

Health Scrutiny Committee

Meeting to be held on Tuesday, 31 October 2017

Electoral Division affected:
(All Divisions);

Winter pressures and preparations

(Appendices 'A', 'B' and 'C' refer)

Contact for further information:

Gary Halsall, Tel: (01772) 536989, Senior Democratic Services Officer (Overview and Scrutiny),

gary.halsall@lancashire.gov.uk

Executive Summary

Representatives from North West Ambulance Service and Lancashire Teaching Hospitals Foundation Trust (A&E Delivery Board) will attend the meeting to highlight the pressures they are likely to face during the forthcoming winter season and the preparations they have made.

Recommendation

The Committee is asked to:

- i. Seek assurances on whether the Trusts are working together and whether the overall winter preparations put in place by the Trusts with a particular focus on patient safety, emergency preparedness and resilience are sufficient for the forthcoming winter season; and
- ii. Formulate any further recommendations arising from the meeting to assist the Trusts.

Background and Advice

NHS England and NHS Improvement have pledged to be more aligned to better support local systems through the winter months and for the first time, 2017/18 has seen formal winter planning commencing from July. In a joint letter from NHS England and NHS Improvement dated 14 July 2017 ([Gateway Reference Number 06969](#)), Local A&E Delivery Boards were directed to submit by 8 September 2017, overall winter plans covering resilience arrangements from the start of December up to Easter 2018.

In developing winter plans, Local A&E Deliver Boards have been directed to prioritise the following aspects:

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- Demand and capacity plans;
- Front door processes and primary care streaming;

- Flow through the urgent and emergency care pathway;
- Effective discharge processes;
- Planning for peaks in demand over weekends and bank holidays;
- Ensuring the adoption of best practice as set out in the NHS Improvement guide: Focus on Improving Patient Flow" (**see Appendix A**).

Local A&E Delivery Boards have also been directed to submit more detailed plans by 1 December 2017, setting out what resilience arrangements are in place to get them through the Christmas/New Year bank holiday and the highly pressured early January period. More information on what these plans should cover was provided at appendix 3 to the joint letter and is set out at **Appendix B** to this report. Appendices 1 and 2 to the joint letter on targets and expectations of Delayed Transfers of Care can be [accessed from NHS England's website](#).

In addition to the requirements of Local A&E Delivery Boards, the Secretary of State for Health has been recommended to roll out the new Ambulance Response Programme to every ambulance service in England (**see Appendix C**). The new operating model which seeks to address longstanding concerns such as inefficient 'multiple dispatching', long waits for 'non-urgent' patients and significant disparities between urban and rural response times will be live in all Trusts by this winter. "The key components of this new operating model are:

- Quicker identification of life threatening conditions using a pre-triage system;
- Introduction of new response times standards which cover every single patient, not just those in immediate need;
- A new dispatch model, giving staff more time to identify patients' needs; and
- A change to the rules around what "stops the clock", so standards can only be met by doing the right thing for the patient."

Lancashire Teaching Hospitals Foundation Trust

The trust provides:

- A range of general hospital services to 370k people from Chorley, South Ribble and Preston areas;
- Several specialist services to 1.5m people across Lancashire and South Cumbria; and is
- The Regional Specialist Centre for;
 - Cancer (including radiotherapy, drug therapies and cancer surgery);
 - Disablement services (such as artificial limbs and wheelchairs);
 - Major trauma;
 - Neurosurgery and neurology (brain surgery and nervous system diseases);
 - Plastic surgery and burns;
 - Renal (kidney diseases); and
 - Vascular.

The Chair of the A&E Delivery Board for the Trust has been invited to attend the meeting to present to the Committee.

North West Ambulance Service (NWAS) NHS Trust

The Trust provides 24hr, 365 days a year accident and emergency services to those in need of emergency, medical treatment and transport across Greater Manchester, Cheshire and Merseyside and Lancashire and Cumbria. The Trust also provides:

- Non-emergency patient transport services to and from hospital;
- The NHS 111 Service to the North West Community; and
- An important role in advising patients and public about staying safe and healthy.

NWAS deals with more than one million emergency calls a year. Control centres are based in Manchester, Liverpool and Preston.

The Head of Service for the Cumbria and Lancashire area has been invited to attend the meeting to present to the Committee.

The Committee is asked to seek assurances on whether the Trusts are working together and whether the overall winter preparations put in place by the Trusts with a particular focus on patient safety, emergency preparedness and resilience are sufficient for the forthcoming winter season.

The Committee through identifying the pressures may wish to formulate any further recommendations to assist the Trusts.

For information, advice on how to keep well and where to get expert advice will be given throughout the winter and can be found on the stay well this winter website: <https://www.nhs.uk/staywell/>

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

This report has no significant risk implications.

Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact/Tel
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N/A

Reason for inclusion in Part II, if appropriate - N/A