

Wirral Place Unscheduled Care Programme

Latest Narrative Update

Headline Metric (NCTR): This metric is captured as a snapshot on the first of every month. June's data shows an improvement from 179 on the 1st May to 167 on the 1st June. However, the target of 134 was not achieved.

Three out of five projects have now agreed their supporting metrics and are actively reporting (i.e. metrics that will lead to a reduction in the NCTR headline metric). The metrics for the Wirral discharge hub have been agreed and a cross partner BI group are progressing.

The care market sufficiency project aims to increase the overall number of new hours picked up by 14% from 2,822hrs per month in April to 3,212hrs per month in September. Additionally, it aims to increase the number of new packages accepted by 10% from 263 packages per month in April to 288 packages per month in September. Both metrics cover all referral sources (e.g. community and acute). May's data for the overall number of new hours picked up shows the target trajectory is achieved whilst the data for the number of new packages accepted is slightly below target (259 against a target of 268).

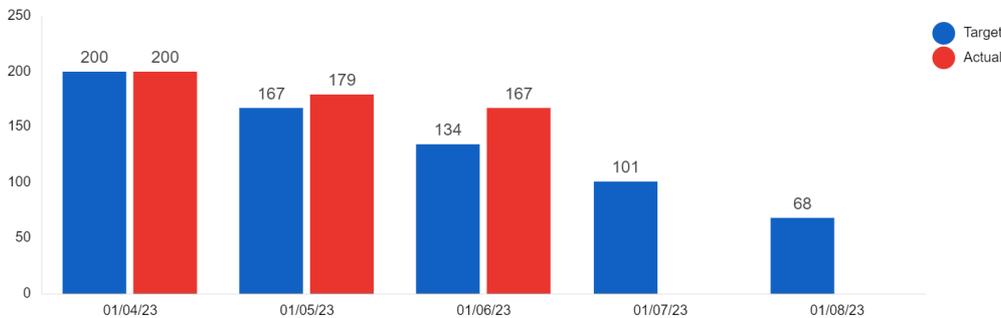
The Virtual Ward project aims to double throughput on its frailty ward from 40 patients per month in November 22 to 80 patients per month in September 2023 and to increase throughput on the respiratory virtual ward by 202% from 58 patients per month in November 22 to 175 patients per month by September 2023. Data for May shows that both of these target trajectories are not being achieved.

The HomeFirst service is undergoing a large-scale expansion to its core staff base. As such, it aims to increase the number of patients referred by the service by 215% from 54 patients per month in April 23 to 170 patients per month in December 23. Up to 88% of the patients referred into the service will be from the acute hospital and will be patients who would otherwise have remained in hospital with no criteria to reside. Performance for May shows that, overall, the service is on track with the increase in referrals accepted. May data shows that referrals accepted from hospital are achieving the target trajectory (59 against a target of 44) and for CICC pick-ups already well above the target trajectory (23 against a target of 10).

Wirral Reablement service are yet to agree project level metrics. However, action plans are in place and being actively tracked and managed by the project SROs.

Progress against our headline metric

Acute Inpatients with NCTR



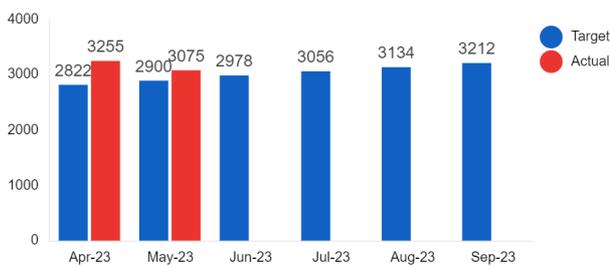
About our headline metric

Our guiding measure of success is the number of acute inpatients with no criteria to reside (NCTR). People who remain in hospital without a criteria to reside are known to deteriorate faster than they would if they were in their normal home. It is for that reason that the system must work towards no more than 5% of acute beds being occupied by people with no criteria to reside.

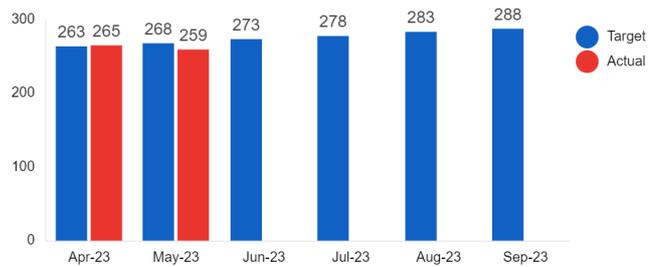
At the start of the programme (1st April) the number of beds occupied by people with NCTR was 200. Our target is to reduce this to no more than 70 by 1st August.

Project-level targets: Care Market Sufficiency

Overall hours picked up

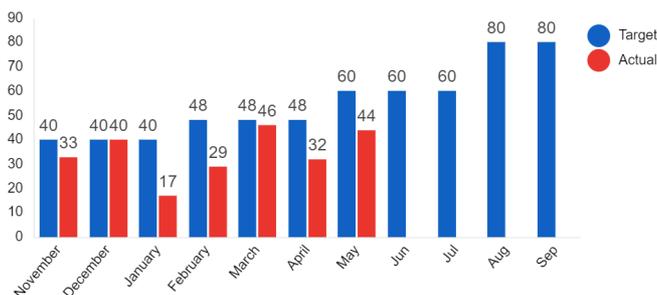


Number of packages accepted



Project Level Targets: Virtual Wards

Frailty Virtual Ward - Patient Throughput



Respiratory Virtual Ward - Patient Throughput

