

Hertfordshire:  
Working together in preparation of Winter  
2013/14

**Hertfordshire County Council**



East of England Ambulance Service  
NHS Trust **NHS**

**NHS**  
*Herts Valleys*  
**Clinical Commissioning Group**

West Hertfordshire Hospitals **NHS**  
NHS Trust

**NHS**  
*East and North Hertfordshire*  
**Clinical Commissioning Group**

East and North Hertfordshire **NHS**  
NHS Trust

Hertfordshire Partnership **NHS**  
NHS Foundation Trust

**Hertfordshire Community** **NHS**  
NHS Trust



# Overview

To provide an overview of the winter plans that health and social care partners have in place across Hertfordshire.

## Summary Of:

- Actions taken to prepare for Winter
- Winter planning processes and partner working
- Contingency and escalation assurance
- New schemes and patient benefits



# Background

Each winter brings with it a number of challenges that affect health and social care service delivery, including the balance of urgent, emergency and elective activity, together with the flow of patients from admission to secondary care through to discharge to their usual place of residence

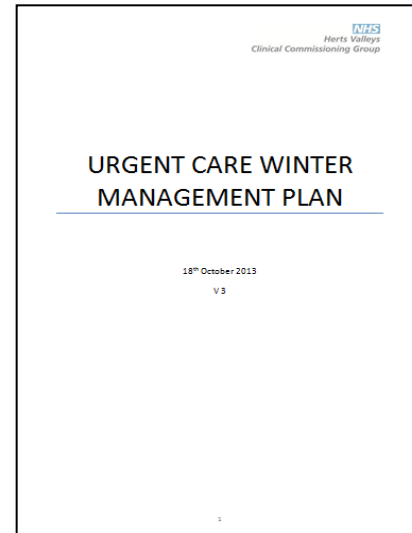
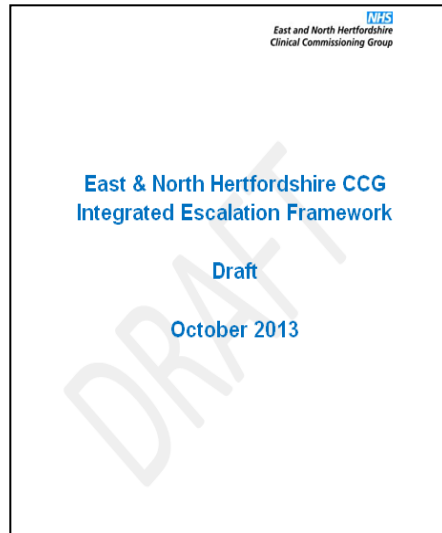
Challenges such as severe weather, flu, norovirus and festive public holidays can, place additional pressure on the public, health and social care system. In addition these challenges can, and do, often occur at the same time which significantly exacerbates system pressures.



# Whole System Plans

## Winter Plans

In order to mitigate pressures detailed above, Department of Health guidance has required the Hertfordshire health and social care system work together to formulate integrated and whole system plans

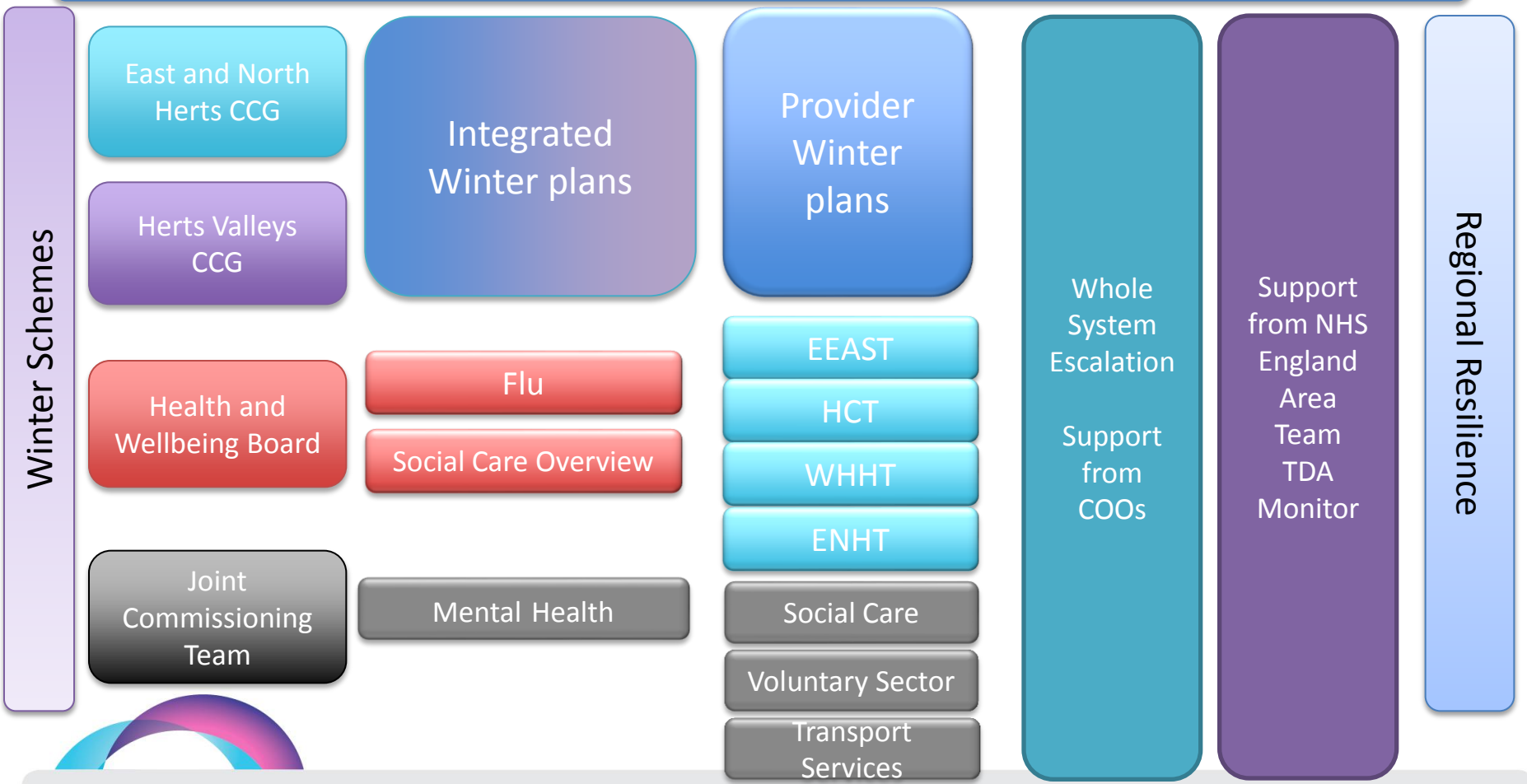


For 2013/14 these plans have been developed through the framework of urgent care network and board. Representation from all NHS, social care provider and patients are on these groups.



# Whole System Overview

## Hertfordshire Health and Social Care System



# Contingency and Escalation Assurance

Below are some key bullet points highlighting processes in place

- NHS is linked to both the regional resilience framework and has an in-hours and out of hours escalation process
- Whole health and social care area event to test escalation processes and share best practice across areas
- Escalation processes include monitoring A&E and ambulance activity, trolley breaches. These are all in line with national guidance
- 7 day arrangements for services linked to acute care and discharge to ensure service provision is the same as Monday – Friday. Therefore ensuring equitable patient quality.
- Regular contact between providers, commissioners (health and social care).  
Currently this happens in a number of ways
  - Daily calls – in order to discuss operational issues
  - Chief Executive and Directors – calls and meetings to ensure effective deployment of resource
  - Working with border partners in view of our patient flows to Barnet & Chase Farm, Luton, Essex, etc



# Winter Schemes Across Hertfordshire

In addition, to managing system delivery health and social care commissioners have ensured an increase in primary, community, acute and social care capacity. The following table gives an overview of some of the schemes that are, or will be put in place over the coming months

Scheme Description	Patient Benefit
Herts Urgent Care- Additional Primary Care flow at Watford General Hospital	Enable better streaming of patients. Patient directed to correct place. Ensuring a good patient experience
Seasonal Saturdays	Additional capacity for GP appointments out of hours on weekends. Scheme focused around the peak period of Christmas and New Year
ECP Nursing Home Pilot	Providing care for elderly to reduce hospital admissions
Marie Curie Palliative Care Discharge Liaison Nurse	Provide additional specialist co-ordinator and nursing support to patients nearing the end of their life. Ensuring patients die in their place of choice
Age Concern service resilience to support patients at home post discharge	Ensuring support post discharge
Integrated Discharge Team	Coordinating the onward care for patients who have a range of care needs. This therefore ensures that patients moves to placement of care/home as swiftly as is appropriate
RAID	Extending/Flexing hours to ensure capacity to process mental health assessments out of hours
Crisis Support for Children in A&E	Flexing support in A&E
Medihome	6 month pilot supporting early discharge by providing acute healthcare in patients' homes by specially trained nurse & therapists