

**HEALTH AND SOCIAL CARE WINTER
RESILIENCE ARRANGEMENTS**

**Report of Jackie Kay, Assistant Chief Officer, NHS Darlington Clinical
Commissioning Group**

Purpose of Report

1. The purpose of this report is to provide an update in relation to the collaborative approach being taken by NHS North Durham CCG, NHS Durham Dales, Easington and Sedgefield CCG and NHS Darlington CCG, in implementing the actions that the three CCGs will undertake to support and manage the increased service pressures which occur during the 2013/14 winter period.

Background

2. The County Durham and Darlington Urgent Care Board, includes membership from the three CCGs, NHS County Durham and Darlington Foundation Trust, Tees Esk and Wear Valley NHS Foundation Trust, Durham County Council, Darlington Borough Council, North East Ambulance Service NHS Foundation Trust, HealthWatch and NHS England Area Team.

The Urgent Care Board are working collaboratively to deliver a “whole system” approach to support and manage the increased service pressures which occur during the 2013/14 winter period.

Darlington CCG have agreed to progress the following opportunities:

- Promoting the availability of GP appointments at the Urgent Care Centre during evenings and weekends during the period of increased winter demand, as part of the CCGs Winter Public Engagement & Education campaign.

The “Keep Calm” branding used in the campaign encourages self-care, seeking support from pharmacists, and GPs from Monday to Friday and NHS111 during evenings and at weekends.

NHS 111 can already book appointments for patients at the Urgent Care Centre via integrated IT systems. The Emergency Department at DMH can also telephone to book appointments for patients at the Urgent Care Centre.

The CCG are working with CDDFT to effectively utilise GP appointment capacity during the out of hours period at the Urgent Care Centre.

NHS Darlington CCG are also developing a GP On Call Surge Rota to provide Out of Hours Support for the Urgent Care Centre, in the event of an unprecedented increase in activity.

- Relocation of the Urgent Care Service from Dr. Piper House to Darlington Memorial Hospital from 6pm to Midnight with effect from 9th December 2013 (the service having already relocated between the hours of midnight and 8am).
- Identifying and reviewing GP patients at high risk of admission and working with community matrons/nurses to promote joint working, avoid duplication and redirect efforts of community nurses locally to frequent attenders and high risk patients.
- GP/Paramedic rapid telephone advice – a model for GPs at Urgent Care Centres to provide support for paramedics via a 3 to 5min ring back, giving advice to crews on scene, is being rolled out across County Durham and Darlington.

This model allows paramedics attending calls to professionally assess whether there is a need for the patient to be transferred to an acute setting or, with medical advice and support, they could be managed within primary care.

This should go some way to reducing the number of ambulances that build up at the A&E department and offer patients more alternative dispositions, such as seeing a GP at an Urgent Care Centre or a home visit.

This model has been piloted and worked well in the Tees area and the evaluation was positive.

CCGs are working with CDDFT to implement this initiative during the “Out of Hours” period from 1st December, followed by implementation later in December, to support periods of high activity during the “In Hours” period.

- A small number of GP Practices in Darlington have volunteered to work with NHS 111, by allocating two fixed appointments each day. NHS 111 will be able to allocate these appointments to appropriate patients registered with that practice, if they call NHS 111 for help. These appointments can be released for the practice to allocate if they are not taken up by an agreed time.

Recommendations

3. It is recommended that the Health & Partnership Scrutiny Committee:

- Receive and consider the winter resilience arrangements

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