

DToC Roadshow

Five national A&E improvement initiatives

1. Streaming at the front door	<ul style="list-style-type: none">• Developing primary care streams to manage patients presenting with minor illness and/ or chronic conditions• Non-registered patients should be helped to register with a practice close to their home
2. NHS 111 call handlers	<ul style="list-style-type: none">• Increase from 22% to an interim threshold of 30% of calls transferred to a clinical advisor• Monitor disposition rates and ensure accuracy of DoS
3. Ambulance	<ul style="list-style-type: none">• Dispatch on Disposition: pilot to provide call handlers additional time to assess 999 calls• Clinical coding: review of current 999 call coding system to improve performance
4. Improved patient flow	<ul style="list-style-type: none">• 'Must do's' that each Trust should implement to enhance patient flow
5. Discharge	<ul style="list-style-type: none">• Improving discharge from hospital by providing an evidence base of good practice

Discharge



Summary of the national ask for Initiative (5): 'Discharge to Assess' and 'Trusted Assessor' type models

5. Discharge

- Focus on simple discharge. **All hospitals should establish a systematic process to review the reasons for any inpatient stay that exceeds six days** and monitor progress using the 'stranded patient metric' by **November 2016**
 - **Embed 'home first: discharge to assess' ways of working**, based on forthcoming guidance and best-practice to be published by NHSE in **Sep 2017**. Local leaders to establish which acute trusts operate a discharge to assess scheme and establish schemes, or implement plans to increase numbers on D2A pathway by **March 2017**.
 - **Embed 'trusted assessor' ways of working by identifying where 'trusted assessor' arrangements could remove any delays**. Agree ways of working and design new systems and streamlined documentation; formalising these arrangements where necessary and helpful. Roll-out by **Jan/Feb 2017**
 - **Implement recently-published policy on supporting patients' choices to avoid long hospital stays** – adapt local policies and ensure agreement and roll-out by **Nov 2016**
 - **Reduce the number of NHS CHC screenings and full assessments taking place in an acute location**, based on known best practice, by **November 2016**. Improve local intelligence about CHC delays with improved data collections and CCG accountability
 - **Increase proportion of patients receiving RRR** (rehabilitation, recovery and reablement – a form of intermediate care) care in home or community settings
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- **Stranded patient metric used consistently by 30/11/16**
 - **Plans in place for home first: D2A and trusted assessor models by 30/09/16**
 - **Patient choice policy rolled out by 30/11/16**
 - **New ways of working by 31/03/17**

August 2016

Sept 2016

Oct 2016

Nov 2016 –Mar 2017

Define

- D2A
- Trusted assessor
- RRR

Baseline

- Local D2A schemes
- Trusted assessor schemes
- Choice policy
- CHC

Launch Acute Hospital Admission and Discharge Pathways Network

DToC Roadshow

- Local benchmarking findings
- Examples of good practice

Support local implementation

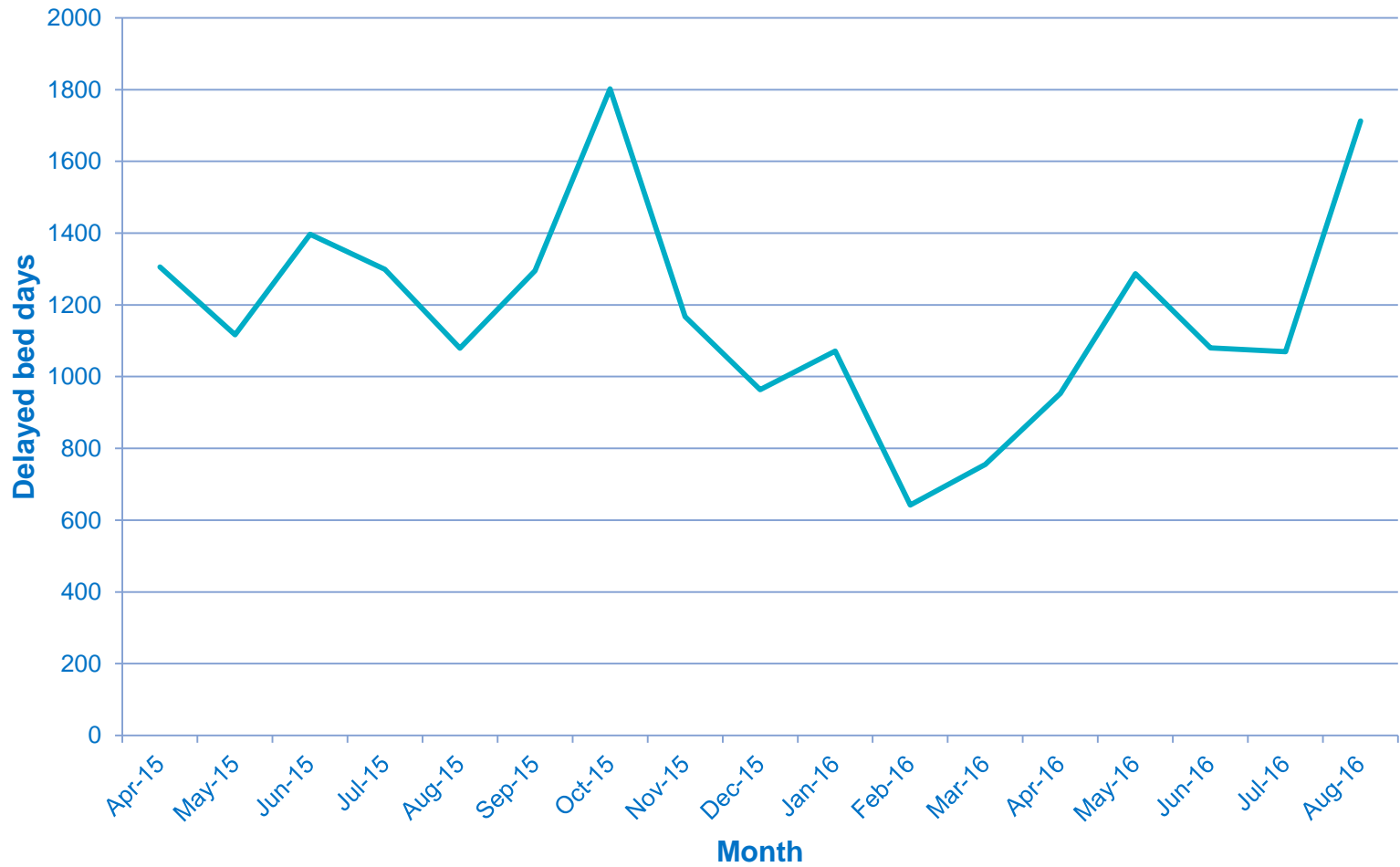
- D2A
- Trusted assessor
- CHC assessments in the community

National A&E improvement plan expectations for regions:

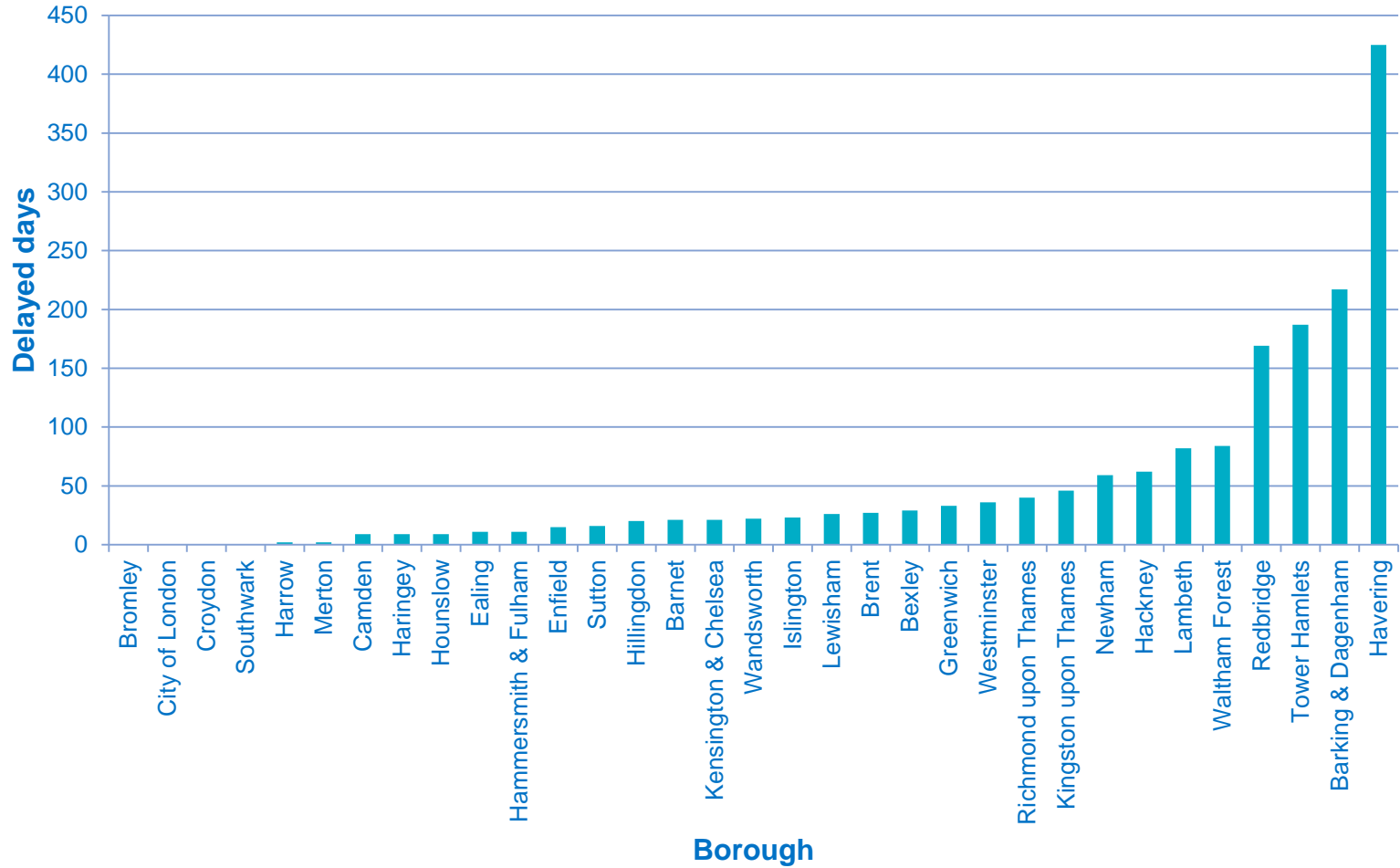
- Embed **home first: discharge to assess (D2A)** ways of working
- Embed **trusted assessors** ways of working
- Implement policy on supporting patients' choices to avoid long hospital stays (if existing policy not in use)
- **Reduce the number of continuing health care (CHC)** screenings and full assessments taking place in an acute location
- **Increase the proportion of rehabilitation, recovery and reablement (RRR)** in home or care settings
- Focus on simple discharge

DToC (acute) – awaiting assessments

Delayed discharges awaiting assessment April 2015-August 2016

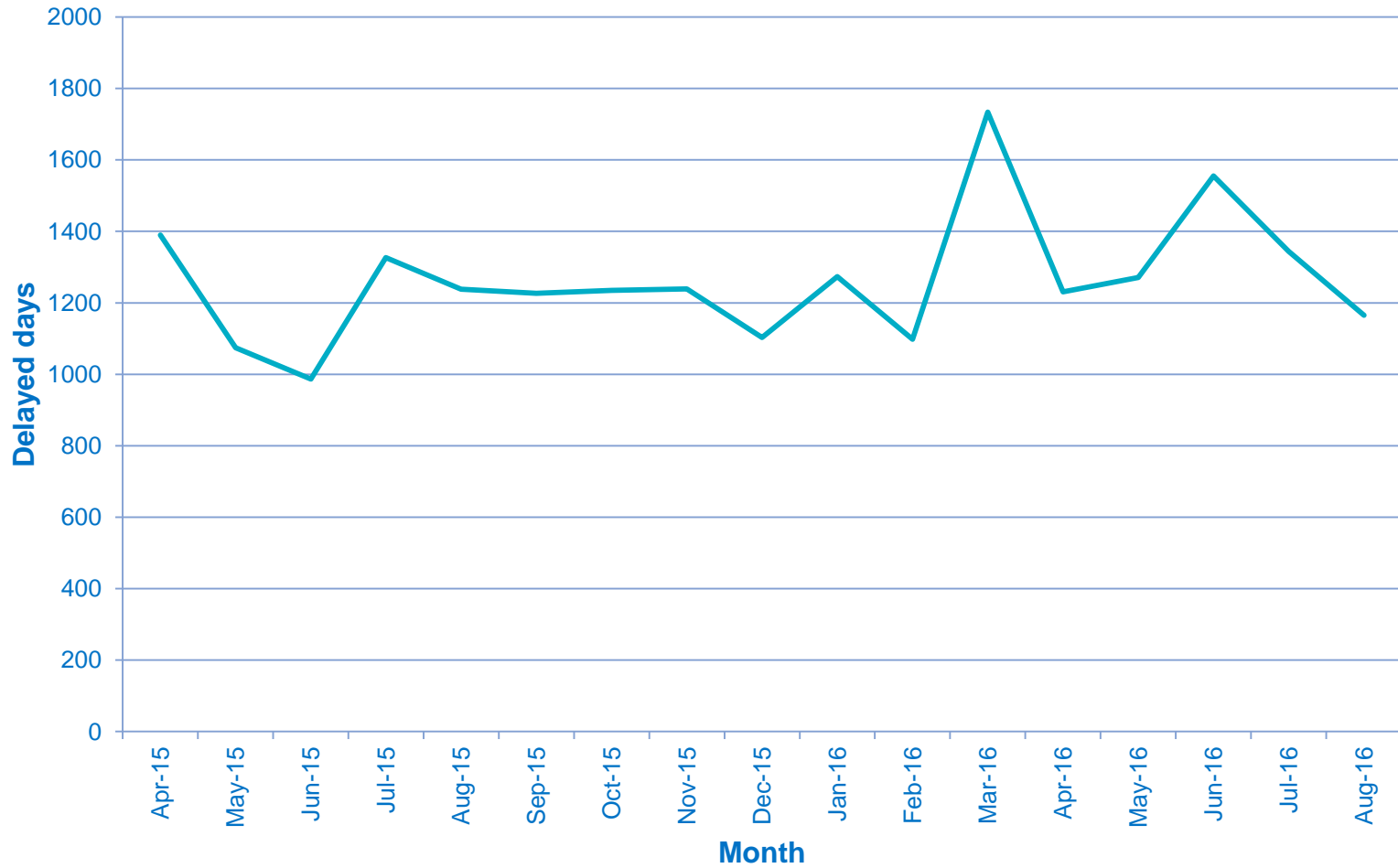


Delayed discharges awaiting assessment August 2016

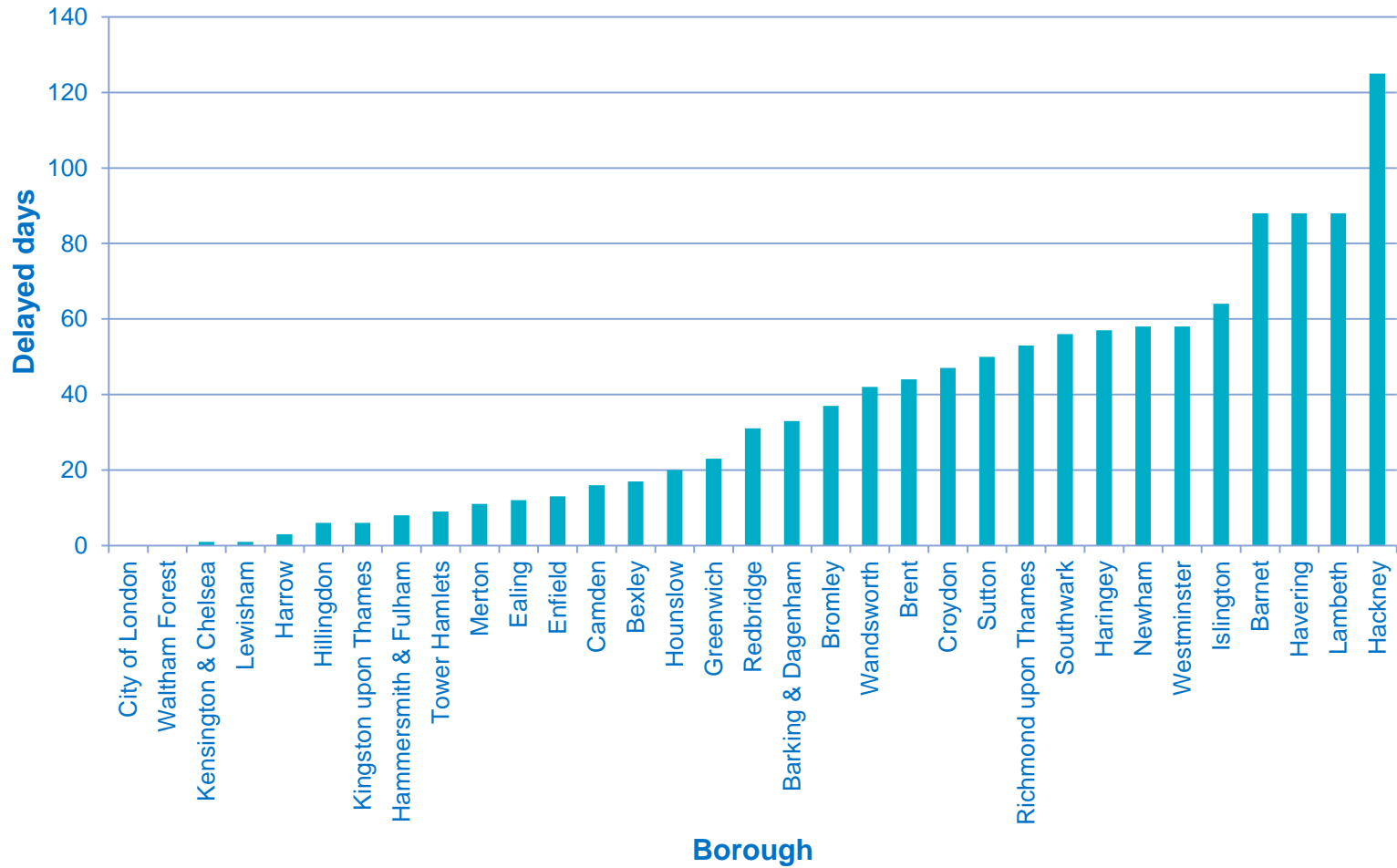


DToC (acute) – patient, family choice

Delayed discharges patient family choice April 2015-August 2016



Delayed discharges patient family choice August 2016



Area	A&E Improvement Board	Table
NCEL	BHR	1
NCEL	Tower Hamlets, Waltham Forest, Newham (Barts Health partnership)	2
NCEL	City & Hackney	3
NCEL	Haringey	4
NCEL	Barnet & Enfield SRG	5
NCEL	Camden	6
NCEL	Islington	7
NWL	Brent & Harrow	8
NWL	Hillingdon	9
NWL	Ealing	10
NWL	Hammersmith, Fulham, West London & Central London	11
NWL	Hounslow	12
SL	Bexley, Greenwich & Lewisham	13
SL	Bromley, Lambeth & Southwark	14
SL	Sutton	15
SL	Croydon	16
SL	Wandsworth & Merton	17
SL	Richmond	18
SL	Kingston	19