

# London North West Hospital NHS Trust Update

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# A&E Performance

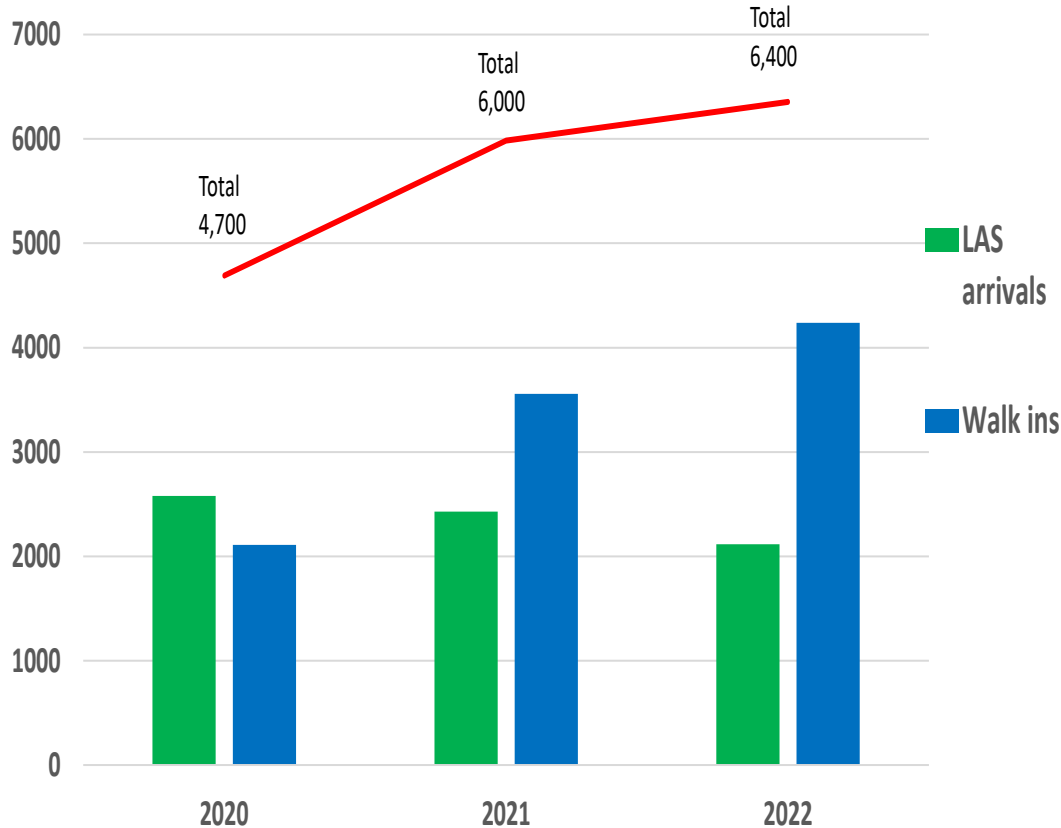
**4 hr A&E performance 66.8% for Oct 2022, ranking 7<sup>th</sup> highest in London**

**12 hr A&E waits 94.6% against 98% threshold for Oct 2022**

## **Significant issues across October**

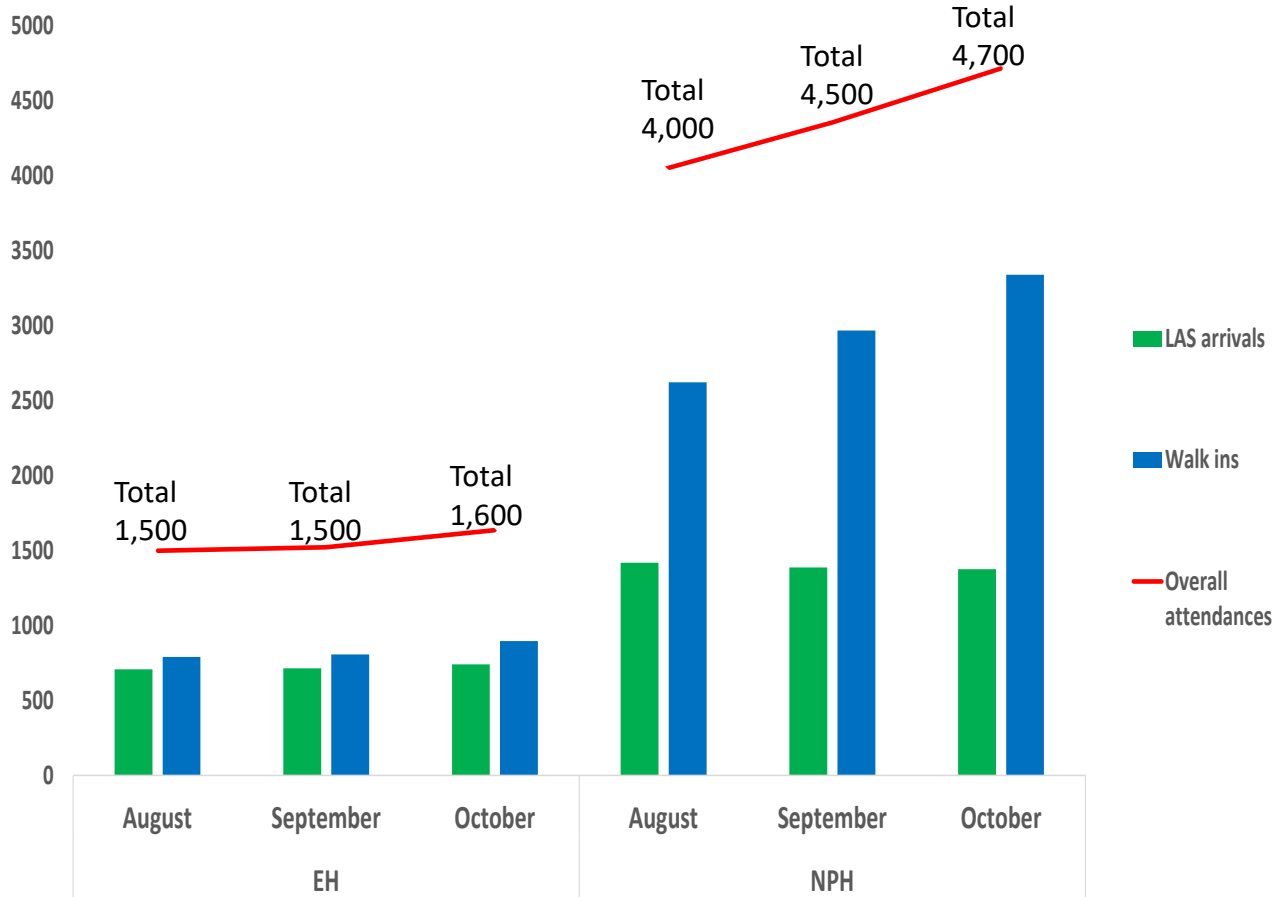
- Following clinical triage, lower acuity patients and LAS can experience a longer handover time
- Increased blue light calls in succession, pull resources to resuscitation area
- Overall volume of patients attending continues to increase, UTC streaming patients to ED after 4 hrs
- Large numbers of adult Mental Health and CAMHS within ED majors, paed's and inpatient beds
- Delays to care or discharge from A&E can occur whilst Social Care and Mental Health work through the ongoing care planning responsibilities

# Total LNWH ED attendances are rising year on year, predominantly skewed by an increase in walk in's



- Year on year increase driven by walk in attendances
- Trust has increased A&E front door streaming to manage demand to:
  - Frailty
  - Surgical Assessment UNIT
  - Medical SDEC
  - Primary Care Redirection
- Ambulance demand management in place with:
  - Streaming to direct services
  - Intelligent Conveyancing during pressure points at NPH

# Walk in's continue to rise month on month, more so at Northwick Park



- Northwick Park is the busiest site for ambulance and walk in
- Significant growth in walks in at Northwick Park over the last 3 months

# LAS Conveyances

- 60 min LAS handover remains a key focus
- Often see pooling of blue light arrivals placing pressure on resus and flow
- Implemented new set of SOPS and expanded after first week of launch to increase low acuity corridor cohorting (to get more ambulances back on the road)
- Daily demand monitoring process in place with LAS
- Fortnightly meeting with LAS and ICS Team
- Scoping REACH model (Remote Emergency Access Coordination Hub)
  - In place at Barts Health
  - Staffed by consultant, nurse, junior clinicians and receptionist
  - Call received by 111 or 999
  - Clinical validation for suitability
  - If suitable patient advised to wait 15 mins for call to look to manage to self care, alternative pathway, home visit hospital visit
  - If not suitable patient advised to attend bases on 111 or 999 call outcome

# Winter Plans 2022/23

- **3 new Standard Operating Procedures ahead of winter**
  - Admissions Against Discharge
  - London Ambulance Rapid Release
  - London Ambulance led Cohorting
- **Key operational changes**
  - Admissions Against Discharge moves the next patient in from A&E/acute wards before the last one has left, to reduce ambulance handover time and plan the discharge of patients earlier in the day (preparing for the busy evening for LAS and A&E) .
- **Additional winter capacity**
  - Planning to open 68 additional beds across all 3 sites (12 at CMH, 24 at NPH, 32 at Ealing)
  - Hospital Ambulance Liaison Officer rota
  - Expanding home settlement capacity
  - Increasing Hospital staffing across medical, nursing, therapies, diagnostic and support services