



Gofal Heb Ei Drefnu Rhaglen Creu Gofal Gwell Diweddariad Gorffennaf 2019



Unscheduled Care Building Better Care Programme July 2019 update

Demand		Flow		Discharge	
Workstream	Outcome	Workstream	Outcome	Workstream	Outcome
SiCAT	Extended scope of SiCAT to incorporate care and nursing homes (to minimise inappropriate demand on ED)	EDQDF Nationally led programme 'on what good looks' like for patients accessing an Emergency Department.	Improved clinical outcomes, patient experience, and quality of care by Emergency Departments. Increased value for money achieved from Emergency Departments funding through innovation, improvement, adoption of good practice and eliminating waste.	Every Day Counts	Efficient time management while on ward
MIU	Add consistency and scope to increase role of MIU as alternative treatment stream to ED			CRT Pathways	Ensure full use of community and third sector services available outside hospital site
CRT Pathways	Ensure full use of community and third sector services available outside hospital site	Site Management	Develop plan for Site Escalation, Rhythm and Coordination, Data and Analysis, Staffing Roles and Responsibilities, Competencies and Training Needs	Discharge to Assess	Fewer 'stranded' patients on the ward awaiting input before discharge
Area Schemes	Investigate work underway led by Area colleagues to reduce demand on ED	Acute Medical Model	SDEC, Frailty Assessment, AMU/SAU, EGAU, Pathways, SSW	Home First	Cultural shift away from patients choosing to stay at hospital
Frequent Attenders	Understand and manage behaviour to remove demand	SAFER	Efficient time management while on ward	Super Stranded' Reviews	Identify themes causing blockages in the discharge process

Enablers: Culture Improvement, Organisational Development, Staffing and Recruitment, IT systems, BI/Informatics, Estate, Finance, Training, Rostering and Job Planning

Risks: Change Fatigue, Relationships, Staffing, Finance, Competing Priorities, Sustainability, Data Quality, Pace

Ffrwd Waith Galw

- Mae llwyddiant SICAT yn parhau gyda 627 o alwadau ambiwlans ac osgoi 409 o achosion o fynd i'r Adran Achosion Brys ar gyfer mis Gorffennaf.
- Dechreuodd treial gydag Ymwelwyr Iechyd ym mis Gorffennaf yn rhoi cymorth ar gyfer galwadau 999 yn ymwneud â phlant o dan 5 oed.
- Mae cynllun cyfathrebu manwl wedi'i ddatblygu ar gyfer ardal y Gorllewin, yn amlygu mynediad 24 awr at yr Uned Mân Anafiadau a sicrhau bod twristiaid yn ymwybodol o ddewisiadau amgen i'r Adran Achosion Brys. Mae ymgyrch y cyfryngau cymdeithasol yn cael ei defnyddio i sicrhau ein bod yn hysbysebu ein hunedau mân anafiadau trwy'r haf. Mae nifer y cleifion sy'n mynd i Unedau Mân Anafiadau yn ardal y Canol (3689 o gleifion ym mis Gorffennaf) a'r Gorllewin (2913 o gleifion ym mis Gorffennaf) wedi cynyddu ac mae perfformiad yn gwella ac mae'n parhau i fod yn dda.

Demand Workstream

- SICAT success continues with 627 ambulance calls and saved 409 ED attendances for July.
- A trial with Health Visitors commenced in July providing support for 999 calls relating to children under 5.
- A detailed communication plan has been developed for the West area, highlighting the 24 hour access to MIU and ensuring that holiday makers are aware of ED alternatives. A social media campaign is being utilised to ensure we are advertising our minor injuries units through the summer. The number of patients accessing MIUs in Central (3689 patients in July) and West (2913 patients July) has increased and performance remains good.

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Ffrwd Waith Llif

- Mae parhad gafael a rheoli yn ein hadrannau achosion brys yn parhau ar draws pob un o'r tri safle. Mae hyn yn sicrhau bod rolau a chyfrifoldebau, uwch-gyfeirio a phrosesau'n addas at eu diben.
- Cafodd Gofal Brys ar yr Un Diwrnod (SDEC) ei roi ar waith yn YGC. Oherwydd oedi o ddeg wythnos o ran codio data fesul cyflwr, ni fu'n bosibl asesu effaith hyd arhosiad (LoS) ar hyn o bryd. Fodd bynnag, mae 714 o gleifion wedi bod trwy SDEC ac mae 530 wedi'u rhyddhau.
- Profi a dysgu dros chwe wythnos o fodel Ffrydio, Brysbennu, Asesu a Thrin Cyflym (START) i wella'r amser rhwng brysbennu ac amser at y clinigwr ED. Mae dadansoddiadau data ar y gweill ar hyn o bryd i asesu'r effaith am chwe wythnos. Cafodd ED ei hail-ffurfweddu hefyd er mwyn cefnogi trosglwyddiadau ambiwlans yn well.

Flow Workstream

- The continuation of grip and control within our ED departments remains across all three sites. This is ensuring that roles and responsibilities, escalation and processes are fit for purpose.
- Same Day Emergency Care (SDEC) was implemented in YGC. Due to a 10 week delay in the coding of data by condition it has not been possible to assess the impact on length of stay (LoS) at this time. However, 714 patients have been through SDEC with 530 have been discharged.
- A 6 week test and learn of ED Streaming, Triage, Assessment and Rapid Treatment (START) model to improve the time to triage and time to ED clinician. Data analysis is currently underway to assess the impact for the 6 weeks. A reconfiguration of ED also took place to better support the ambulance handovers.

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Ffrwd waith rhyddhau

- Bu ffocws ar draws pob safle ar y 'R' yn SAFER gan sicrhau bod Uwch Adolygiadau ar waith, yn enwedig oherwydd y nifer fawr o >21 o gleifion dydd. Mae pob safle wedi cyflwyno uwch adolygiadau o leiaf ddwywaith yr wythnos o ran yr holl gleifion dros 21 diwrnod. Bu lleihad o ran yr hyd arhosiad hiraf, fodd bynnag, ar gyfer y pedair wythnos y mae'r prosesau wedi bod ar waith, mae lleihad sylweddol mewn cleifion dros hyd arhosiad o 21 diwrnod eto i'w ddangos.
- Mae'r gwaith ar SAFER yn parhau i gael ei ymgorffori. e.e. digwyddiadau cyfathrebu, pecynnau data penodol ar gyfer wardiau ac addewidion i gynnal cylchoedd PDSA ar weithredoedd i gynorthwyo rhyddhau'n gynt
- Cynhaliodd Ysbyty Maelor Wrecsam 'wythnos berffaith' ar Ward Mason yn arwain at wythnos Digwyddiad Gwella Cyflym ar draws safleoedd yr wythnos yn dechrau 19 Awst

Discharge workstream

- A focus across all sites has been on the 'R' of SAFER ensuring that Senior Reviews are in place, especially due to the high number of >21 day patients. Each site has now introduced a minimum of twice weekly senior reviews of all patients over 21 days. There has been a reduction in the longest length of stay, however, for the 4 weeks that the processes have been in place, a significant reduction in patients over 21 day length of stay is yet to be demonstrated.
- The work on SAFER continues to be embedded e.g. communication events, ward specific data packs and pledges to run PDSA cycles on actions to support earlier discharges.
- WMH ran a 'perfect week' on Mason ward leading on to a site wide Rapid Improvement Event week commencing 19th August

Perfformiad / Performance

- O gymharu â'r un cyfnod y llynedd, mae arosiadau pedair blynedd wedi gwella ym mis Gorffennaf a mis Awst – gwelliant o oddeutu 3% o bwyntiau ym mis Awst – ond ni chafodd ein proffil targed ar gyfer mis Awst ei fodloni (ond mae'r data hwn yn dal i gael ei ddilysu)
- O gymharu â mis Awst 2018, gwnaeth arosiadau 12 awr ostwng o 6% ym mis Awst 2019 – ond yn dal i fod yn rhy uchel
- O gymharu â mis Awst 2018, gwnaeth oedi o >1 awr yn achos ambiwlansys ollwng 12% ym mis Awst 2019 – ond yn dal i fod rhy uchel
- Cyrraedd y safon perfformiad yn gyson am amseroedd ymateb ambiwlansys Categori A – roeddem ni'n drydydd yng Nghymru ym mis Awst 2019
- Wedi gweld gwelliannau cyson o ran Oedi wrth Drosglwyddo Gofal – mae cymharu mis Awst eleni â mis Awst llynedd yn dangos gwelliannau o 13% ar nifer y cleifion a 37% ar ddiwrnodau gwely a gollwyd – ond, gwnaeth nifer y cleifion gynyddu o gymharu mis Gorffennaf 19 â mis Awst 19
- Compared to the same period last year 4 hour waits have improved in both July and August – an improvement of circa 3% points in August – however our target profile for August was not met (though data is still being validated)
- Compared to August 2018, 12hr waits fell by 6% in August 2019 – but still too high
- Compared to August 2018, >1hr ambulance delays fell by 12% in August 2019 – but still too high
- Have consistently met performance standard for Category A ambulance response times – we were the 3rd best in Wales in August 2019
- Have seen consistent improvements in Delayed Transfers of Care – comparing August this year to August last year shows improvements of 13% on the number of patients and 37% on the bed days lost – however the number of patients increased comparing July 19 to August 19