



Frimley North & South Systems Joint A&E Delivery Board

Meeting Minutes – Thursday 11th January 2018


John Lisle	CHAIR - Accountable Officer	Berkshire East CCG
Helen Coe	CHAIR - Director of Operations	Frimley Park Hospital
Alison Szewczyk	Deputy Director of Nursing & Quality	FHFT
Andy Battye	Head of Operations	Berks & E Chiltern CCG
Angela Morris	Director of Operations	Optalis
Clare Hooke	Area Director – NE Hampshire	Hampshire County Council
Daljit Sahota	Clinical Commissioning Director – Unplanned Acute Care	Chiltern CCG
Jayne Tunstall	Specialist Advisor for Urgent & Emergency Care and System wide Resilience	NEH&F CCG
Mark Ainsworth	Director of Operations	SCAS
Gary Passaway	Head of Urgent Care & Locality Link Manager	Chiltern & Aylesbury CCG
Gurmit Sandhu	Senior Relationship Manager UEC & Frimley Health STP	NHSE South Central
Jim O'Donnell	Clinical Chair	Slough CCG
Mira Haynes	Chief Officer	Bracknell Forest
Dr Nick Payne	Consultant & Chief of Service ED	FPH FT
Nicky Seargent	Associate Director of Community Services	Frimley Health FT
Nigel Stock		SECAMB
Patrick Rogan	Chief Executive	East Berks Out of Hours
Paula Bensley	Nursing & Quality Project Lead	FHFT
Rachel Darroch	Clinical Director for Improvement	Surrey Heath CCG
Rachel Wakefield	Associate Director Urgent & Emergency Care & Specialist Services	WAM, B&A, Slough CCG's
Kirsten MacDonald	Associate Director ED & Medicine	Frimley North
Ruth Colburn-Jackson	Director of Delivery & Transformation	NEH&F CCG
Sarah Casemore	Deputy Director of Operations & Transformation	FHFT
John Goodwin	Interim Head of Services	
Simon Broad	Head of Adult Safeguarding & LD	Slough Borough Council
Stacey Martin	Director of Business Development & Strategy	East Berks Primary Care
Susan Joyce	Regional Ops Manager Adult Community Services NEH&F & Surrey Heath	OOH
Lisa Glynn	Chief Operating Officer	Virgin Care
Michelle Golds		FHFT
In Attendance:		SABP
Kelly Sutton	Project Support Officer	NEH&F CCG
Tracy London	LA&EDB Administrator & Executive PA (minute taker)	NEH&F CCG
Daniel Bailey	Associate Director of Strategy & Marketing	FHFT
Apologies:		
Bennett Low	Director of Assurance & Delivery	NHSE (S East)
Sohnia Tariq	GP Lead Discharge Team,	Berkshire East CCG
Chris Sneller	Head of Performance	Berkshire East CCG
Dr Peter Bibawy	Medical Director	NEH&F CCG
Felicity Greene	Chief Executive	NHUC
Jill Barker	Regional Director	Berkshire Health FT
Kirsten Willis	Head of Operations, Bracknell & Berks West	SCAS
Lawrence Tyler		NHSE
Liz Mearns	Medical Director	NHSE
Matthew Staples	Urgent & Emergency Care Network Manager & Thames Valley 111 Integrated Urgent Care Procurement Programme	Thames Valley

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	Manager	
Alison Huggett	Director of Quality & Nursing	Surrey Heath CCG
Anne Hooke	Senior Manager	Surrey County Council
Emma Williams	AD for System Resilience & Lead for Urgent & Emergency Care	NEH&F CCG
Fran Campbell	Area Manager	FHFT
Jackie Priddle	Patient Representative	NEH&F CCG
Sarah McGovern		ALAMAC

1	Welcome, Introductions
	The Chair, Helen Coe welcomed everyone to the meeting. Introductions were made and apologies given
2	<p>Minutes & Action Tracker from the last Joint Meeting – 14th December 2017</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  Item 2 - 141217 Joint AEDB Meeting N </div> <div style="text-align: center;">  Item 2 - 141217 Joint AEDB Action Tra </div> </div> <p>Minutes from 14th December 2018 were agreed by the Joint Board as a true & accurate record.</p> <p>Action Tracker</p> <p>JAEDB 14th December</p> <p>No. 1 Local Delivery Plan Pillar Updates (Ambulance Pillar) - Update will be provided for the next meeting on 8th February 2017</p> <p>No. 2 Medically Stable Codes - Paula Bensley and Nicky Seargent have been working on the list. However, there is an issue with real-time data. The report will be rerun the week commencing 15th January and an update will be provided for the next meeting. Paula Bensley to share the list of codes and data with Lisa Glynn.</p> <p>JAEDB 9th November</p> <p>No.1 111 Online - John Lisle to raise the issue with Maggie MacIsaac and Andy Brooks</p> <p>No.4 GP Update from ALAMAC - Meeting has taken place. Sarah McGovern not present at the meeting to provide an update.</p> <p>No.5 Flu Vaccination uptake - Partners requested to submit data - Kelly Sutton to update Action Tracker with information.</p> <p>JAEDB 5th October</p> <p>No.2 CHC Plan Frimley South - Emma Williams was not present to update the Board. Nicky Seargent updated the Board from a south perspective. Local Actions are being taken. Solutions are in place for Joint funding and work is underway on Joint brokerage around Adult Social Care brokering on behalf of CHC as this will be better value for money. Solutions are being worked on with a timescale of March. John Lisle to request that Lorraine Owen to Link with Michelle Head.</p> <p>No.3 Frailty bid - Action Closed</p> <p>No.4 ARP Presentation - Action Closed</p> <p>JAEDB 9th September</p> <p>No. 3 GP Membership - John Lisle has yet to receive feedback from his request. Will investigate a different approach.</p>


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3	System Update Presentation  Item 3 - Where are we 11 Jan 18 - Urge
	<p>Jayne Tunstall & Rachel Wakefield presented an update to the Board, which can be found in the attached presentation.</p> <p>Key points can be found below:</p> <p>Requests from NHSE</p> <ul style="list-style-type: none">• Request from NHSE for weekend OPEL Reporting and System Pressures to include Primary Care (Capacity, Utilisation and Challenges. Jayne Tunstall and Rachel Wakefield response was around Out of Hours as in hours information had already been requested by NHSE and responded to 3 times. John Lisle asked Jayne Tunstall to provide details of a contact to review the data with him, as it was felt that this data is not readily available.• Wessex cancelled the weekly Winter Conference call scheduled for 20th December 17 on the day of the call. The cancellation of this call was disappointing as it was felt this was an important call to have with the wider System and NHSE before the Christmas and New Year Bank Holiday period. Gurmit Sandhu informed the Board that this was due to Portsmouth being at OPEL 4. Gurmit thanked the Frimley System for their efforts, as a System they coped well when comparing with other Regional and National Systems• NHSE National Emergency Pressure Panel Update letter was received on 2nd January from Pauline Phillips. No notice was given to expect the letter, therefore the Trusts were not prepared for the response from patients who jammed switchboards with calls causing local problems.• Request form NHSE for dates and dial in arrangements for weekend System Conference Call and future calls. Details were provided, however NHSE did not join any calls• Request from NHSE for weekend Plans for 6th & 7th January. We are still required to report System Escalation to OPEL 3 & 4 and De-escalation from OPEL 3 & 4. This is to continue until Easter. <p>Action: Jayne Tunstall to share contact details with John Lisle</p> <p>What we did in December</p> <ul style="list-style-type: none">• Implemented the “Home for Christmas” Plan• Completed the Final Christmas and New Year Plans for Frimley North & South Systems• Detailed On Call Rota and Handbook for Christmas and New year period was produced by all Partners and Distributed. Jayne Tunstall thanked all Partners for their input.• System Conference Calls were increased in the South System from 3x per week as and when needed and increased to daily in the North System. Jayne Tunstall thanked all Partners for their participation <p>Jayne Tunstall thanked all Partners for their support to the System over the Christmas and New Year period.</p> <p>Next Steps</p> <ul style="list-style-type: none">• Evaluation of the “Countdown to Winter Plan to commence. Partners were reminded that Winter does not end until Good Friday and all Winter Plans and all Partners need to continue to follow Plans.• Commence robust reporting/reviewing of the Pillars. Jayne Tunstall and Rachel Wakefield are in the process of reviewing the RAG rating and revised templates will follow in due course

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4	<p>System Christmas and New Year Highlights and Discussion</p>  <p>Item 4 - Christmas & New Year Highlights.p</p>
	<p>Jayne Tunstall and Rachel Wakefield provided the following High level Summary to the Board:</p> <p>In Summary for the South System</p> <ul style="list-style-type: none">• South System “coped well” overall• 31st December 17, 1st, 3rd and 4th January 18 were very challenging for Frimley Park and the South System• IT issues from Christmas Eve for around a week• Issue re Section 2’s being received by Social Care – delays due to IT• System and Frimley Park Escalated to OPEL 3 (RED) 30th December 17 at 4pm and on 3rd January 18• Frimley Park Escalated to OPEL 4 (BLACK) 31st December 17 at 4pm and again on 3rd January 18• Weather – Strong Winds (2nd January 17) and Snow (27th December 18), ice and Cold weather ongoing• Staff sickness – across whole System• Ward closed with D&V in Community (4 beds closed)• Opened 21 beds for Ortho Rehab on 5th January 18 – Frimley Park• DTOC’s were “low”• Some Ambulance Handover delays• Care Homes / Agency’s not able to take until w/c 8th January 18• A number of issues raised which will form part of the Winter Review• Excellent Partnership, involvement and ownership <p>Helen Coe informed the Board that Frimley Park Hospital have not cancelled Elective Surgery for the Month of January. Helen Coe formally wrote to NHSE informing them. They are reviewing daily.</p> <p>In Summary for the North System</p> <ul style="list-style-type: none">• North System “coped well” overall during an extremely challenging period• 23rd December 17, 24th December 17 and 30th December 17 – 1st January 18 was very challenging for 111 & OOH with high demand of calls• 27th December 17, 30th December 17, 31st December 17, 1st January 18 and from 2nd January onward were very challenging for Wexham Park and the System, continue to remain so during last week and this week• System and Frimley Park Escalated to OPEL 3 (RED) on 2nd January and have remained so since and almost moved to OPEL 4 on a number of occasions• Full escalation at Wexham Park plus 16 medical escalation beds now in use at Heatherwood site• ED Ambulance queue nurse supporting early assessment & intervention to proactively minimise admission for patients likely to become a DTOC• DTOC’s at all time high on 9th January 18 at 114 patients• BHFT community beds full from 30th January 18, additional spot purchase of nursing home beds for Berkshire & Buckingham patients• Staff sickness – across whole System• Increase of flu like illness in the community and flu presentations• Suspected Flu outbreak on 22nd December 17 at 80 bedded nursing home in Maidenhead and confirmed. Outbreak in Ascot on 6th January 18 - East Berkshire to carry out a Deep Dive into the Learning from the Outbreak• A number of issues raised which will form part of the Winter review• Excellent Partnership, involvement and ownership

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	<p>The Board asked Gurmit Sandhu to explain why Milton Keynes remained on OPEL 1 when all other Trusts at times were on at least OPEL 2. They also asked for clarity as to why Portsmouth declared OPEL 4. Gurmit Sandhu to take back to NHSE.</p> <p>Action: Gurmit Sandhu to provide feedback from NHSE around OPEL status of Trusts over the Christmas and New Year period.</p> <p>Helen Coe asked Mark Ainsworth to reiterate the highlights from Portsmouth that he presented to the Local AEDB prior to this meeting, in order for the Board can have an understanding of the pressures they faced and how this then impacted the Frimley South System:</p> <ul style="list-style-type: none"> • 176 handover hours were lost at The Queen Alexander Hospital over the Christmas and New Year period last year. This year 760 hours were lost for the same period • At one point there were 28 Ambulances held at The Queen Alexander Hospital. With 24 Ambulances on in peak times in Portsmouth this meant that 4 had been relocated from other areas and that there were no Ambulances on the road to respond • 5hrs 45mins was the longest wait for a patient to be taken out of an Ambulance. They are working with ED to try to resolve waiting times, it has had a knock on effect for the whole of Hampshire • 120 patients per day are taken to The Queen Alexander Hospital via Ambulance compared to around 100 for Frimley Park Hospital • To try to prepare for New Year's Eve night there was a Multi System call during the day, chaired by NHSE. During the call Hospitals were instructed to take divers, which did have an impact on everyone. • Frimley Park hospital received one divert and 73 patients were diverted to Southampton
<p style="text-align: center;">5</p>	<p style="text-align: center;">System Performance Report</p> <div style="text-align: center;">  <p>Item 5 - Joint AEDB Performance Report_</p> </div>
	<p>Sarah McGovern sent her apologies to the Board. The Performance Report for the South System was discussed at the Local AEDB and key points can be found below:</p> <p>South System Performance Report – Key Points:</p> <ul style="list-style-type: none"> • 4 Hour Performance reduced to 84.5% in December, which was lower than the predicted 91% and they have seen a further drop in January. Jayne Tunstall is working with ALAMAC to produce a report for the Christmas and New Year Period. The hospital is doing all they can to improve their performance and to meet the 95% target by March. • In December, there was an average of 50 breaches per day, which is more than 20 per day compared to the average last year. Frimley Park Hospital has a significant issue with middle grade cover, which affects the amount of breaches overnight. Nick Payne is working to improve the issue • Capacity issues in December were due to the acuity of the patient more than delayed Transfer of Care • In December 17 there was, on average 12 empty beds per day compared to 2 per day in December 2016 • There was a decrease in Conversion Rates in December from 38% to 35.6%. • There was a decrease in the Conversion Rate in December after 4 months of consistent increase and the conversion rate was highest on Wednesdays- Helen Coe states she would like more work to be done around conversion rates as they seem too high. • Since September Emergency Admissions have been greater than 110 per day, on average. Since November there has been a decrease • There was a decrease in the number of people delayed in Community Hospital beds from 10.99 to 8.04 in December

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- Rapid Response's caseload has increased in comparison to the same period last year
- Virgin Care Community Hospital - In December there was a decrease of the number of beds available daily, which means there have been fewer admissions. Susan Joyce does not recognise the figures and will reassess the data and feed back to the Board
- Frimley Community Health – The total number of people on the delays list decreased in December
- Berkshire Health FT – The number of Available Beds has been increasing
- ALAMAC are starting to collate information so that going forward Primary Care is included in the report



Helen Coe informed the Board that they are working with ALAMAC to address areas of the report that need improving.

Lisa Glynn presented the Key Points from Decembers Performance Report for Frimley North System

Performance Report Frimley North System - Key Points:

- In December percentage 4 hour performance dropped to the lowest level since February 2017
- The number of Medically Stable Patients has steadily reduced since July 2017 to a low of 67 per day
- The number of Outliers has reduced in December to 24 per day
- Emergency Admissions decreased slightly in December
- Conversion rate remained stable in December
- The number of patients in ED at 9am was the highest number since January 2017 as was the number of DTA's in ED at 9am
- The Number of Pead beds available at 9am in December was low
- 4 hour performance has decreased in November and into December
- Year on year we have seen an increase in ED attendances. However, there is an overall decrease in Emergency Admissions.
- There has been an increase in attendances to A&E on Mondays.
- Mondays and Tuesdays are often the most challenging days.
- The week leading up to Christmas saw a sustained increase with consecutive days of high numbers of DTA's at 9am.
- Variability in the number of Escalation beds continued in December with some good performances over the Bank Holiday weekend.
- Outliers and Escalation beds saw a spike at the end of December with low numbers of Medically stable patients
- SCAS – The number of minutes lost through Handover delays decreased significantly in October. No data was available to measure November and Decembers performance.
- Berkshire Health Foundation Trust saw delayed discharges reduced further in December
- GP Out of Hours – Weekend advice line cases data has been missing for 3 months

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6	<p>STP Operational Planning 201/2019</p>  <p>Item 6 - Frimley STP system Operational P</p>
	<p>Daniel Bailey presented to the Board. The key points from the presentation can be found below:</p> <p>Key Points:</p> <ul style="list-style-type: none"> • Official Guidance around what the Plan should include has yet to be released • A high level plan to capture the principle on ACS & MOU with a focus on key areas • The deadline to produce the plan keeps changing due to the official guidance not being available. It is anticipated that the deadline will be moved to the end of February • The plan will be written at STP level, focusing on how we will deliver the national “must do’s” and the requirements within the MOU through the SPT initiatives and priority areas. • Development of the plan will be led by the core group with input from teams across the STP
7	<p>Frimley System 2018/2019 Operational Planning</p>  <p>Item 7 - UEC update 2018-19 plan.pptx</p>
	<p>Rachel Wakefield presented to the Board. Key points can be found below:</p> <p>Key Points:</p> <ul style="list-style-type: none"> • The narrative within the Plan mirrors the narrative within the Local Delivery Plan • The Strategic vision for Urgent and Emergency care across the Frimley System is to provide an integrated “Whole System” approach which is patient and public centred. • Programme of work is dependant of other streams of work. • The programme aims to realise the ambition of the Frimley Health and Care Accountable Care System Plan. • The action designed to deliver the Plan are broken down in detail outlined in the 7 Pillars • Whilst the vision and strategy runs across the Accountable Care System, the timescale for delivery will be variable across the North and South and the detail behind the Plans reflect this • Oversight of the Plan and Delivery sits with the Frimley System Joint AEDB • During the course of the programme the following Major procurements will be carried out: <ul style="list-style-type: none"> ○ Hampshire 111 Integrated Urgent Care ○ East Berkshire CCG Integrated UTC/111/GP extended hours ○ North East Hampshire & Farnham CCG Community Services • Milestone tracker is yet to be completed • Once activity and Finance details are received a draft plan will be reviewed by the Board <p>Jayne Tunstall Feels that Updates from other Transformation Groups are a missing piece of information. John Lisle suggested that Papers from the Programme Board should be reviewed by the AEDB</p> <p>Helen Coe Feels the Deliverables are not measurable. Helen Coe to ask pillar leads to assist with the next stage of the Plan</p> <p>John Lisle commented that if we are asked to write a 1 year Plan once the guidance is release, Some of the milestones will not make sense unless they have the context of where they are going. 2 years will be a better timescale. Daniel Bailey stated the ultimate aim is to have something useful for the System and will take the</p>

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	comment back.
8	<p>AOB</p> <p>Next Meeting - It was agreed that Helen Coe will chair in John Lisle's absence</p> <p>GP Activity Menu – ALAMAC - It would be useful to be able to feedback from the Delivery Board. Measurable should be data that is easily accessible and the list should be small with a focus on what matters.</p> <p>Agenda Item for next meeting - It was agreed that Flu will be an Item on the agenda next month.</p> <p>Thank you - The joint chairs Helen Coe and John Lisle presented Tracy London with flowers as a thank you for her support with the administration of both the Local and Joint AEDB. Both the Local and Joint AEDB will now be supported by Kelly Sutton going forward and all queries should now be directed to her.</p>
	The Meeting closed at 12.15pm
	<p>Next meetings: Frimley South Local A&E Delivery Board –8th February 2018 0830am – 10.15am Joint Frimley North & South A&E Delivery Board – 8th February 2018 10.30am – 12.30pm @ Windlesham Golf Club</p> <p><u>All papers for the 8th February are due on the 2nd February so they can be issued with the agenda. Thank you for your help with this.</u></p>