

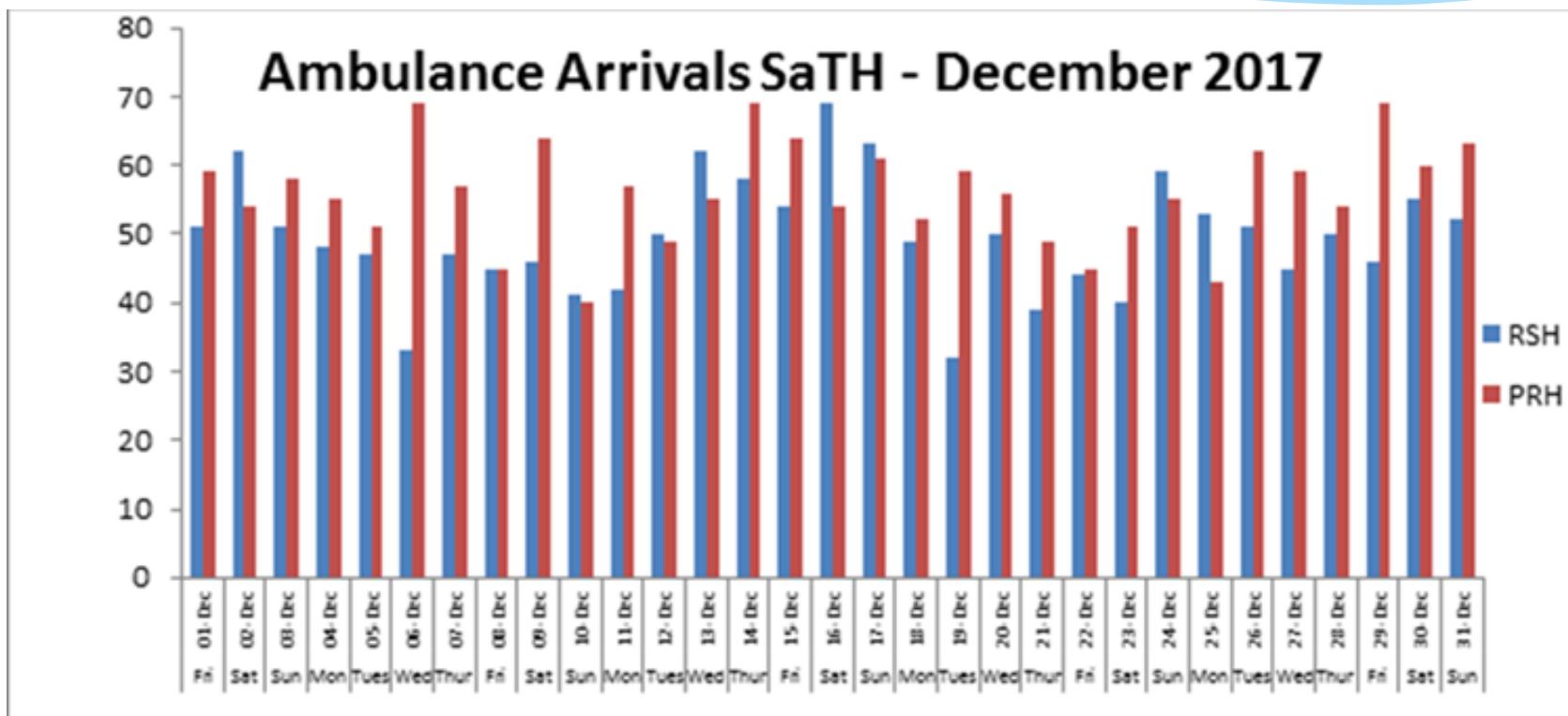
# **Shropshire, Telford and Wrekin Urgent Care Report**

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**January 2018**

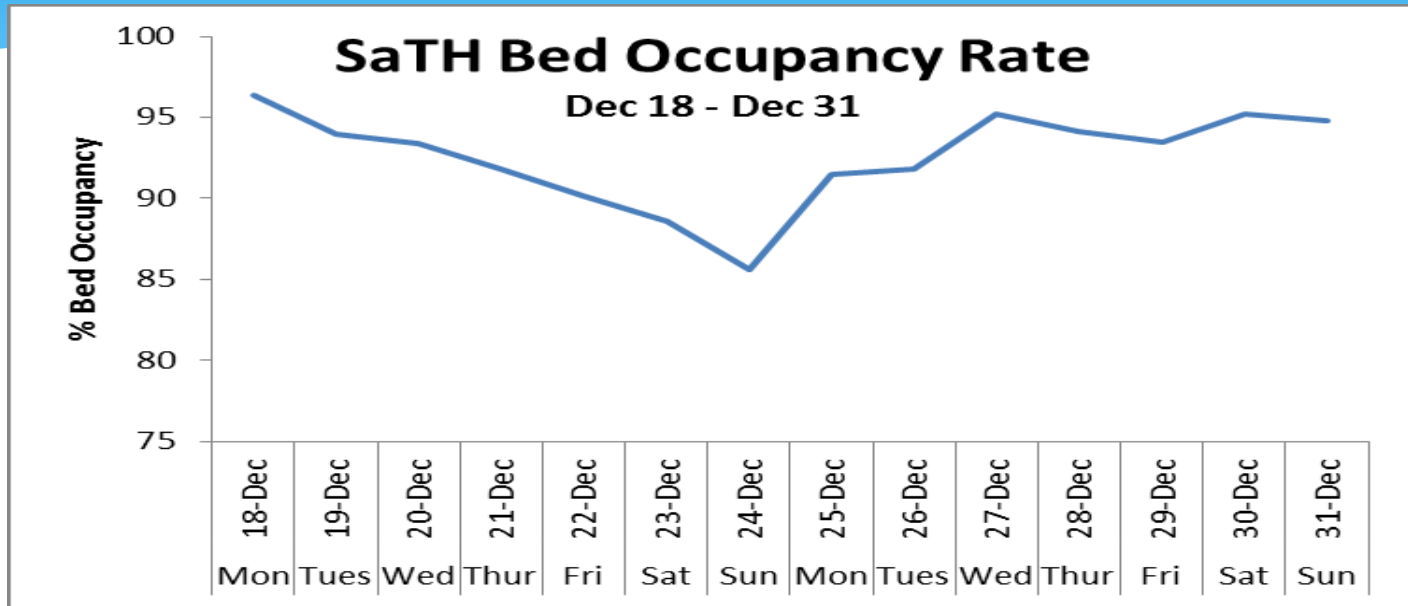
# Ambulance Attendances

11% more ambulance arrival than same period in 2016  
7% more ambulance arrivals than November 17



# Bed Occupancy

Occupancy levels high throughout period



- \* Escalation beds ++ were open and full capacity boarding resulted in an extra three patients on some wards at the times of high pressure, ambulatory care and CDU were bedded and ED was full at times (especially overnight)

# Number of patients each day who were medically fit for discharge

- \* Although... patients were medically fit for discharge each day, the number of patients made ready for discharge was very much lower and patients are discharged onto discharge to assess pathways on average within 48 hours of being made ready.
- \* Powys – a particular issue- no capacity to move patients and a reluctance to spot purchase.

# Discharges against target

	18th-24 <sup>th</sup> Dec	25 <sup>th</sup> -31 <sup>st</sup> Dec	1 <sup>st</sup> -8 <sup>th</sup> Jan
* Complex target 135 per week	Actual 131	67	108
* Simple target 968 per week	Actual 923	636	776

# So what.....

- \* More admissions than discharges
- \* Bed occupancy only reached 85.6% on 24<sup>th</sup> Dec and rose again immediately
- \* Pressures due to unfilled shifts for nurses and doctors (agency staff very difficult to get over the holiday period)
- \* Most neighbouring hospitals had the same problems so could not provide a deflect when needed.
- \* PRH has sustained pressure and did not recover as quickly as usual.

# And.....

- \* All doctors and nurses working above and beyond the call of duty to keep patients safe.
- \* Ambulance support staff (HALOs) supporting the ED Department to keep patients safe and allow swift patient handover.
- \* Executive leadership each day over the period to escalate and seek system support and seek deflect to other hospitals (if available).

# Planning for the next 3 months

## Safe, effective and sustainable solutions

- \* Paper coming to governing bodies and Local Authorities to perform demand and capacity modelling in health and social care.
- \* Dr Ian Sturgess visiting the acute trust (5 days starts Thursday the 11<sup>th</sup> of January 2018) to look at systems and processes around stranded patients.
- \* A concentration on the frailty model across health and social care
- \* Assessment against 10 areas for focus in Good practice guide : Focus on improving patient flow.



# Questions