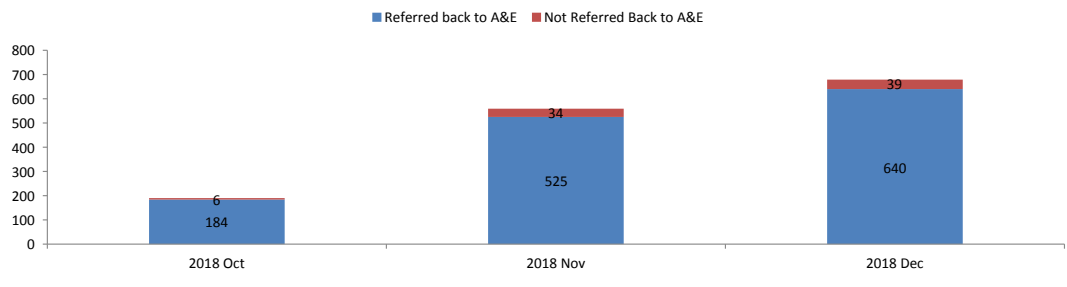


Wirral System Urgent Care Reporting - (A&E Delivery Board)			
Reporting Period:	January	Meeting Date:	

WORK IN PROGRESS

UrgentCa reDBREF	Exec Lead	Measure	Target	Current month performance:	Previous months performance:	YTD (Average)	SDIP / Definition	Reported Month	Issue	Action	Progress																																																																																																																																																																																																																																																			
B4	Anthony Middleton	4 hour standard (ED) - (B4)	(90% end Q2) (95% end Q4)	62.40%	63.60%	71.05%	WUTH3	Jan	4 hour standard trajectory not achieved. Type 1 performance deterioration.	Primary Care Streaming now fully operational & delivering trajectories. WUTH awaiting RCP recommendations to support further ED Improvements.	On-Going Grip delivered within the WUTH ED. Recovery plan to improve performance. WIC's to maintain current performance of 99.9% WUTH have now received a full RCP report however have not shared with the system until signed off by internal (WUTH) committees.																																																																																																																																																																																																																																																			
	Anthony Middleton	(APH Site) (ED & ADHC)		74.00%	75.00%	79.53%																																																																																																																																																																																																																																																								
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A26	Anthony Middleton	Ambulance arrival - handover	<=00:15:00	00:25:05	00:25:09	00:25:49	WUTH7	Jan	There has been no significant change in ambulance arrival to handover. There has been a deterioration in overall turnaround time in January. WUTH remain in bottom 6 Trusts in North West. Delays reported by NWS in handing over to Ambulatory care.	Super 6 Rapid Improvement programme. Weekly meetings Super 6 initiative now concluded and formal report now pending. A second ATN is now in place in response to the pilot and is now operational Mon - Fri 12 - 8. The geo-fence has now been tested and is correct. NWS have visited clinical areas as part of the quality bus initiative.	A joint audit between WUTH and NWS is planned to see whether are being brought to hospital appropriately or if other services can be utilised. Audit requires sign off by ED clinical governance before commencement. NWS will commence data collection 25/02/19 however the joint review will not be able to take place until sign off. Weekly performance escalated to Exec. Monitored as priority at UCOG. Update from NWS following handover pilot is that 71% of patients per day could potentially have been left in ED after 15 mins, this was based on agreed super 6 criteria. Full evaluation & report is pending from both WUTH & NWS																																																																																																																																																																																																																																																			
A25	Anthony Middleton	Ambulance turnaround (Arrival - clear)	<=00:30:00	00:37:17	00:36:48	00:39:03		Jan																																																																																																																																																																																																																																																						
<p>Long term HAS trends for Handover and Clear times</p> <p>Arrival to Handover long term weekly averages against target (15 minutes)</p> <p>Handover to Clear long term weekly averages against target (10 minutes)</p> <p>Handover Breach Counts by time bracket (volumes stacked in this chart)</p>																																																																																																																																																																																																																																																														
A20	Val McGee	Numbers diverted through SPA (Admission Avoidance) - (A20)	>=85% By Q3/Q4	28.00%	27.00%	28.00%	WCT6	Jan	Trajectory to reduce inappropriate patients streamed to secondary care by WCFT SPA.	Monitored via UCOG & SPA Project Group. New model for SPA to be presented to UCEX March 2019, includes trajectory to reduce inappropriate referrals into secondary care. (physical and mental health) The trajectory to reduce inappropriate referrals into secondary care is being revised within the current SPA group project meeting. WUTH SB has agreed to confirm the access criteria to SAU, AMAU, AECU and hot clinics as a matter of urgency. This will inform the SPA staff	SPA Group awaiting pathway and criteria information from WUTH to access appropriate WUTH services. This was escalated to WUTH senior manager (SB) who is supporting this request. The SPA project group has now developed the new draft process which will be agreed Feb 2019. The proposal will be taken to UCOG prior to UCEX for comment and steer.																																																																																																																																																																																																																																																			
<p>Proportion of all contacts through SPA referred to Acute (A&E or Assessment)</p>																																																																																																																																																																																																																																																														
	Val McGee	NEL admissions (G&A - includes zero LOS)	Reduction of 3.5% from previous financial year	-2.40	1.25	2.50%	BCF	Dec	Improvement in NEL position from previous month	Full mobilisation of Duty Team/SPARCS/ SPA phase 2 and Community Redesign Phase 1 on 1st Dec. Includes 7 day therapy offer and scaled up home first. As part of phase 2 (home first) the steering group has agreed a set of metrics that will be reported by WCFT (Natalie Parks). This will include demand, capacity and outcomes for the home first pathway	Continue close monitoring via UCOG & Exec. The implementation plan for phase 1 to be presented at next UCOG.(NP) The home first steering group will continue to monitor current home first activity and are currently refining and developing a new home first pathway and metrics.																																																																																																																																																																																																																																																			
	Val McGee/Anthony Middleton	Streaming numbers (Patients Streamed) - Average Based on Working Days	20-25 pts	30	25	13	WUTH 1 WCT 7	Dec	Significant improvement with new WCFT Model since 5th November 2018. WCFT now providing streaming nurse. Minimal nos of patients redirected back to ED. See below.	The system and WCFT are to continue to monitor & deliver streaming trajectories	Maintain Grip via Streaming Governance, Streaming Ops, UCOG, AEDB and UCEX																																																																																																																																																																																																																																																			
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Dec

	Anthony Middleton	Assessment area (Inc Paeds)	>=30% same day discharge (less than 24hrs)								Improvement required to support egress from and across WUTH assessment areas. Links with SAFER, SHOP model and RCP recommendations.	WUTH awaiting Full RCP report & guidance to inform robust WUTH Action Plan. WUTH have received a summary report from RCP and have developed an action plan to implement the key recommendations. WUTH leads have met with CCG to provide a verbal update on the report and have agreed to share summary RCP report and latest action plan. The final RCP report will be shared once received.	WUTH Action Plan to be shared with system leads and system to support WUTH with the RCP recommendations to be delivered
			65% LOS < 72hrs	Data not currently available WUTH prioritising data capture									
C5	Anthony Middleton	SAFER (C5)	>=33% discharges by midday	17.77%	18.90%	18.07%					SAFER is implemented on several key wards. The MD is supporting grip and roll out and delivery via Patient Flow Improvement Group (PFIG).	Delivery to be monitored via PFIG & UCOG WUTH have implemented the SHOP model which is being monitored via PFIG and UCOG A designated lead (AP) has developed a SOP and standardised board template to support implementation of SAFER and SHOP model.	WUTH to grip & operationalise SAFER and SHOP model across all ward areas The SHOP model pilot has recently been evaluated and the findings will be shared within PFIG and UCOG.
Executive narrative:													
IDT Discharge Tracker	Anthony Middleton	Stranded patients (Medically Optimised)	Reduction 10 pts Q2 20 pts Q3 30 pts Q4	Feb position based on data from 05/02/19 - MO & Non MO Total 445 stranded 201 - super stranded Top 5 themes; Active ongoing treatment - 43% Ongoing therapy - 12% Social care assessment 11% Reason unknown 8% Reablement - 3% T2A - 2%							Trajectory is to achieve a 25% reduction in super-stranded patients, currently 12% in 'super stranded' patients (as per recent operating guidance 2019 NHSE) Significant grip is required to fully embed SAFER & SHOP, and standardised Board rounds across all acute wards & improve data quality for stranded patients via Business intelligence. Current Reports (WUTH) 1 Total Stranded= 357 2 Total 7-21 days = 272 3 Total 21 days + = 85	AEDB: Focused work to achieve 25% reduction via PFIG. Planned point of prevalence study commenced in January 2019 to support improved discharges into T2A and reduce stranded patient metric. Improvements in the management of stranded patients is one of the top priorities for the Wirral system with engagement at both executive and operational level. A new process to support improved data and information	Community Geriatrician has partially attended stranded from week commencing 25/02/2019 will attend for the duration. Action plan to reduce the numbers of stranded developed with key stakeholders. Meeting with WUTH information to review queries raised by CCG . Super stranded event planned for 25/02/2019 to complete a deep dive exercise over in Clatterbridge
Executive narrative: "Reporting is temporarily suspended whilst WUTH investigate the recording and reporting process of Stranded patients, in particular the identification of medically optimised patients."													
	Anthony Middleton	Acute Medical LOS (Non Elective) exc zero LOS - (Average LOS) - None Cumulative	<5.5 days Q3	4.7	5.02	4.9							
	Anthony Middleton	Acute LOS (All Specialities Combined) - (Average LOS) - None Cumulative	<4.8 days	4.7	4.9	4.75							
	Jacqui Evans	DTOC (Proportion of Beds Occupied by DTOC) - (C1) - (Medically Optimised)	<=2.67%	2.10%	2.30%	2.70%							
C1	<p>DToC Target v Actual (% of Beds) - 2017/19 18/19 target = below 2.67%. Previous target = below 3.5% Jan-19 figure is extrapolated from existing data, and to be confirmed</p>												
	Val McGee	Average LOS T2A (C8)	<=4.2 weeks Q3	5.59	4.75	5.51					Nov position increase in LOS, reported levels of acuity high and senior staff sickness potentially impacted. This position has improved in December from 6.01 (weeks) to 4.84 (weeks) in December 2019	MADE event 17th Dec, weekly LOS meetings - commissioner input, deep dive on LOS. New T2A Contracts governance and contract monitoring	Point prevalence work across the T2A system has commenced (January 2019) to understand fully the presenting issues and identify solutions to improve the model & Process. The POP report & findings will be presented first week in March 2019.
C8	<p>Ave LoS T2A Beds</p>												

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan				
		2018													
C19	Jacqui Evans	Dom Care Waiting list (C19)			Acute - 6, T2A - 4 (Average)	↓ Acute - 6 T2A - 6		Acute - 13 T2A - 7		Acute - 9 T2A - 5		Jan	Tight targets set for dom care. Recruitment and retention issues remain, increase in challenge following 2 new care home openings in Wirral.	Commissioners monitoring daily. Spot beds agreed for delays over nos in acute and additional brokerage work underway to improve escalation processes and grip.	New commission process for tender complete and contract awarded. In Alcatel period. Integrated end to end commission, with new fee rate of £15.60. Wirral wide recruitment campaign on going commenced. Winter arrangements for block capacity pursued.
		Executive narrative:													
C14	Val McGee	Re-ablement (C14) % of people still at home post reablement intervention			>=85%	↓ 81.0%		↑ 86.0%		↑ 84.0%		Jan	Improvement on previous month, on track and within target.	Continued mobilisation of Community Services Redesign Phase 1 and SPA Phase 2	Continuous monitoring via exec & UCOG
		Executive narrative:													
C34	Val McGee	Re-admissions (T2A)			<10%	↓ 16%		↑ 36%		19%	WCT8	Jan	There has been a reported increase in "re-Admissions" it has been reported from providers that Acuity of patients high.	A deep-dive into this reported increase is to commence January 2019. In addition the POP will review acuity. System to Monitor position carefully, balance between Acuity levels and LOS.	A significant decrease is a positive sign however further work will be to look at why Dec had a high number of readmissions. Continuous monitoring via exec & UCOG. Point prevalence and commissioner request for quality team to assess reasons for readmission. Feedback end Feb.
		Mental Health													
		Primary Care													

Last Updated 20th February 2019