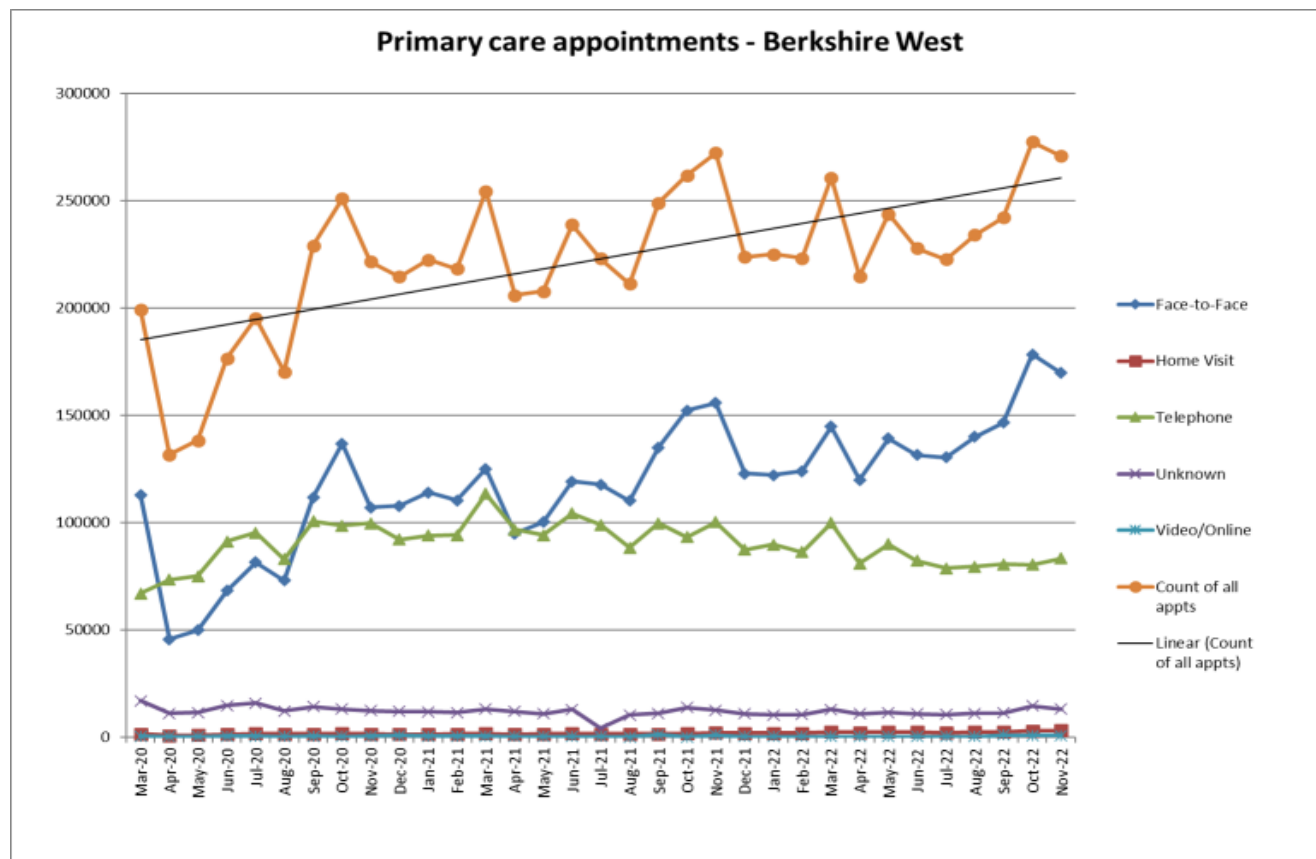


Winter update

Reading ACE Committee 18th January 2023

Sarah Webster
Executive Director for Berkshire West Place

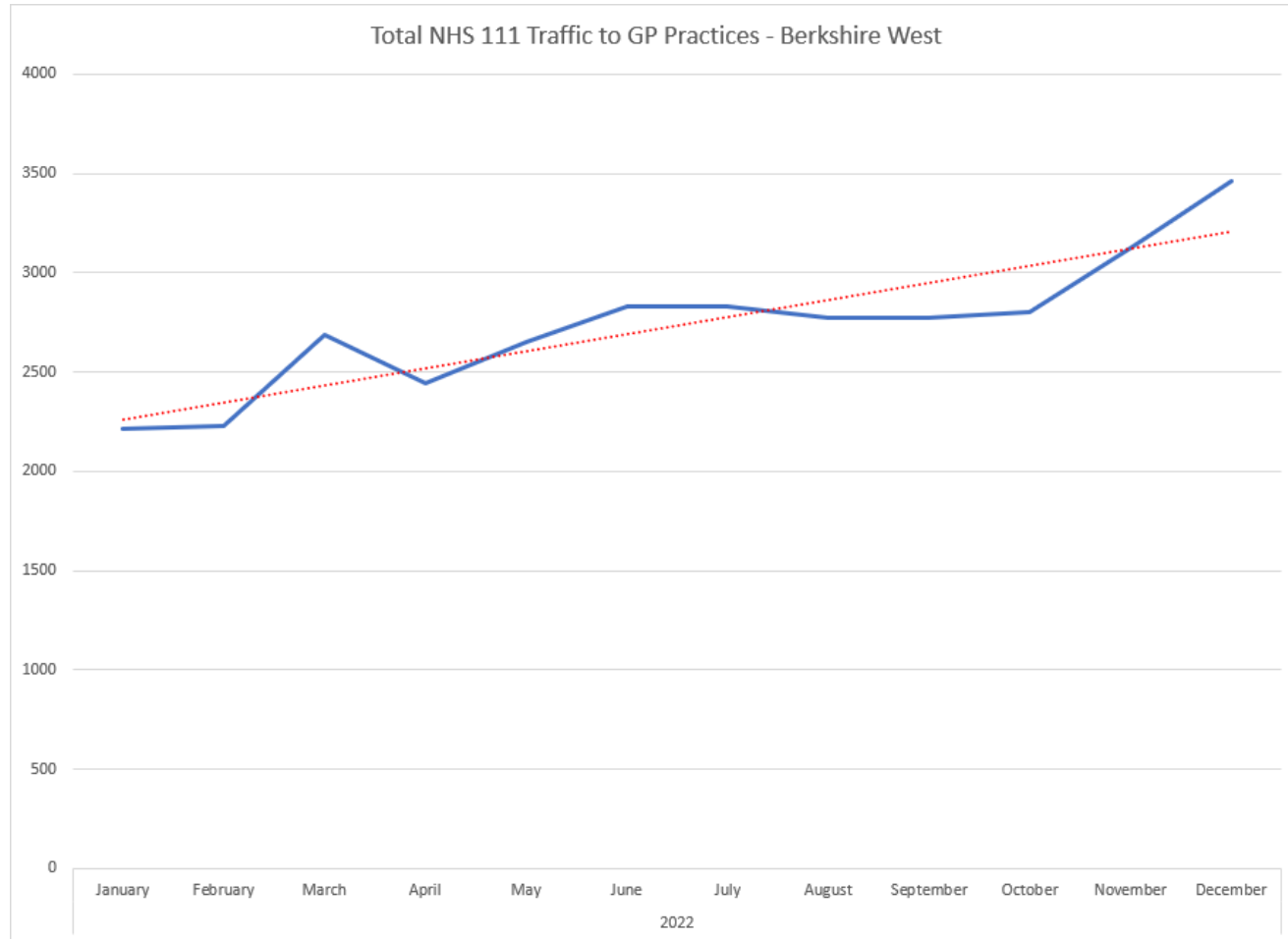


NHS Digital appointment figures shows similar activity levels to last year up till November. Strep A led to increased demand for appointments in December, particularly for children, data to be published shortly. High levels of respiratory activity after Christmas.

ICB has provided funding for practices to increase workforce capacity to end February. Respiratory clinics in practices have also been commissioned providing an additional 877 appointments/week.

Work on broader access improvement actions continues including upgrading telephony, digital literacy, communications around appropriate use of services and increasing referral to community pharmacy for minor illness.

Source: NHS Digital



- Calls to NHS 111 resulting in a disposition to general practice are increasing.
- 111 Clinical Assessment Service due to go-live to help manage demand on general practice.

Urgent Care Centre

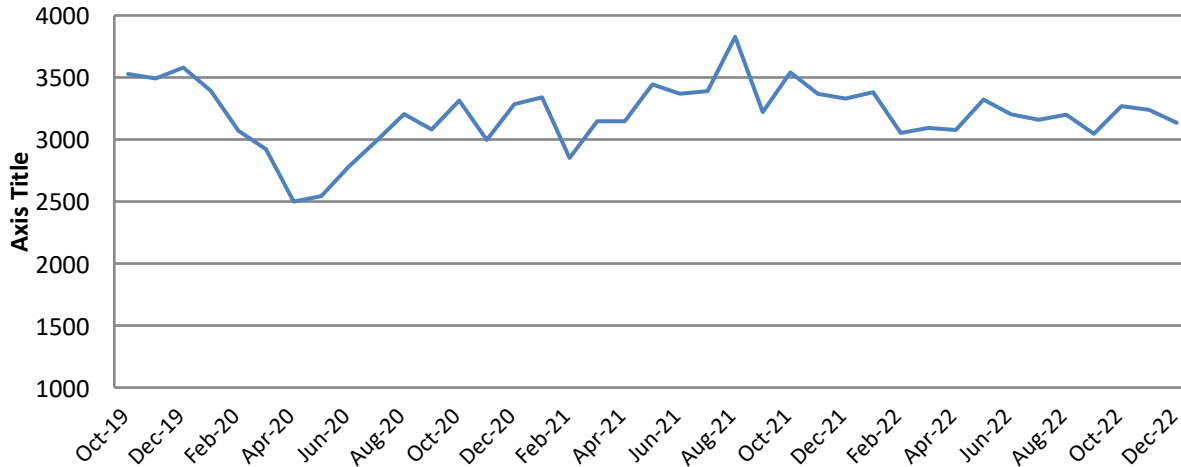


- Opened 5th December 2022
- Key elements:
 - Based in Broad Street Mall (adjacent to Broad Street Health Centre and in space previously occupied by suspended Walk-in Centre), open 8am-8pm, 7 days a week
 - GP-led but staffed by multidisciplinary team
 - Capacity to see up to 100 patients per day: 50 walk-ins, 50 referred from ED or primary care
 - Aims to reduce unnecessary ED attendances and support primary by providing overflow
 - Full access to patient record enabling completion of episodes of care
- Activity currently below commissioned levels – may review mix of appointments and/or introduce booking from NHS 111

Ambulance Response and Conveyance



Ambulance Arrivals

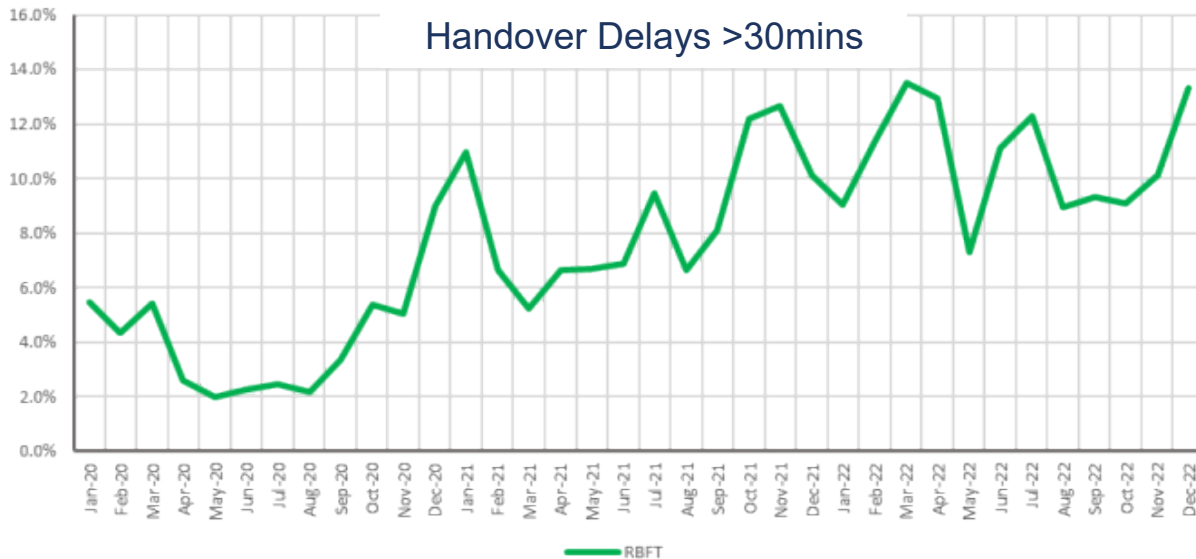


Ambulance handover delays has continued to increase for both >30mins and >60mins delays. This has been driven mainly by capacity within the Emergency Department, and reduced hospital flow including infection control challenges. This position has improved during early January.

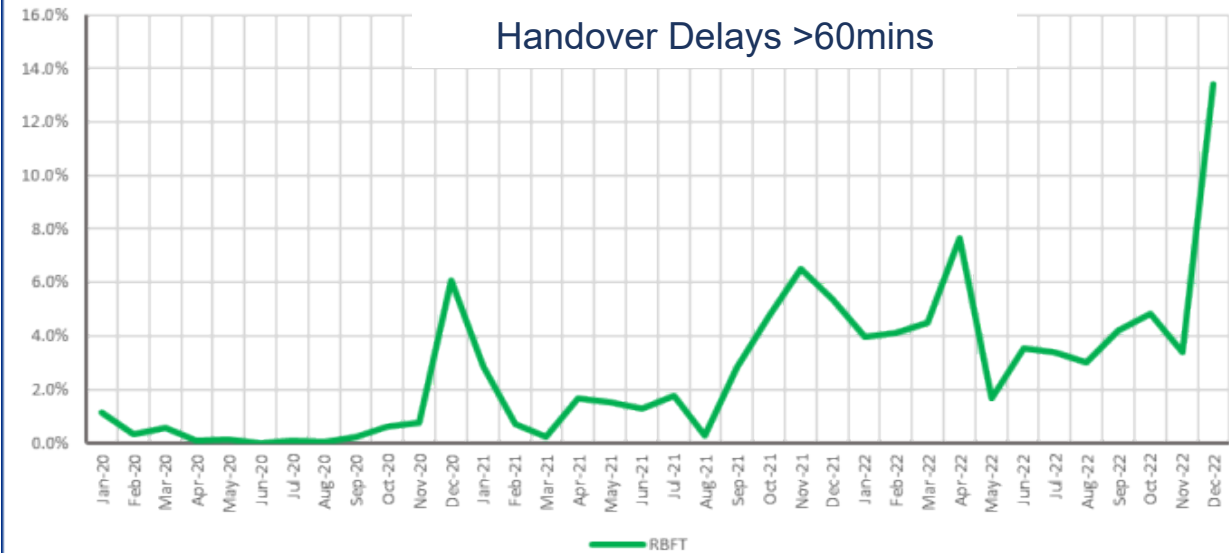
RBFT have created a flexible off loading bay within the emergency department, which is mobilised at peak times to create additional capacity and release ambulance crews back onto the road.

Further efforts are focussing on optimising the discharge of patients both to their own homes or to alternative community settings, to improve in-hospital flow.

Handover Delays >30mins



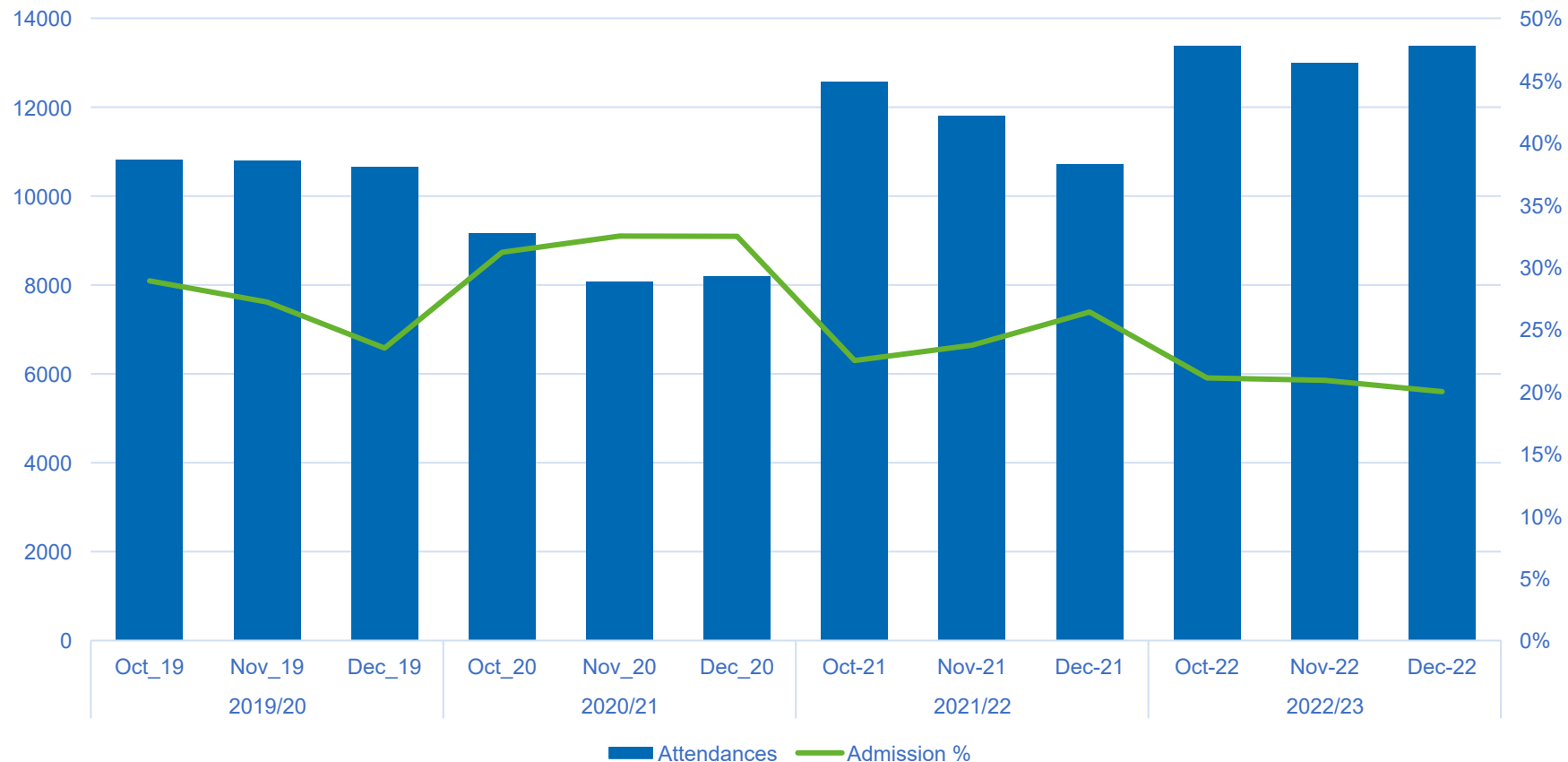
Handover Delays >60mins



Emergency Department Attendances



ED Type 1 Attendances and Admission Conversion



- Attendances to the Emergency Department have increased by 23% when comparing Q3 22/23 to Q3 19/20
- Reduction in % of people admitted to hospital from ED. Reflects greater use of Same Day Emergency Care (SDEC) services and alternative assessment unit use.
- Significant increase in 'minor injury / illness' activity with dedicated Minors Unit (EDMU) established at RBH 2020

Discharge and onward care

- The number of patients in RBFT who are medically optimised for discharge (ready to leave the hospital) remain high
- This is linked to the increased complexity and dependency of patients being discharged on these pathways, which require e.g. double handed care, increased complexity of placements at increased costs. Challenges with availability of appropriate care packages and complex care.
- Significant focus on improving pathways out of hospital to speed up discharge, good examples of partnership working
- Additional c.£1.3m funding allocated to Reading from national £500m Adult Social Care Discharge fund announced last year, supporting range of services for our residents to ensure timely discharge

