

Health and Well Being Board

CQC update
January 2019

CQC reviewed Trafford's progress against the plan

- The local Health and Social Care system review of **Trafford** was undertaken by CQC in October 2017 and was followed by a local summit and the development of a system action plan.
- CQC was subsequently asked in October 2018 to report on 9 of the first 12 local authority areas subject to review by conducting a monitoring exercise to establish how local systems have progressed since their review.
- This was completed for Trafford using a data submission/review and a telephone conference to explore the progress to date.
- The outcomes have been received and indicated a sustained improvement and overall positive feedback re the completion of the actions agreed .
- They commented on the significant improvement in relationships across the system and the Local Care Alliance developments.

Overall Dashboard (Nov 18)

Theme	Programme	Scope and intention	RAG
Theme 1	Urgent Care Front Door Streaming Theme sponsor – Mandy Bailey	Support the Trust in the achievement of the 95% 4 hour target whilst also helping to support the flow of non-elective patients into the hospital. Pilot in streaming at Wythenshawe ED Dec 18 – May 19.	Green
Theme 2	Risk Stratification Theme sponsor – Richard Spearing	Improved identification of patients at risk of hospital admission - those most likely to be responsive to evidence based preventative care and coordinating care to enable them to remain at home as long as possible. Interventions with a high value for money score. Pilot in smoking cessation Dec 18 – May 19.	Green
Theme 3	Further development of the DTOC position Theme sponsor - Diane Eaton	Continue and further improve the position of Delayed Transfers of Care, with a focus on the Wythenshawe site which remains the outlier. The target is 3.3% (17 across all sites)	Green
Theme 4	Extension of the enhanced care home team offer (TECHT) including palliative and end of life care Theme sponsor - Richard Spearing	Deliver a multi-disciplinary nurse lead team into all care homes and housebound people in Trafford. The outcomes are to improve the quality and outcomes for the population and reduce the demand on 999 ambulance calls and conveyances to hospital along with reduced A&E attendances and unplanned admissions for people in care homes.	Red

Urgent Care Front Door Streaming Pilot

Supporting patient flow and achievement of 4hr wait and 15min triage at Wythenshawe

A model has been implemented on 4th December 2018 which employs streaming by a senior clinician - prescribing Advanced Nurse Practitioner or GP- at the front door providing a model of see and treat and also streaming where appropriate. Originally in operation 10am – 10pm 7 days per week based on the data analysis indicating these are the times of peak patient flow.

- Release of Transformation Monies has been formally agreed and enacted.
- Manchester CCG have agreed to fund 50% of the investment in the spirit of working together and will be part of the evaluation of the model going forward.
- Patient governance and escalation points agreed with Mastercall.
- Accountability through LCA and Urgent Care Delivery Group agreed.
- Daily reports provided by Mastercall, reporting dashboard and evaluation methodology developed.

Learning so far

- Identified in mid/late December that the model may work better with dual clinicians involved in the pilot.
- Decision taken late December 2018 to reduce the hours of delivery from 12pm-6pm and double up on the ANP/GP provision to create a more robust process.
- Numbers seen are increasing under this model.
- First data due beginning of February.



Smoking Cessation Pilot – Stop before the Frost

Trafford's aim is to reduce adult prevalence from 12.7% to 9.0% (about 6,500 smokers) by end of 2020

- Targeted programme of smoking cessation for patients with a diagnosis of COPD with a correlating high rate of both exacerbations and subsequent admissions to secondary care, initially in **five practices**. Working with TCC these risk stratified patients will then receive an offer of an enhanced support -programme titled Stop before the Frost – a GP led programme of NTR and behavioural support helping patients quit smoking.
- Running alongside this a pilot to provide e-cigarettes to people in manual/routine occupations and/or social housing – run by Public Health – based on Salford model (quit rate 60% over 4 weeks). Free e-cigarette starter pack trialled in **six pharmacies** as part of enhanced smoking cessation offer. Scheduled training for participating practices and pharmacies.
- Public Health funded additional LES for all practices who wish to take part in enhanced service.
- Pathways agreed with TCC, Mastercall, Primary Care and practices and implemented 2 Jan 19.



Delayed Transfer of Care

To continue and further improve the position of achievement of the 3.3% DTOC position

- Planning commenced after Easter 2018 giving more preparation time.
- Health and Social Care Winter Action Plan – complete and sent out to the system earlier than usual.
- Additional Discharge to assess beds in place and dynamic purchasing process agreed to support the system as required through out winter.
- Pathways for mental health redesigned and tested.
- Increased social workers on South site in place.
- Deputy Flow Manager and Strategic Service Manager have a presence on site to support the team.
- Ascot House IMC enhanced with pharmacy support and additional works completed in line with CQC requirements.
- Home for Christmas campaign launched 3rd December 2018 to maximize discharges in the run up to Christmas. (160 discharges achievement).
- Winter pressures funding allocated in line with the priorities including mental health, leadership at south site, discharge to assess beds and complex packages of care.



Slide Board Transfer



Trafford Enhanced Care Home Team Update

Expand the existing nurse led TECHT team (nursing and residential home) service to be operational in all nursing and residential homes by 31 March 2019

- Service is currently operation in six care homes, proving reactive care through a triage system to manage residents' health conditions, thus minimizing and managing exacerbations and unnecessary emergency transfers to hospital
- An evaluation processes that has been ongoing has shown less impact than expected ,therefore a workshop to look at learning to date has been set up on 17th January.
- Trafford is committed to a model of care for residents of care homes and will work with providers to use the learning to date to design an effective model of care .
- The Local care Alliance will be instrumental in future design and delivery .



SO WHAT !!!!

- Last year we achieved 91 discharges including from Ascot House.
- This year approx.160 discharges were completed in the same period of time.
- Delay activity was massively reduced.
- Working on the list of people who are medically optimised but not ready to go home yet.



Impact—24th December 2018

Community Flow Report 24-12-2018 PM [Read-Only]

Date:		24th December 2018				Time:	
Control Room Lead:		Sophie Davy/Debbie Walsh					
Trafford Acute DTOC (8am reporting)							
Hospital	Total no. DTOC	NHS	SS	Both	MO		
Wythenshawe	7	6	1	0	27	A	Completi
MRI	0	0	0	0	0	B	Public Fu
TGH	5	5	0	0	13	C	Further n
SRFT	1	1	0	0	15	Di	Care Hom
TOTAL	13	12	1	0	55	Da	Care Hom
						E	Care pacl
						F	Communit
						G	Patient of
						H	Disputes
						I	Housing -
Trafford Non Acute DTOC (8am reporting)							
Wythenshawe	Total no. DTOC	NHS	SS	Both	MO		
OPAL	0	0	0	0	8		
Trafford Waits in Community							
Service				No. Waiting			
SAMS				TBC	Discharg		
POC				TBC	Residential		
CEC				2	Nursing		
Urgent Care Nursing				0	Extra Care Flat		
Urgent Care Therapy				0			

28th December 2018

Community Flow Report 28-12-2018 [Read-Only]

	A	B	C	D	E	F	G	H	I	J	K	L
2												
3												
4												
5			Date:	28th December 2018								
6			Control Room Lead:	Sophie Davy/Debbie W								
7												
8												
9												
10												
11												
12												
13			Trafford Acute DTOC (8am reporting)									
14			Hospital	Total no. DTOC	NHS	SS	Both	MD				
15			Wythenshawe	3	3	1	0	33				
16			MRI	0	0	0	0	0				
17			TGH	5	5	0	0	19				
18			SRFT	0	0	0	0	12				
19			TOTAL	8	8	1	0	64				
20												
21												
22			Trafford Non Acute DTOC (8am reporting)									
23			Wythenshawe	Total no. DTOC	NHS	SS	Both	MD				
24			OPAL	1	1	0	0	11				
25												
26			Trafford Waits in Community									
27			Service	No. Waiting								
28			SAMS	TBC								
29			POC	TBC								
30			CEC	2								
31			Urgent Care Nursing	0								
32			Urgent Care Therapy	0								
33												
34												
35												
36												

7th January 2019

Community Flow Report 07-01-2019 [Read-Only]

Date: 07 January 2019

Control Room Lead: Sophie Davy/Debbie W

Trafford Acute DTOC (8am reporting)					
Hospital	Total no. DTOC	NHS	SS	Both	MO
Wythenshawe	10	9	1	0	40
MRI	0	0	0	0	0
TGH	3	3	0	0	21
SRFT	2	1	1	0	16
TOTAL	15	13	2	0	77

Trafford Non Acute DTOC (8am reporting)					
Wythenshawe	Total no. DTOC	NHS	SS	Both	MO
OPAL	0	0	0	0	14

Trafford Waits in Community	
Service	No. Waiting
SAMS	3
PDC	4
CEC	4
Urgent Care Nursing	0
Urgent Care Therapy	0

Next phase of work



- Evaluating winter and the impact of the new schemes.
- Managing a very busy January.
- Developing further work to support patients with a stay over 7/14/21 days.
- Developing ward based pathway decision making.
- Care homes support evaluation and agreement re the designs and roll out.
- Local Care Alliance development days to look next phase of delegated work within the model of integrated care going forward.
- Developing further work between Trafford coordination centre and North West Ambulance service to support people who have fallen.
- Developing Commissioning strategy for urgent care in natural communities with Manchester looking at populations across Local Authority and CCG boundaries.