

Derby City Council & Partners Seasonal Operational Planning

Adults & Health Scrutiny Committee

24th September, 2019

6.00pm



Derby City Council

Introduction to Presenters

Julie Knight

Head of Home First, Derby City Council

Sam Alder

*Senior Commissioning Manager – Urgent Care
Derby & Derbyshire Clinical Commissioning Group*

Lisa Marshall

*Discharge & Integration Manager, University Hospitals
Derby & Burton Foundation Trust & DCHS*



Derby and Derbyshire Operational Plan



- A 12 month Operational Plan, reviewed quarterly
- Lead by the Derbyshire Operational Resilience Group (health and social care operational managers) reporting to the Derbyshire A&E Delivery Board
- Includes capacity modelling, flu planning and escalation processes



Flu Vaccination Plans



Presentation by Public Health Nurse at team meetings to enforce reasons why staff should get themselves vaccinated

Expectation that all staff in contact with vulnerable people will be vaccinated – the message also taken to independent sector



Poster campaign featuring senior managers leading the way

Vaccination sessions will be arranged at different venues across the Council including Perth House and Arboretum House



Staff to take responsibility for getting themselves vaccinated and protecting the people they work with

Public Health proposing on-line booking for staff sessions



Communications to the public

- From 2nd September, DHU will be playing a message to patients when they call the NHS 111 service encouraging patients to have their flu vaccination
- System partners will be promoting the NHS **'Stay Well This Winter'** campaign, which urges the public to:
 - Make sure you get your flu jab if eligible
 - Keep yourself warm – heat your home to least 18C or (65F) if you can
 - If you start to feel unwell, even if it's just a cough or a cold, then get help from your pharmacist quickly before it gets more serious
 - Make sure you get your prescription medicines before pharmacies close on Christmas Eve
 - Always take your prescribed medicines as directed
 - Look out for other people who may need a bit of extra help over winter
- There will be a National Marketing Campaign for NHS 111 and NHS 111 Online running from 1st October 2019 through to March 2020, to encourage patients to use NHS 111 as the access point for urgent care.



Primary care access

Actions taken under the General Practice Forward View to improve access to General Practice:

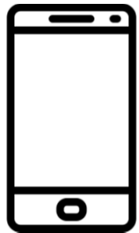
- 100% of the Derbyshire population registered with a Derbyshire GP have extended GP access. Pre bookable and same day appointments are available 6.30pm-8pm Monday to Friday including Bank Holidays and a minimum of 3 hours on both Saturday and Sundays at hub sites across Derbyshire providing a minimum of 30 minutes per 1000 population.
- County-wide roll-out of NHS App is complete, allowing patients to book appointments, order repeat prescriptions, and view medical records.
- County-wide roll-out of NHS111 booking into General Practice appointments commenced with full implementation by early 2020.



Avoiding admissions for Derby City patients



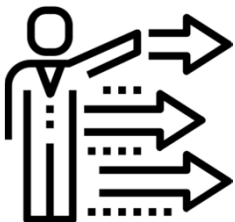
- A focus on self-care and preventing ill health
- NHS 111 promoted as the access point for urgent care, including national marketing campaign with TV advertising



- NHS 111 Online is now available as a fast and convenient alternative to the 111 phone service, providing an option for people who want to access 111 digitally (111.nhs.uk or via the NHS App)



- Patients advised to attend A&E via NHS 111 receive a call back from a clinician, reducing those advised to attend A&E by 70%



- Patients attending A&E are assessed by DHU to determine whether they could be seen by an on-site GP – currently avoiding over 10% of patients reaching the A&E department



Integrated working in Derby City

- Home First, DCHS Rapid Response, Integrated Discharge Hub, RDH,
- Weekly Resilience meetings with defined focus – P1, P2, data and overview
- Focus on discharge planning, enablement and review to maintain flow in P2 & P1
- Integrated Health and Social care team on site P2, Perth House
- Joint training scheduled P2 – Derby University support
- Improved infrastructure, access to information & infection control in P2
- Delivering capacity needed with fewer beds in P2



- Joint triage of patients
- Early discharge planning
- Timely assessments
- Enablement ethos



- Joint leadership, support & direction
- Joint leadership escalation processes in P1 & P2
- Strategic partnership group at RDH



- Reducing length of stay
- Maintaining capacity
- Reducing care package hours
- Reducing DTOC



Health & Social Care Pathways



Hospital discharge,
social care intervention
need identified



Joint triage by Hospital to
Home/Integrated
Discharge Hub to pathways:

1

Home for assessment
with or without package of
care

2

Integrated Discharge
Hub assessment bed

3

Nursing/residential care

DCC & DCHS Integrated service

- Priority is discharge home
- Assessment at home or at assessment hub
- Trusted assessments, admission & discharge processes
- Daily board rounds and Weekly MDT's to monitor progress and length of stay
- Timely review to reduce care package hours and transfer to independent sector
- Weekly Resilience meetings to review capacity, escalate and resolve issues







Responding to system pressures

The health and social care system updates on current performance, system pressure and capacity on a daily basis by 11am

Derbyshire OPEL Reporting

Tuesday 3rd September 2019 10:47

North	South	Areas to highlight
		<p>None to highlight</p>

University Hospitals of Derby and Burton – Derby Campus		Tues 3 rd Sept 10:27												
<p>OPEL Rating</p> 	<p>System Impact Level</p> 	<table border="1"> <tr> <td>ED</td> <td style="text-align: right;">Green</td> </tr> <tr> <td>ED GP Streaming</td> <td style="text-align: right;">Amber</td> </tr> <tr> <td>DISCHARGES</td> <td style="text-align: right;">Amber</td> </tr> <tr> <td>MAU</td> <td style="text-align: right;">Amber</td> </tr> <tr> <td>SAU</td> <td style="text-align: right;">Green</td> </tr> <tr> <td>Cancellation of elective surgery – non urgent</td> <td style="text-align: right;">No</td> </tr> </table>	ED	Green	ED GP Streaming	Amber	DISCHARGES	Amber	MAU	Amber	SAU	Green	Cancellation of elective surgery – non urgent	No
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Responding to system pressures

- The Operational Resilience Group meet fortnightly to pro-actively manage system pressures and identify areas of improvement
- In times of significant system pressure, the Operational Resilience Group co-ordinate escalation actions and conference calls.



Thank you



Derby City Council