

Winter Planning 2013/14

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Bath and North East Somerset
Clinical Commissioning Group



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Strategic Aim

To ensure the delivery of high quality, safe patient services and performance at all times.

The relentless pursuit of safe, compassionate care for every person who uses and relies on services is a collective endeavour, requiring collective effort and collaboration at every level of the system.

(NHS Constitution)

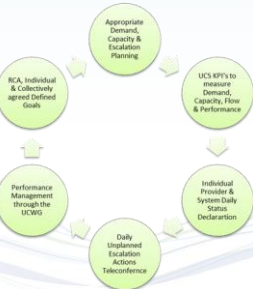
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Continuous Planning Cycle



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Operational Performance Management Framework (OPMF) - Structured Approach



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Urgent Care Dashboard

Measuring Performance, Demand, Capacity & Flow

Performance		Measures	Target	Fri	Sat	Sun	Mon	Trend
1	Provider	Daily acute A&E performance	>= 95%	97.3%	95.9%	97.8%	95.6%	
2	SWA&T	Daily ambulance combined fleet calls performance						
3	SWA&T	Daily ambulance fleet 119 performance						
Capacity		Measures	Target	Fri	Sat	Sun	Mon	Trend
4	RU&H	Daily acute open beds	610	610	610	610	610	
5	RU&H	Daily bed occupancy % by total	83.6%	95.4%	93.3%	93.7%	93.7%	
6	RU&H	Daily bed occupancy % by adult	95.3%	92.0%	95.5%	95.7%		
7	RU&H	Daily bed occupancy % by medical	98.6%	94.9%	99.2%	99.2%		
8	RU&H	Fed daily acute admission and discharge position	22	-7	12	26		
9	GU&H	Daily community beds occupancy % (GIR6)	89.0%	100.0%	100.0%	100.0%		
10	Stonex	Number of occupied beds (Stonex)		57	58			

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Escalation - Terminology

- **Planned Escalation** – provider demand and capacity planning has identified a degree of flexible capacity which is used as part of managing flexible demand
- **Unplanned Escalation** – provider demand and capacity planning been exceeded due to significant unforeseen additional demand pressure (Major incident, rising tide event etc.)

Daily Status Reporting - Providers

Status - Green - Normal Working
Normal working - sufficient internal capacity within the organisation allowing the delivery of planned, urgent and emergency workloads.
Status - Amber - Increasing Pressure
Pressures are increasing and the internal planned escalation or actual capacity may not meet demand. Some or all parts of the organisation experiencing similar pressures. The internal escalation actions taken will aim to bring the organisation back to normal working green status.
Status - Red - Demand Pressure Exceeds Capacity
Despite previous internal escalation actions taken, the demand pressures have continued to increase leading to demand exceeding internal planned escalation capacity. The internal escalation response now requires action to cancel all planned activity to focus on the provision of urgent and emergency services. The internal and external escalation actions taken will aim to bring the organisation back to normal working Amber status.
Status - Black
Organisational gridlock with no remaining internal planned capacity adversely affecting the delivery of urgent and emergency services. The organisation is unable to safely provide emergency services causing the cancellation of all planned and urgent activity. The internal and external escalation action requires emergency contingency measures beyond the organisational boundaries.

Daily Status Reporting – System Wide

Status - Green - Normal Working
Normal working - sufficient UCS capacity across the system allowing the delivery of planned, urgent and emergency workloads.
Status - Amber - Increasing Pressure
Pressures are increasing and within some parts of the UCS the internal planned escalation or actual capacity may not meet demand. Some or all parts of the UCS are experiencing similar pressures. The UCS collectively agreed escalation actions taken will aim to bring the UCS back to normal working green status.
Status - Red - Demand Pressure Exceeds Capacity
Despite previous UCS escalation actions taken, the demand pressures have continued to increase leading to demand exceeding some or all parts of the UCS planned escalation capacity. The UCS collectively agreed escalation response now requires action to cancel all or targeted planned activity to focus on the provision of urgent and emergency services. The UCS collectively agreed escalation actions taken will aim to bring the UCS back to normal working green status.
Status - Black
UCS gridlock with no remaining planned capacity within all parts of the UCS adversely affecting the delivery of urgent and emergency services. The UCS is unable to safely provide emergency services causing the cancellation of all planned and urgent activity. The whole UCS collectively agreed escalation action requires emergency contingency measures beyond the organisational boundaries.

Operational Practice – daily

10.00am - Shared data to create the UCD & Daily Status Reporting – Providers

10.30am - System Wide Status Reporting – CCG on call manager (10.30am)

Dissemination of UCD, Daily Status Reporting and the decision to call an UCS 12.00pm teleconference call – RUH PMO/CCG on call manager

12.00pm - Agreed escalations actions & follow up teleconference call – All

(pre-agreed Monday teleconference call between (Nov to March))

Winter Pressure Schemes

- £4.4m of national winter pressure monies
- Additional staff at front door
- Additional capacity in community services
- Increasing the availability of 7 day working
- Extra appointment slots in primary care

- Plans are deliverable, can mitigate against the risks of delays to care and provide high quality and safe patient services – DC&E & Winter Pressure Schemes

- Plans should contain timely escalation actions across all partners and other CCG areas. – Escalation Framework & OPMF

- All partners have up to date monitoring information on quality and performance – OPMF & UCD

Any questions?



Healthier, Stronger, Together