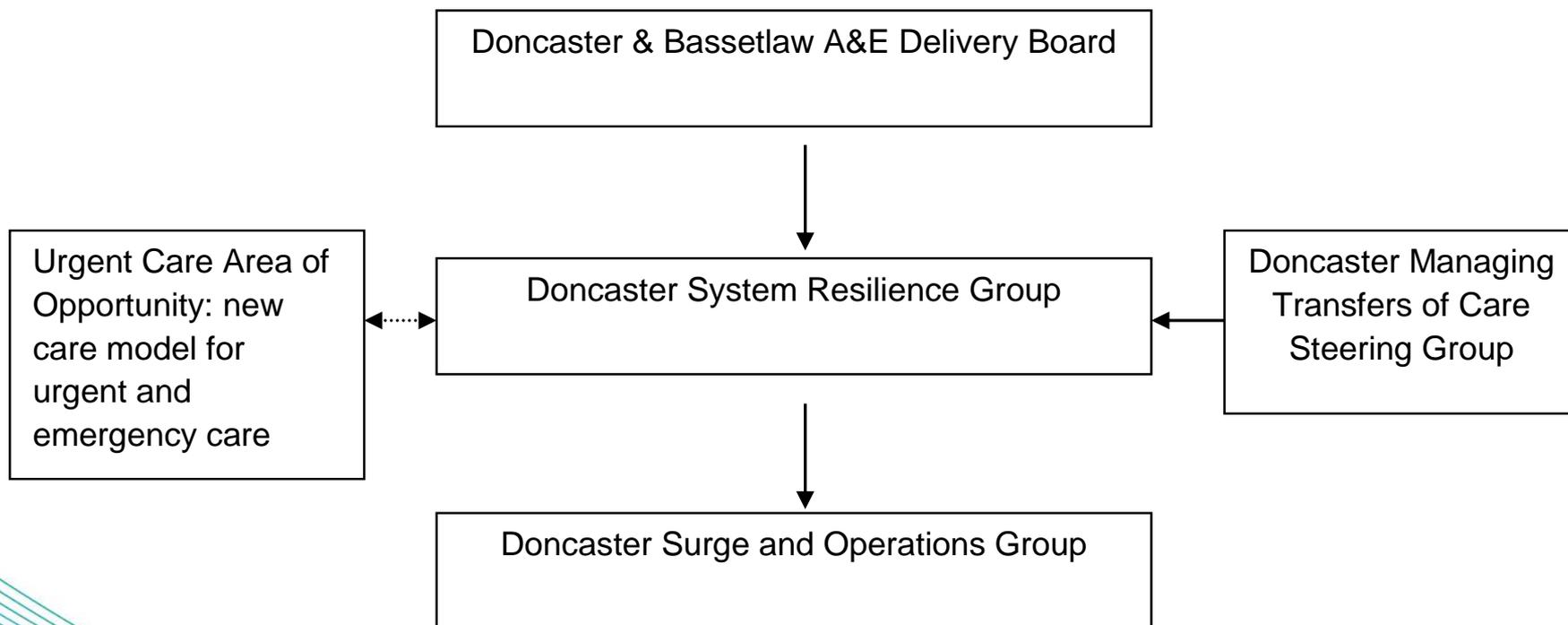


Planning for Winter 2019/20

Winter Planning Context: The Doncaster Urgent Care System



Our Approach to Winter Planning

- Joint planning is undertaken across health and social care
- The approach is fundamentally to enhance the existing system, as we have well established processes for flexing up and down
- Specific activities to prepare for winter include:

Our Approach to Winter Planning

- Winter 2018/19 review and evaluation to understand the impact of schemes on the urgent and emergency care system
- Demand and capacity analysis for local urgent care system as a whole
- Winter workshop, focussed on the relationship between individual organisational plans and the impact on the urgent care system
- Table top exercise to stress test the local escalation framework

Our Approach to Winter Planning

- Doncaster & Bassetlaw #System Perfect “Delayed Transfers of Care”, focussed on delayed transfers of care and system flow
- Plans developed for use of the LA Winter Pressures fund
- Winter 2019/20 Communications Campaign
- Development of the Doncaster winter plan document to ensure that all actions are aligned and that the urgent care system is sighted on the risks and associated contingencies as a whole

Our Approach to Managing Winter

Established approach to system escalation:

- Established escalation framework, with key leads identified across the urgent care system
- Weekly surge meetings can flex up to daily face to face/teleconferences as needed
- Service planning for surges in activity, supported by system wide understanding of pressure points via the daily pressures report

Planned proactively for Christmas and the New Year period:

- Robust local timetable of services being finalised, ensuring availability of services and shared understanding
- Proactive escalation will be put in place early January 2020 across health and social care

Our Approach to Managing Winter

Commissioned changes:

- Direct booking from NHS 111 to Doncaster Same Day Health Centre; direct booking into practices from January 2020
- Redirecting patients through navigation roles at the A&E front door and Practices
- Expanded Mexborough Minor Injuries Unit to include minor illness from December 2019
- Testing a multidisciplinary approach to managing frailty in the community, avoiding emergency admissions
- Mobilising mental health integrated working, including peer support, crisis management and liaison

Our Approach to Managing Winter

Additional staff & beds plus strengthened processes at DBTH

- Ongoing focus on “Where Best Next” & reducing length of stay
- Admission avoidance focus at front door – FDASS streaming
- Focus on ambulatory pathways, acute physician input to ED, additional orthopaedic reg into ED
- Corporate nurses released to care
- Extra acute physician sessions at weekend
- Additional flow coordinator & portering capacity into the evening
- Improved escalation
- Winter bed plan – reduced elective early Jan, “linked” wards for outliers, additional capacity
- Increased managerial oversight
- Flu vaccination plans – plan for 100% of frontline staff

Our Approach to Managing Winter

Use of the LA Winter Pressures Fund:

Rapid response to avert community crisis:

- Increased capacity to ensure urgent community issues are dealt with quickly to reduce the potential for escalation and unplanned admissions to hospital or care home settings.

A strong and consistent focus on “Home First”:

- Enhancing availability of therapy support and assessment, minimising length of stay in hospital, supporting recovery and proportionate assessment in people’s own home environment
- Improving the targeted capacity of the independent sector to provide rapid home care packages and additional provision especially in areas where historical supply has been challenging
- Sustaining overall independent sector capacity even in the advent of increased seasonal demand

Ensuring capacity to escalate response when the system is under pressure:

- Additional assessment capacity to enable flex
- Capacity to invest in short-stay care home beds to supplement the Home First approach if necessary

Questions?