
Meeting of the Health and Adult Social Care Scrutiny Committee - 9th September, 2021

A joint report of the Dudley Group NHS Foundation Trust, West Midlands Ambulance Service University Foundation Trust and Dudley Integrated Health and Care NHS Trust

Update on emergency and urgent care activity in Dudley and in particular the demand on emergency services.

Purpose

1. The purpose of this report is to update the committee on the demand and activity across emergency and urgent care services across the borough. The presentation will also share how all partners across the system work together to ensure safe emergency care.

Recommendations

2. It is recommended: -
 - That the Scrutiny Committee note the contents of the report, the increased activity and pressures on the urgent and emergency care system and the partnership working to support safe provision of services.

Background

3. The presentation attached is a collaboration from the Dudley Group Foundation Trust (DGFT), West Midlands Ambulance Service University Foundation Trust (WMAS), Dudley Clinical Commissioning Group (CCG) and Dudley Integrated Health and Care NHS Trust (DIHC). It looks to describe the changes in demand for emergency and urgent care services, trends in activity that has resulted in increased hospital conveyances by ambulance. Furthermore, it shows the measures implemented to decrease dependency of conveyances and work underway to work together to resolve issues that are health economy wide.
4. The report provides an oversight of measures being implemented to decrease dependency of conveyances such as the investment in the Emergency Department

(ED) Infrastructure, embracing new ways of working with Acute Medicine and community colleagues

- Launch of a Same Day Emergency Care Unit, together with a new Acute Med Assessment Unit supported by a single point of access
 - Utilising the emergency department footprint effectively and working with Primary Care to alleviate pressures
5. Investment in services at Dudley Group NHS Foundation Trust have enabled the development of The Rainbow Unit at the Russells Hall site and internal repurposing to create an integrated Same Day Emergency Care unit. These new facilities will be available from Autumn 2021 in preparation for the winter of 2021. This unit is important to provide much needed additional space to enable same day emergency care to be further developed.
 6. The report also shows how optimising facilities such as the Dudley Clinical Hub (DCH) enables a single portal for the triage, treatment or transfer to the appropriate hospital service via the hospital Single Point of Access (SPA). Primary Care will refer all medical referrals via one number, with the plan that other services i.e. surgery will be available in the near future.
 7. The new SPA will enable WMAS direct referral to services in order to bypass the Emergency Department ensuring patients are seen “right place, first time”.
 8. Whilst these developments are critical in the support of reducing handover delays at hospital, WMAS have also addressed how the review of priority calls can be redirected.
 9. WMAS and DGFT continue to work closely on each of the developing initiatives to maximise efficiency and impact on patient care:
 - Direct line created for WMAS to contact the Dudley Clinical Hub to increase utilisation of appropriate community services for Dudley patients
 - Weekly Black Country Collaboration meeting to discuss good practice, flow etc. with community teams
 - Advanced Paramedic roles to be created to increase capacity within the Clinical Support Desk to provide senior clinical expert advice to crews and community based service professionals
 - Urgent Treatment Centre working closely with DGFT, CCG to ensure patients are managed in a timely way and referred to appropriate services such as Pharmacy,
 - Responsive approach to handover capacity within the Emergency Department increase to cubicle capacity
 - New ways of working e.g. Same Day Emergency Care increased capacity and use of the Clinical Hub via GP’s
 - WMAS has requested for professionals from community based services to be seconded to work in the Strategic Capacity Cell to further enhance collaboration to avoid conveyance to Emergency Departments, where appropriate. Dudley Health and Adult Social Care Scrutiny Committee is requested to support this collaborative approach

10. Work is ongoing with partners in health and social care to monitor and progress changes to deal with demand. We are seeing a small increase in delayed transfers of care into the community from hospital and work continuously with our partners to keep those under control but they do have an impact on our ability to provide emergency care when admission is required. We are keen to explore joint recruitment campaigns with social care to support worker roles that will boost domiciliary care in the community.
11. We also work closely with primary care to support patients to receive the right care in the right place and we work closely to support:-
- Clinical Hub taking patients from Care Homes and WMAS
 - Primary Care taking patients from WMAS

Finance

12. There are no immediate financial implications of this report.

Law

13. There are no immediate legal implications in relation to this report

Risk Management

14. There are no material risks linked to proposals within this report

Equality Impact

15. This report has no direct implications for the Council's commitment to equality and diversity.

Human Resources/Organisational Development

16. There are no human resource implications arising from this report

Commercial/Procurement

17. There are no commercial or procurement implications arising directly from this report.

Council Priorities

18. This report has no direct implications for the Council's priorities.

Karen Kelly

Karen Kelly
Director of Operations - The Dudley Group NHS Foundation Trust

Contact Officer: Liz Abbiss, Telephone: 01384 321013, Email: liz.abbiss@nhs.net

