

# Managing urgent & emergency care

HOSC, 26 November 2013



# Introduction

- Challenges in 2012/13
- Changes
- Resilience



# Challenges through 2013

- Target delivery difficult Q3, Q4, Q1
  - ED 4 hour
  - RTT (elective) waiting
- Causes vary by site
- Changes implemented
- Delivered targets for Q2
  - ED 98% (target 95%)
  - RTT 93% (target 90%)



# Changes implemented

- Process changes
  - Triage to GP, ENP, ED doctor, medical/surgical take
- Additional ENPs
- Additional bed capacity
- Nurse recruitment successful
- Refurbishment to support process changes
- GPs Front of House
- Strong support from all partners
  - CCGs, HCC Adult Services, Southern, SCAS

# Resilience

- Reassign some additional bed capacity (limited)
- w/e therapy & pharmacy support
- Access to community beds (Andover, Alton, Brendoncare)
- Psychiatric nurse support to EDs
- Trigger even more help from Southern (in reach)



# Thank you