

Appendix One

Existing plans in place with regard to system resilience

Normal A&E Delivery Metrics and Implementation Dates		Date
NHS 111 Online	NHS 111 Online is available in all areas	Dec-17
NHS 111 calls	50% clinical contact	Sep-17
	100% coverage of integrated urgent care	Jun-17
	50% direct bookings in hours	Mar-18
	100% direct bookings out of hours	Jun-17
GP Access	100% of GP Practices to meet seven national core requirements	Jun-17
	69% population coverage evening and weekend appointments	Jun-17
Ambulances	ARP in place	Jun-17
Hospital	95% A&E 4 hour standard (UHCW Trust most at Risk wont deliver in year / SWFT and GEH meeting target)	Mar-18
	89% of patients arriving to ED by ambulance handed over within 15 minutes of the ambulance's arrival	Mar-18
	Co-location of GP streaming meeting national guidance in place	Sep-17
	Provision of ambulatory emergency care at least 14-hours a day, 7 days a week	Sep-17
	Clear frailty pathway in place which includes an early comprehensive geriatric assessment	Sep-17
	100% of wards where SAFER bundle is in place	Sep-17
Hospital to Home	less than 15% OF CHC full assessments taking place in acute settings	Jun-17
	High Impact Change 1: Implement early hospital discharge planning	Jun-17
	High Impact Change 2: Implement system to monitor patient flow	Dec-17
	High Impact Change 3: Implement multidisciplinary discharge teams	Dec-17
	High Impact Change 4: Home First/Discharge to Assess scheme in place	Jun-17
	High Impact Change 5: Seven-day service in place (Increasing percentage through the year)	Mar-18
	High Impact Change 6: Trusted Assessor models in place	Nov-17
	High Impact Change 7: Promoting choice and self-care for patients	Dec-17
	High Impact Change 8: Enhanced health and care services in care homes	Dec-17

Additional local system level actions are in place to support resilience over the winter period.

Additional System level actions and dates		Date
System Planning	Redesign of escalation procedures and policies	Oct-17
	OPEL Reporting established	Dec-17
	Manpower plans for over holiday period across all partner organisations	Oct-17
	On Call Rota confirmed for Dec-through to January	Nov-17
Capacity Management	Capacity Modelling (Demand and capacity to meet demand)	Sep-17
	SCBU arrangements between providers	Nov-17
	Elective capacity plans to reduce elective impatients between 18/12/2017 and 8/1/2018	Nov-17
	Reduce bed occupancy to 85% by 22/12/2017	Dec-17
	Patient Flow Hub (UHCW)	Sep-17
	Patient Flow Hub (GEH)	Oct-17
	Co-location of Health and socail care staff (SWFT)	Jun-17
	Stranded patients daily review	Oct-17
	DTOC reduced to 3.5%	Nov-17
	Primary Care Plan - extended services	Nov-17
	Enhanced support of NH/RH	Nov-17
	Ambulatory Care Expansion using STP monies	Nov-17
	D2A capacity review and Commissioning	Oct-17
	Reduce LOS	Dec-17
	Flex Capacity in place from Dec 2017 to April 2018)	Nov-17
Flu	Staff programme to get to 75% of staff vaccinated	Nov-17
	Vulnerable Groups - programme to run from now ro April 2017	Sep-17
Communications	Plan developed and signed off by A&E Board	Oct-17
	Campaign run - social / and traditional media	Dec-17