

NHS Winter Planning

Andrew Dangerfield
Acting Head of Commissioning
Harrogate and Rural District Clinical Commissioning Group



Brace Yourself!



WINTER
IS COMING

What is different about winter to any other time of year?

- **Sustained cold spell:**
 - Incidences of heart attacks, strokes, influenza like illnesses and respiratory conditions
 - Vulnerable people, particularly those with long term, chronic conditions are particularly susceptible.
- **Norovirus is most prevalent over the months of October to March**
- **Impact of Christmas and New Year bank holiday periods**
- **Increased demand for primary care services**
- **Likely increase in admissions and decrease in discharges**

What happens when patients remain in the ED for longer than necessary



Poorer outcomes

- longer stays in hospital
- worse morbidity and mortality

For Harrogate no more than **6** patients per day can stay longer than 4 hours in the emergency department.

You matter most

NHS

Harrogate and Rural District
Clinical Commissioning Group

Targets

- **ED performance target for 90%**
- **Delayed Transfers of Care (DTOC) – 3%**
- **Stranded Patients - 53**
- **Waiting lists at March 2017**
- **Zero 52 week waits**

2018/19 So Far

- **Nationally ED activity ↑ 6%**
- **Extended GP Access across England by Oct**
 - **Direct booking from 111**
- **GP Streaming in A&E**
- **Supported Discharge Service (SDS)**
- **Integrated Discharge Hub**
- **Ambulatory Care Unit**
- **No national winter funding anticipated**

Winter 2018/19

- **WY&H Health and Care Partnership funding to HDFT for minors streaming and SDS**
- **NHSI funding to HDFT for Ambulatory Care Unit**
- **Discharge to Assess process**
- **Focus on flu vaccine uptake by staff**
- **National communications plan Oct – Jan**
 - Self Care week Nov 12th – 18th

Local Resilience

- **Operational Pressures and Escalation Levels**
 - OPEL
- **Weekly teleconference with WY&H and NHSE**
- **Operational Silver Command**
- **Profiling of elective in patient activity**
- **‘Every Hour Matters’ 2nd – 11th January 2019**
- **On the day GP appointments**

NHSE and PHE Winter Communications Plan

Introducing the new unifying brand

**HELP US
HELP YOU**

STAY WELL THIS WINTER

Do you have:

- heart disease
- kidney disease
- liver disease
- diabetes
- COPD (e.g. bronchitis or emphysema)

Flu can be serious and lead to hospitalisation.

Speak to your GP surgery or pharmacy today about getting a flu jab. It's free because you need it.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/fluavaccine

The NHS has a list of conditions. If you have any of the health conditions, talk to your GP surgery or local pharmacist to see if you are eligible for a flu jab.

Cheryl Sowell, Registered Nurse

Is your child aged 2-3? See us to help protect them from flu.

Flu can be horrible for little children and if they get it, they can spread it around the whole family.

Contact your GP surgery for the free flu vaccine.

It's usually not an injection, just a quick and easy nasal spray.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/fluavaccine

All from age 2 and 3, but not 4 years or older on 31 August 2018.

Rachel Krebs, Registered Nurse

Don't wait until you feel worse, ask us first.

You can help us help you if you start to feel unwell with a winter illness.

Even if it's just a cough or cold, speak to your pharmacist before it gets more serious.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/staywell

Parmesh Shah, Pharmacist

Think you need medical help right now? Call 111

You can help us help you get the right medical attention urgently.

Our fully trained advisors are available 24 hours a day and can put you straight through to healthcare professionals.

HELP US HELP YOU
KNOW WHAT TO DO


Heidi Nielsen, Nurse

111



Timeline

Timelines for all strands of Help Us Help You TV

| | Sept | Oct | Nov | Dec | Jan | Feb | Mar |
|--|------|---------------|-----------------|------------|-----|------------------|-----|
| NHS111 | | 1 Oct – 2 Dec | | | | | |
| SWTW - Flu | | 8 Oct – 4 Nov | | | | | |
| SWTW – First Signs | | | 12 Nov - 23 Dec | | | | |
| Keep  Antibiotics Working | | | 23 Oct – 18 Dec | | | | |
| GP Extended Hours | | | | 3 – 23 Dec | | | |
| NHS111 Online | | | | | TBC | | |
| Pharmacy | | | | | | 4 Feb – 17 March | |



