

Barnsley Health and Wellbeing Board

6th June 2014

**IMPROVING THE HEALTH COMMUNITY URGENT CARE PATHWAY
(Emergency Department 4hr 95% target)**

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Summary of Trust Performance against the performance target

The overall activity for the last financial year 2013/14 was similar to that experienced in 2012/13. However, in particular the continuing adverse weather conditions in April 2013 caused a significant increase in demand on the Trust and also impacted on performance against final year end performance outcome for the 4 hour pathway. The year end position was 94.12%

Whilst during the last financial year the Trust achieved seven months out of the twelve, the Trust external regulator Monitor however, measures the Trust performance on the number of achievements for each quarter. During the last financial year the Trust was required to achieve two consecutive quarters, unfortunately the Trust only achieved the second quarter and therefore as a result the Trust was then in breach of the target set by Monitor.

Since March, however, the Trust has achieved the target for March, April and at the time of writing; May is well on the way to achieving the target again (98.74%).

Programmes of Work to Improve the Urgent Care Pathway

Throughout the last eighteen months the Trust has introduced a wide range of programmes to improve the Urgent Care pathway, principally through its Transformation Programme (now largely converted to as "business as usual" programmes) and also following external advice from the national advisory body, the Emergency Care Intensive Support Team (ECIST).

The range of programme of initiatives has included new capital facilities to expand the Emergency Department, new discharge facilities and also introducing new service care pathways including in the new Clinical Decision Unit in the Emergency Department a chaired area for ambulatory patients in the Acute Admission Unit. However, the progress on some of these schemes has been restricted through the year due to difficulties in recruiting and retaining staff to support those additional work schemes.

Also contributing, and important element of improving the care pathway, has been the work undertaken through the health community Urgent Care Working Group. And in addition since December 2013, a weekly Operational Group (part of the Urgent Care Working Group), chaired by the Trust Chief Operating Officer, has met with all parties across the health community (the Trust, Local Authority and SWYPFT.). The Operational Group has established a range of services and initiatives to provide and enhance seven day working across the Trust and particular to ensure the

review and discharge of patients at weekends. This combined with a range of 7 day working initiatives introduced also by the Trust has had a significant impact on improving patient flow which is continuing to show significant benefit throughout recent months.

In addition the Trust has been more successful in recruiting to both required clinical and managerial staff that are supporting the range of planned programmes.

Next Steps

As a result of the Trust failing to achieve the required consecutive number of quarters, Monitor now requires the Trust to revise its action plan with further visits by ECIST planned. In addition the Trust is also continuing to develop the range of programmes it has started and to continue develop further care pathways (eg frail elderly care pathway) to improve the overall patient care pathway across the Trust.

Work will also continue to build on the working relationships established in recent months across the Health Community partners and the Borough.

All of these initiatives should see a continuation of improvement of delivery against the Urgent Care Pathway, but more importantly will also see an increasing transition of patients being treated in the community, either by prevented admission or enhanced discharge which feeds into the overall Health and Wellbeing Board strategy.