR)	End of life care (<6 weeks diagnosis) to support at home.		G	Kerin Smith SBC	In place now

Discharge Support

Care domain	Care elements	Base line service provision	Additional Plans to meet winter Challenges / Deliver elements? How this will operationally link with other services and respond to surg whatever the cause	Initial RAG rating	Lead for care element	Date when fully mobilised
Adult Social Care	HSWT via IRIS- new Ax or Restarts of POC	Provided 7/7 at present, 8-8 cover	To continue through WP	G	Andre Ansah SBC	1.4.20
	D2Ax & RRR	As above	“	G	Andre Ansah SBC	1.4.20
		“, 7-8 cover, 9-5 @ W/ends Access to NRS buffer store	AA to recruit O.T's and Ra's to support D2Ax	A	Kerine Smith SBC	
ICDM	In-reach ESD	In BHFT baseline, ICR/ICT and ESD for Stroke	Resources are moved around to ensure cover.	G	Jo Blackburn BHFT	1.4.20
	LAP	Daily MDT, M-Fri	Any member of MDT can refer patient for triage, discussion and signposting e.g. HSWT/localities esp. for out of area or complex discharges.	G	Jeanette Bailey CIM	1.4.20
BHFT	Community services	In baseline, D.N's, specialist nurses, O/P clinics, wheelchair services, ARC, Falls services.	See BHFT plan	G	Clare Williams BHFT	1.4.20
Voluntary sector/One Slough	Social prescribers Befriending services Good-Gym	In baseline contracts	COVID response as required	G	Ketan Gandhi SBC	1.4.20