

East Berkshire On the Day Urgent Care – Programme Update

Executive Summary

This paper provides Governing Body with an update on progress of the On the Day Urgent Care (ODUC) programme, supporting the attached papers:

- Removal of Improving Access to General Practice from programme scope
- On the Day Urgent Care service UTC designation deferment

A programme timeline was agreed at the April Governing Body meeting that supports the programme:

- to take account of the maturity of our Primary Care Networks and delivery of national contract changes around on the day access, and the development of our integrated care models at place
- to enable any future urgent care models to be designed to reflect the allow the Frimley ICS system response to the Long Term Plan, which is being developed over the summer
- to align with the timeframes for the submission of our ICS estates business cases which are due later in this financial year and the delivery of these premises which have a direct correlation with delivery of our aspirant integrated health and care model across East Berkshire and the wider Frimley system
- to enable us to progress our detailed work with partners outside of our ICS to consider how on the day care may be delivered beyond the Frimley system including the expanded Clinical Assessment Service (CAS).

Since April:

- urgent care activity across East Berkshire has been re-modelled against the newly formed Primary Care Networks, allowing for discussion over the summer as to their future plans to manage same day demand and how relevant demand within community based walk in services, 111 and the Emergency Department could be managed differently in the future.
- scoping has begun to identify the potential for an integrated service across ODUC, integrated care Locality Access Points, a local CAS and the Primary Care Networks.
- joint work with Frimley Health FT and South Central Ambulance Service has begun to identify the impact of late afternoon arrivals by ambulance at the Emergency Department, that have been referred by GPs and whether these cases could be managed differently in the community as part of a same day offer
- feedback on outline service models has been received from the Thames Valley Clinical Senate and their recommendations are being considered in the work identified above.

Governing Body is asked to note progress of the On the Day Urgent Care programme.

Urgent Care data by Network

On the Day Urgent Care activity has been analysed by Primary Care Networks across:

- Emergency Departments (where activity is relevant to potential management in a community setting)
- Out of Hours
- 111
- The urgent walk in services at Slough, Maidenhead and Brants Bridge

Data packs for each Network are being completed and will be shared in July / August with members. These will support discussion jointly with the primary care and urgent care teams regarding how same day activity could be managed in the future.

Early analysis has identified that the level of activity for practices to absorb 0800-2000 (if the future model of care was such) would require significant development of Networks in terms of capacity; it is anticipated that initial discussion will focus on the anticipated maturation of each Network and appetite for collaboration in managing same day demand across practices.

Development of an integrated service

The Long Term Plan requires the expansion of Clinical Assessment Services (CAS), which locally currently support which, by 2023, is intended to act as the gateway to rapid response community services (within 2 hours) and post-hospital discharge support, in addition to a range of other multi-disciplinary care. Currently 111 offers a CAS which has a multi-disciplinary clinical workforce spanning:

- GPs
- Nursing and dental nursing
- Pharmacists
- Mental Health professionals
- Links to Samaritans
- Links to specialist palliative care advice

Locally, discussions have focussed on whether an East Berkshire CAS could support primary care in managing some say day demand, in addition to providing the necessary interfaces with community services. As part of this, the potential for delivery of integrated health and social care is currently being explored. NHSI have recently published guidance to support linking community services to 111 and its supporting Clinical Assessment Service through single points of access.

Within East Berkshire, the development of Locality Access Points is currently focussed on four key services:

- Adult social care
- Older people's Mental Health
- Intermediate care
- Community matrons

Referral pathways in each service are being reviewed and it is anticipated that there will be 1 LAP within each Local Authority area. The ambition expressed to date within partner organisations is focussed around these LA boundaries and while there is potential to be more ambitious as to scale, how this might be achieved requires further discussion.

It is anticipated that development of LAPs will continue in parallel to an East Berkshire CAS rather than both elements being pursued as a single system wide service, given that Local Authorities are not wholly aligned with health provision boundaries at present. The ODUC Programme Board have identified that Bracknell could be used as an exemplar for integrated working due to the level of co-development already in place.

Ambulance arrivals at the Emergency Department

All acute Trusts are now required to provide Same Day Emergency Care (SDEC) (12 hours day / 7 days week) by September 2019 with the aim of delivering 30% of non-elective admissions via SDEC by March 2020.

Critical to this delivery is the ability to receive and treat patients in early enough in the day such that they can be returned home without recourse to a clinically unnecessary overnight stay. Analysis of ambulance arrivals at Wexham Park Hospital has highlighted that the busiest times of the day are between 5 – 7pm, resulting in more patients having to stay overnight rather than being treated and returned home the same day. Reasons for this peak in activity are being investigated and whether ‘on the day’ models in primary care could support a reduction in this demand.

Thames Valley Clinical Senate feedback on outline models of care

In March, the Clinical Senate held an independent review of outline models for on the day care, focussed on the impact for neighbouring services and changes to the way that patients might access care in the future. Formal feedback from the Senate, received in June, highlighted:

- the challenges to a sustainable workforce
- the need for consistency of offering, particularly if multiple points of access are provided
- the advantages that a shared clinical governance framework might bring across urgent care services
- the availability of community based diagnostics and accompanying workforce considerations
- the impact that changes to care in Berkshire West and Buckinghamshire might have on their patient populations accessing services locally

The programme board is currently considering how to best reflect this feedback in future models of care.

Summary

Since Governing Body agreement of the revised ODUK programme timeline in April 2019, there has been positive work to engage other local strategic programmes and identify where integration can bring added value to East Berkshire. Immediate next steps will be further discussion with Primary Care Networks on how they plan to deliver care within each place and what opportunities there might be to support this. Development of LAPs is anticipated to continue in parallel, with further scoping of how on the day care might best channel demand away from ED.