



Coventry and Rugby Review of the Winter and Discharges

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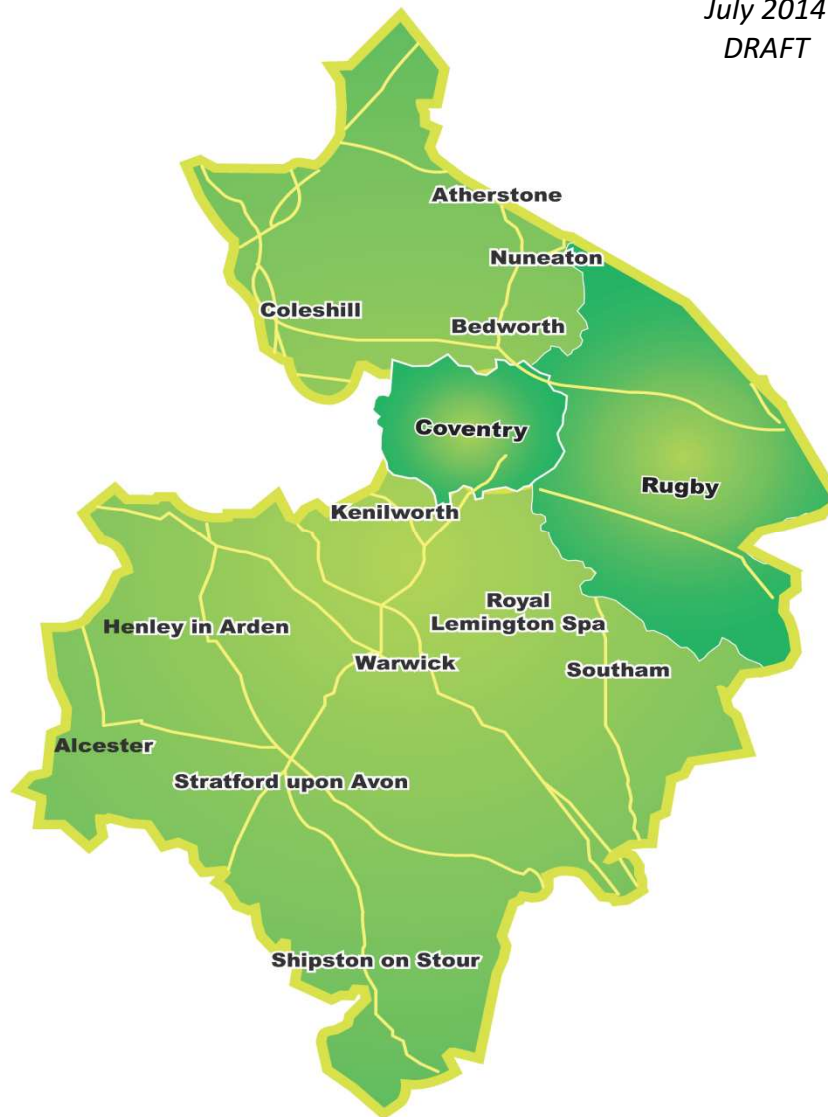
September 2014

Coventry & Rugby Local Health Economy

Capacity & Resilience Plan

July 2014

DRAFT



Coventry and Rugby
Clinical Commissioning Group

University Hospitals 
Coventry and Warwickshire
NHS Trust

Coventry and Warwickshire Partnership 
NHS Trust

South Warwickshire 
NHS Foundation Trust



UHCW 147,752m²
gross internal site
floor

Rugby St Cross
24,294m²
gross internal site
floor

180,000 ED Attendances



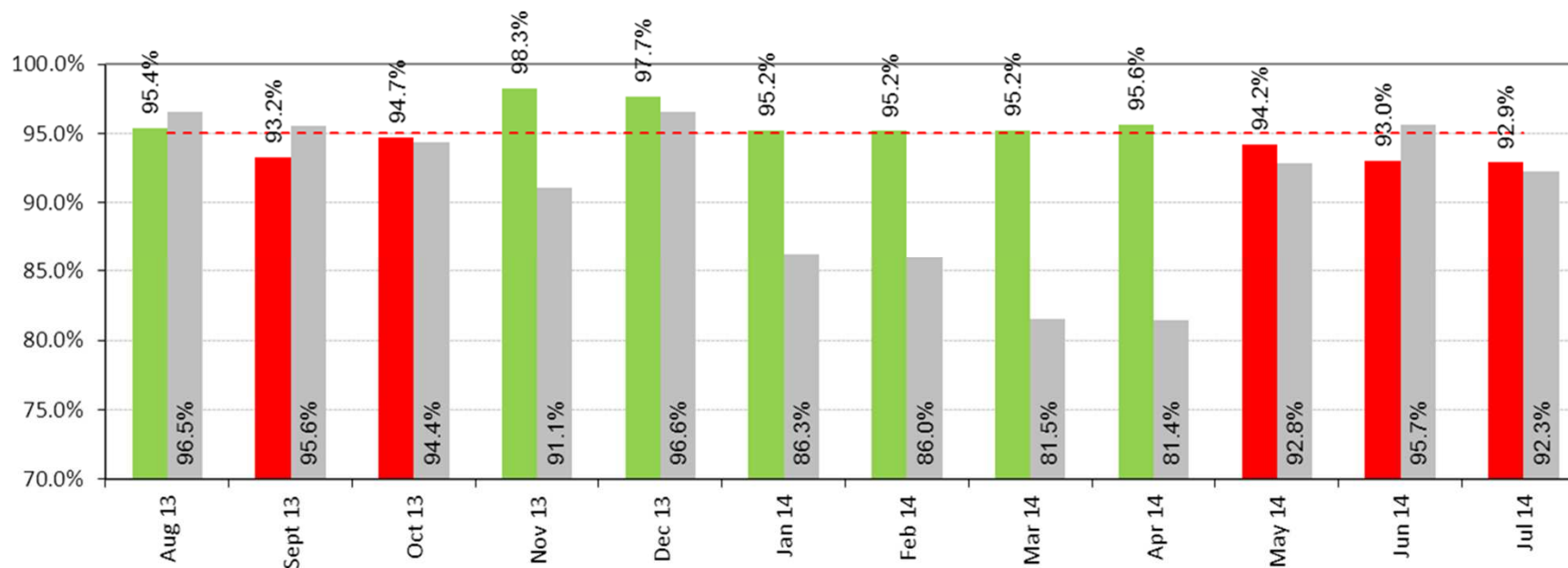
38,000 Elective Procedures

680,000 OPD
appointments

University Hospitals **NHS**
Coventry and Warwickshire
NHS Trust

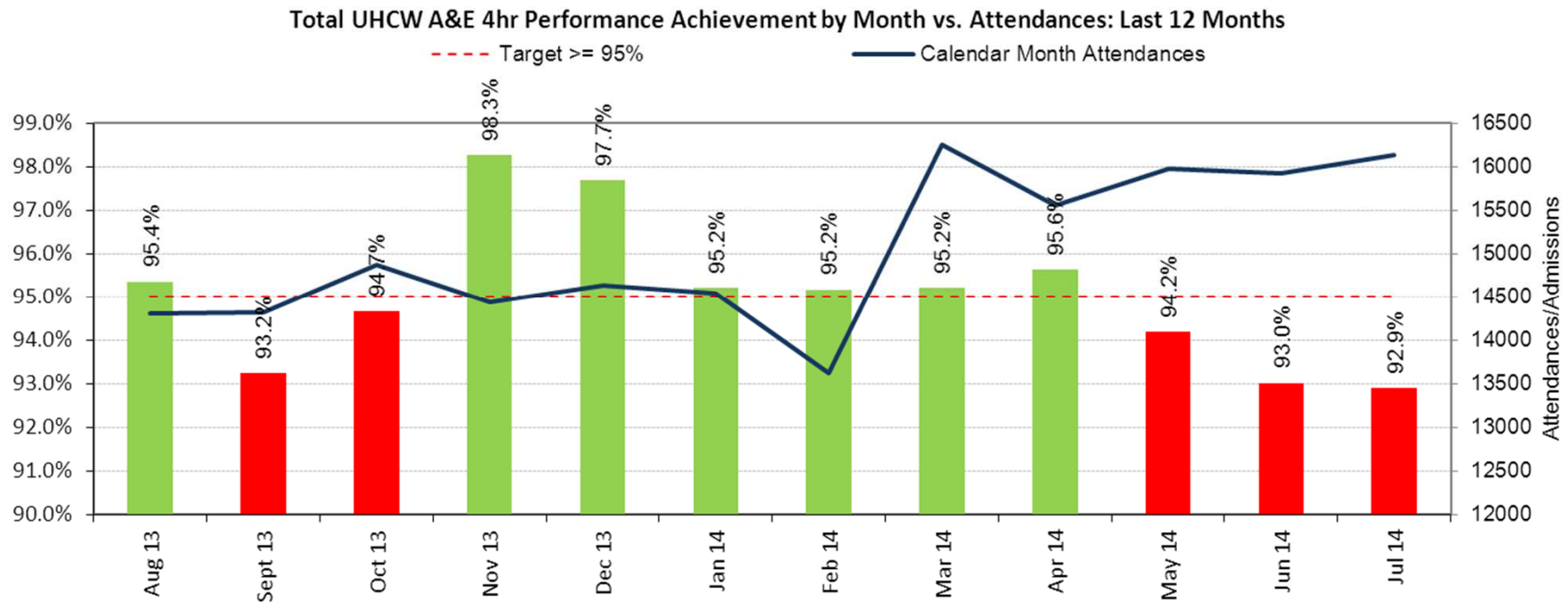
ED Performance – 4 Hour Standard

Total UHCW A&E 4hr Performance Achievement by Month: Last 12 Months



Grey bars indicate previous years performance. Green and Red indicate the annotated months performance.

4 Hour Standard vs. Attendances



Getting Emergency Care Right



FREED Metrics

F acilitate effective discharge

R ight person, right place

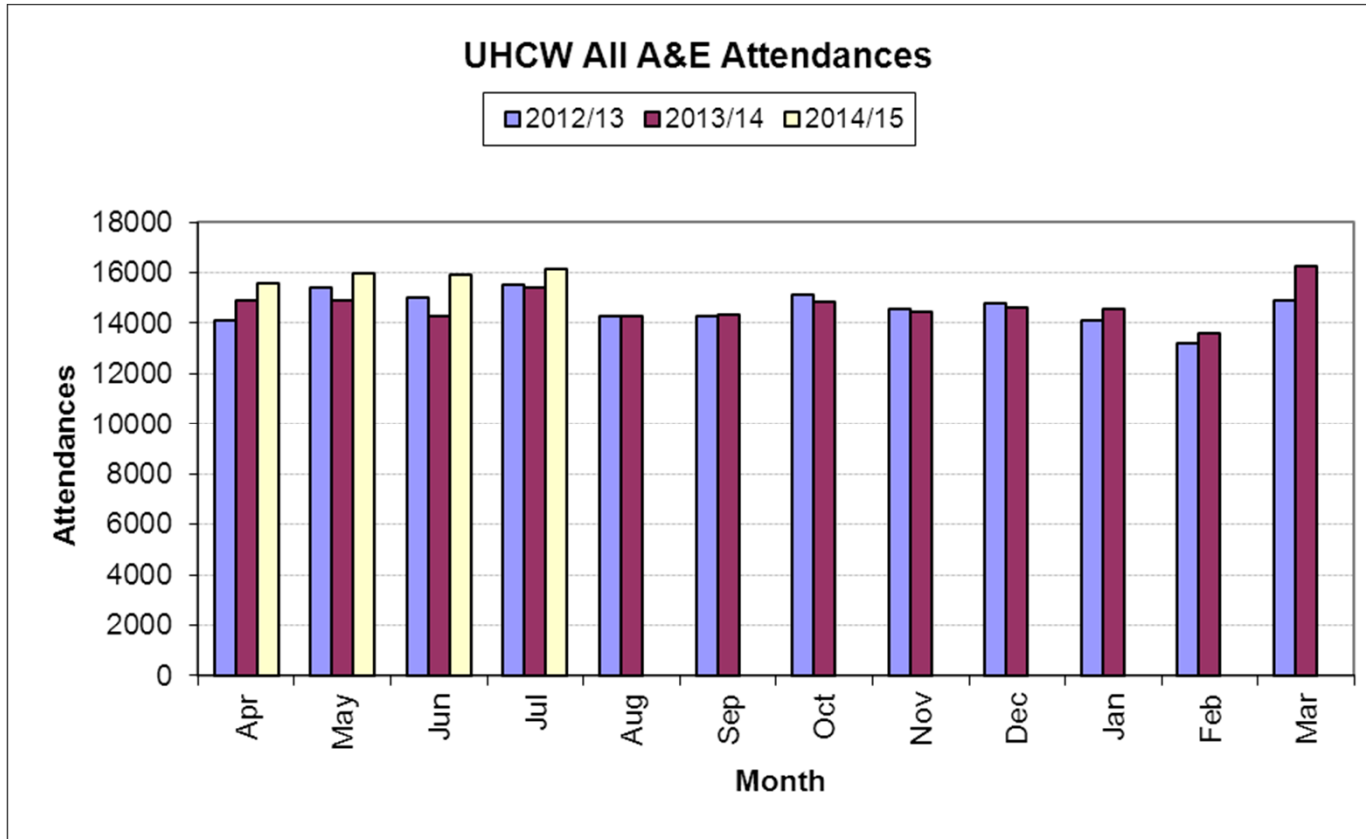
E arly specialist input

E liminate unnecessary diagnostics

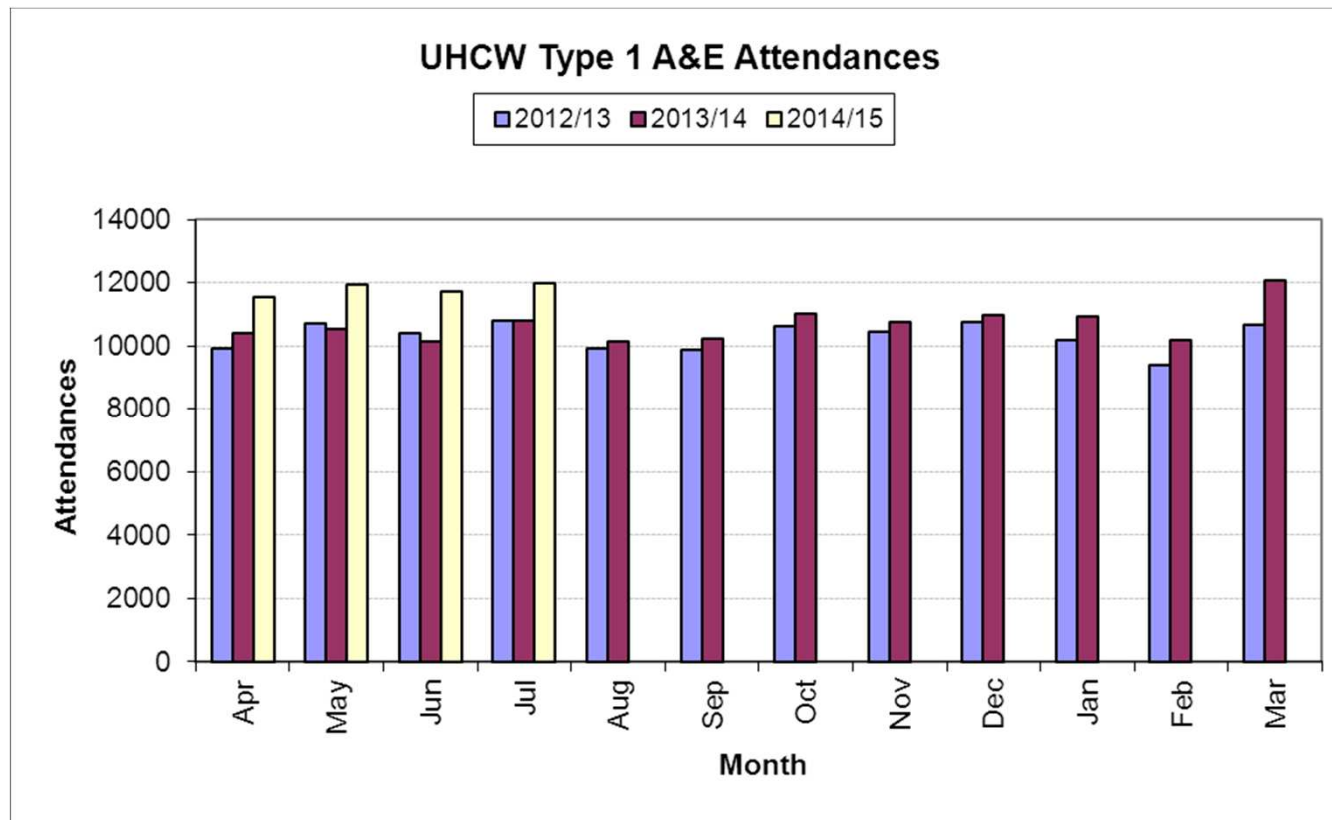
D aily senior review



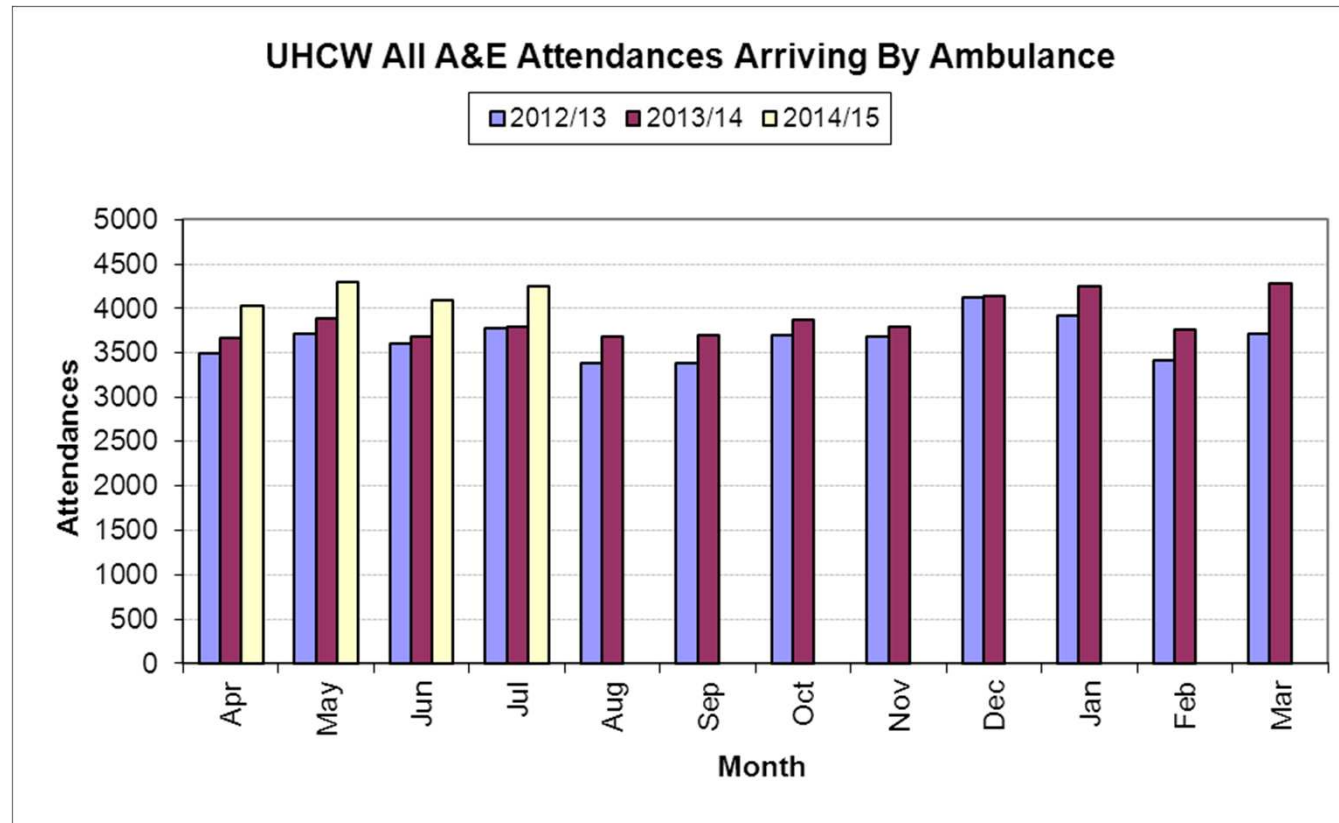
Attendances



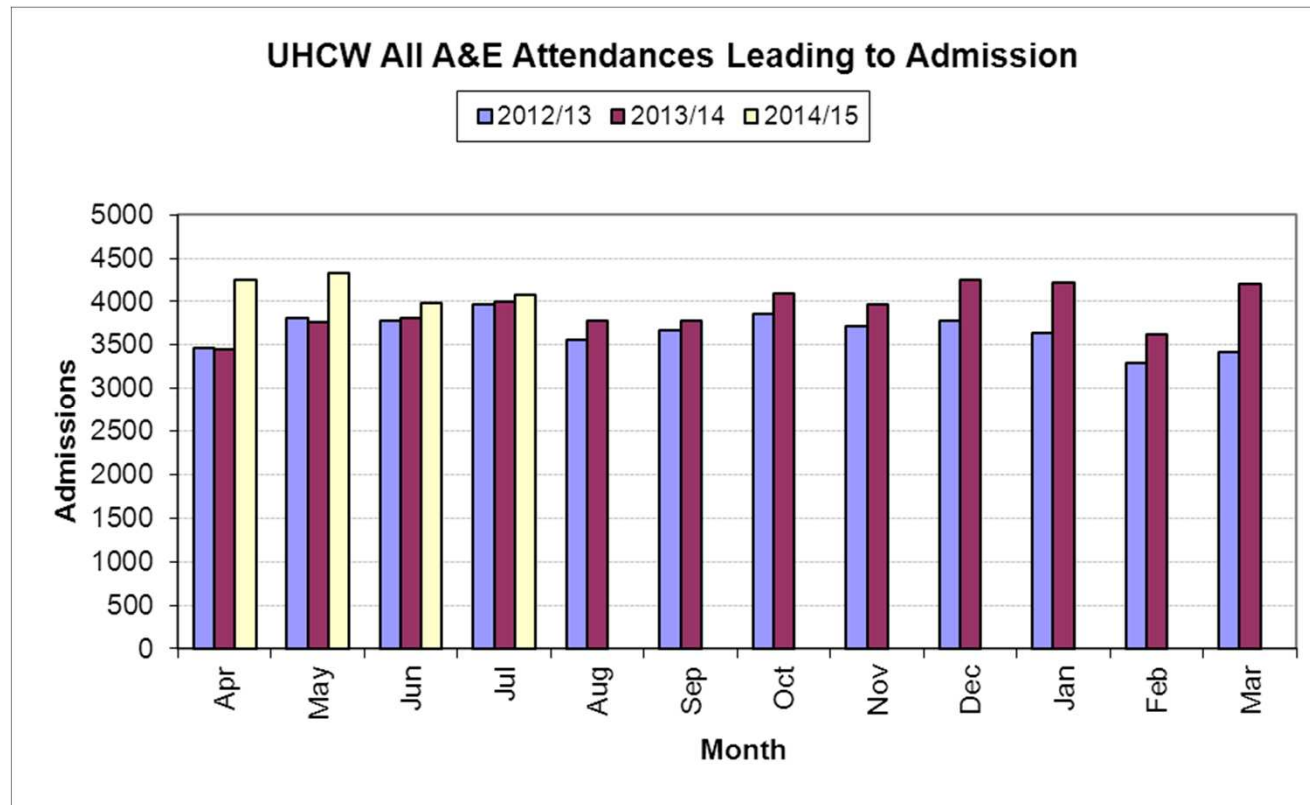
Type 1 Attendances



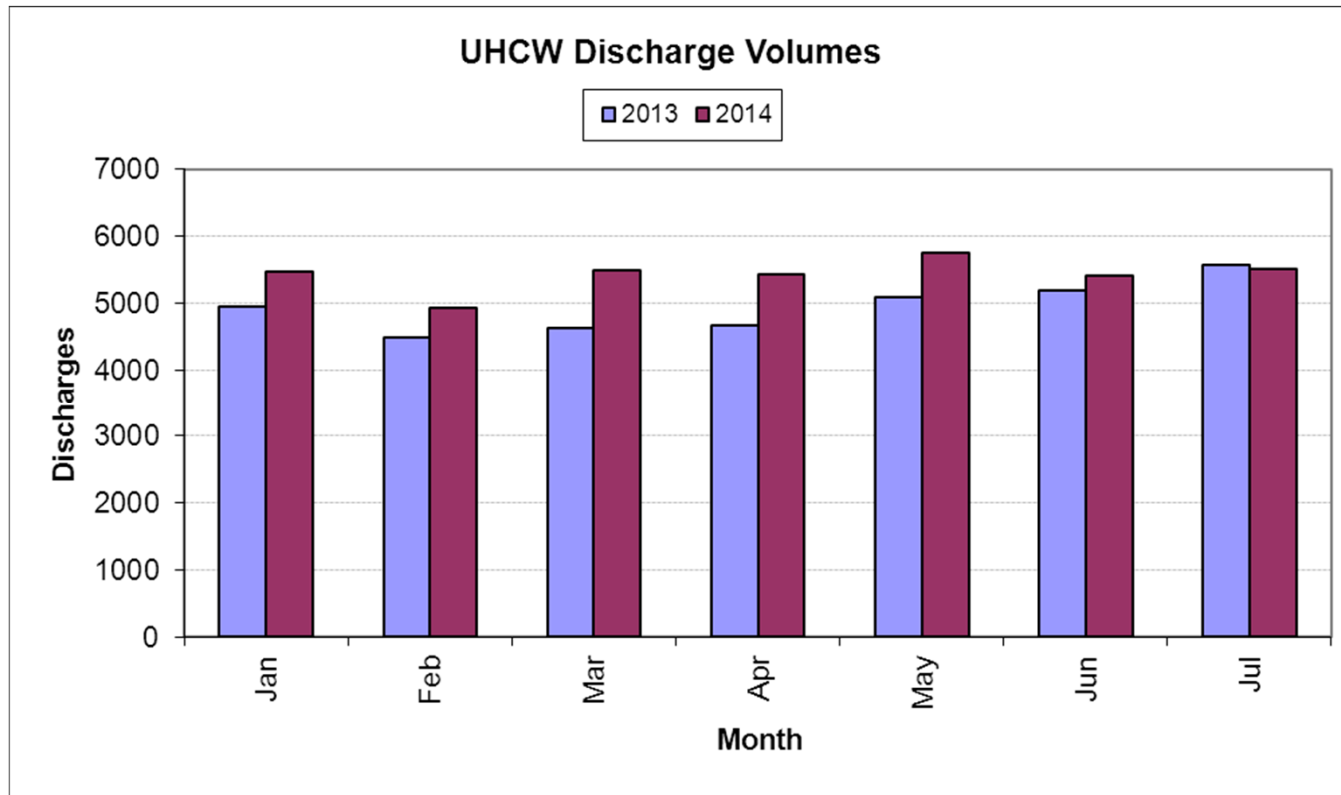
Ambulance Conveyances



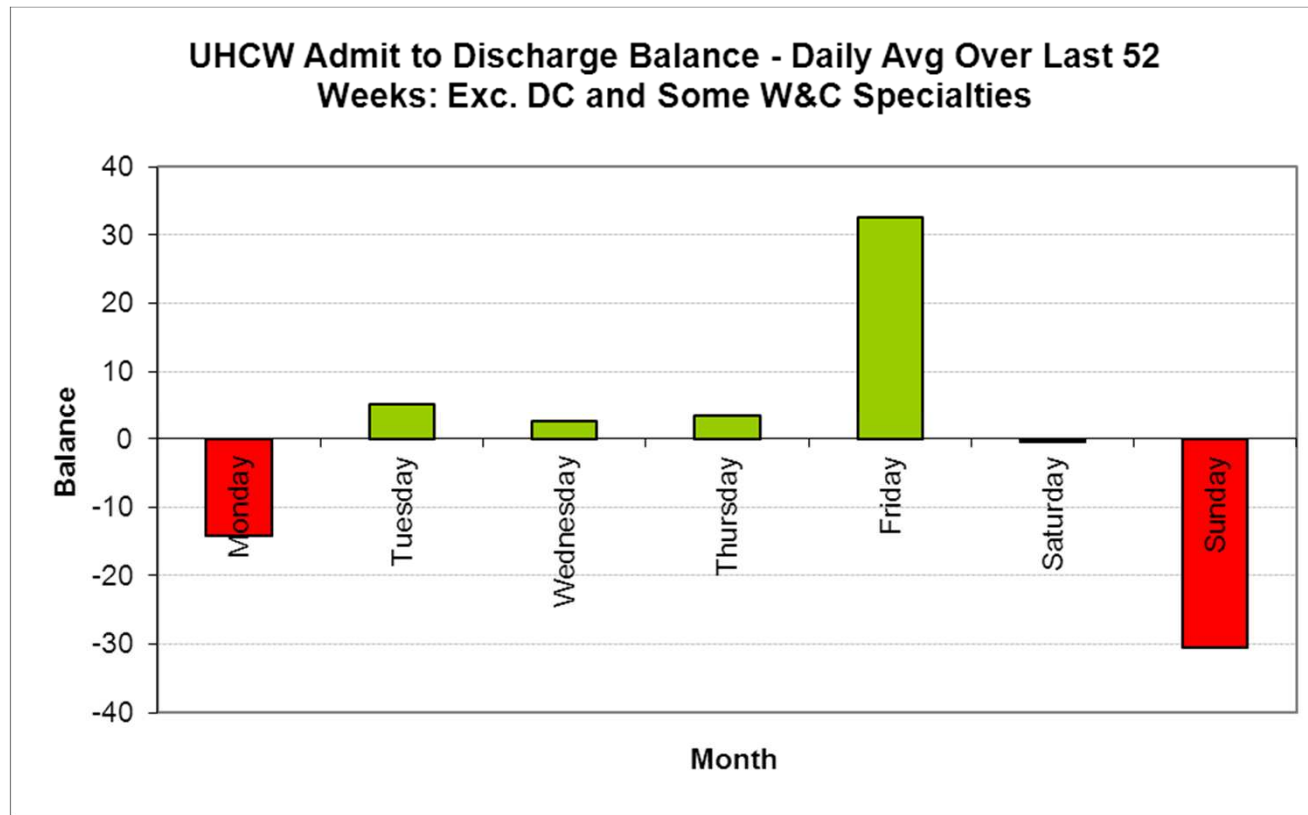
Admissions



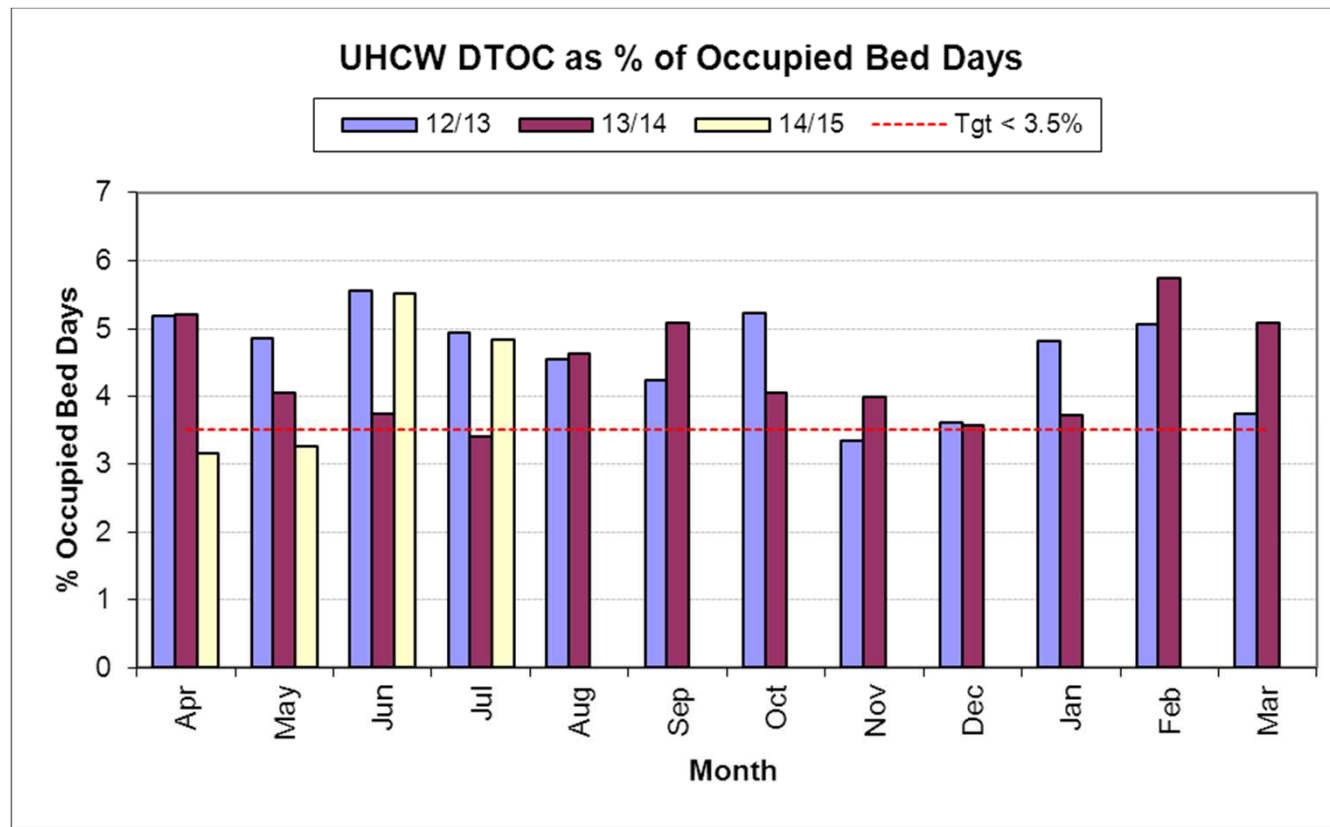
Discharges



Net Admit/Discharge Position



Delayed Transfer of Care



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Winter 13/14

Capacity & Surge Plan

- ✓ Updated the Arden-wide Capacity & Demand management Plan
- ✓ Revised escalation triggers & action cards
- ✓ Training in place across Arden

Improving Hospital flow

- ✓ “Getting Emergency Care Right” campaign with hospital staff
- ✓ Hospital at Home
- ✓ Contingency Capacity
- ✓ Command and Control
- ✓ Outlier teams
- ✓ Discharge Teams
- ✓ 3 times weekly multiagency calls to manage DTOC.

Community Flow

- ✓ Targeted public campaign
- ✓ GP responder service in place over winter reducing ambulance conveyances
- ✓ Additional home care & care home capacity

Care Home Programme

- ✓ GP Enhanced Primary Care Support Pilot
- ✓ Telehealth scheme with 20 care homes & 4 GP Practices
- ✓ Robust joint quality monitoring in place

Infection Control

- ✓ Infection Prevention & Control Nurse providing training & education to care homes
- ✓ Study day in May 2014 to reinforce messages around the management of Noro Virus & prevention of pressure ulcers
- ✓ Communication strategy in collaboration with Public Health England

Winter 14/15 – in addition to 13/14

Improving Hospital flow

- More Hospital at Home
- Vanguard Theatre
- Frail Elderly Assessment Unit
- Improved Discharge Planning >21 days LOS
- Integrated Discharge Team

Urgent Care Hot House

- ✓ Hot House event June 14 to design pre-hospital urgent care model
- ✓ 90 day implementation – 1st Dec 14
- ✓ Focus on providing a real alternative to A&E and understanding the populations behaviour and how to change that behaviour

Integrated Neighbourhood Teams (INT)

- ✓ Go Live INT on 11th July 2014 focussing on hospital prevention
- ✓ Planned roll out to cover Coventry & Rugby by October 2015
- ✓ Community Development Workers

In Summary...

- Winter 2013/14 – Successful
- Money's tight
- Strong links with the Better Care Programme
 - Enhancing Primary and Community care
- Absolute focus on delivery
 - Quality and Safety
 - 4 Hours
 - 18 Week RTT
 - Getting Emergency Care Right
 - Long term sustainability
- Strong partnerships – honesty and integrity
- If anyone can do it we can!