



# NHS Lanarkshire

## Winter Plan Debrief



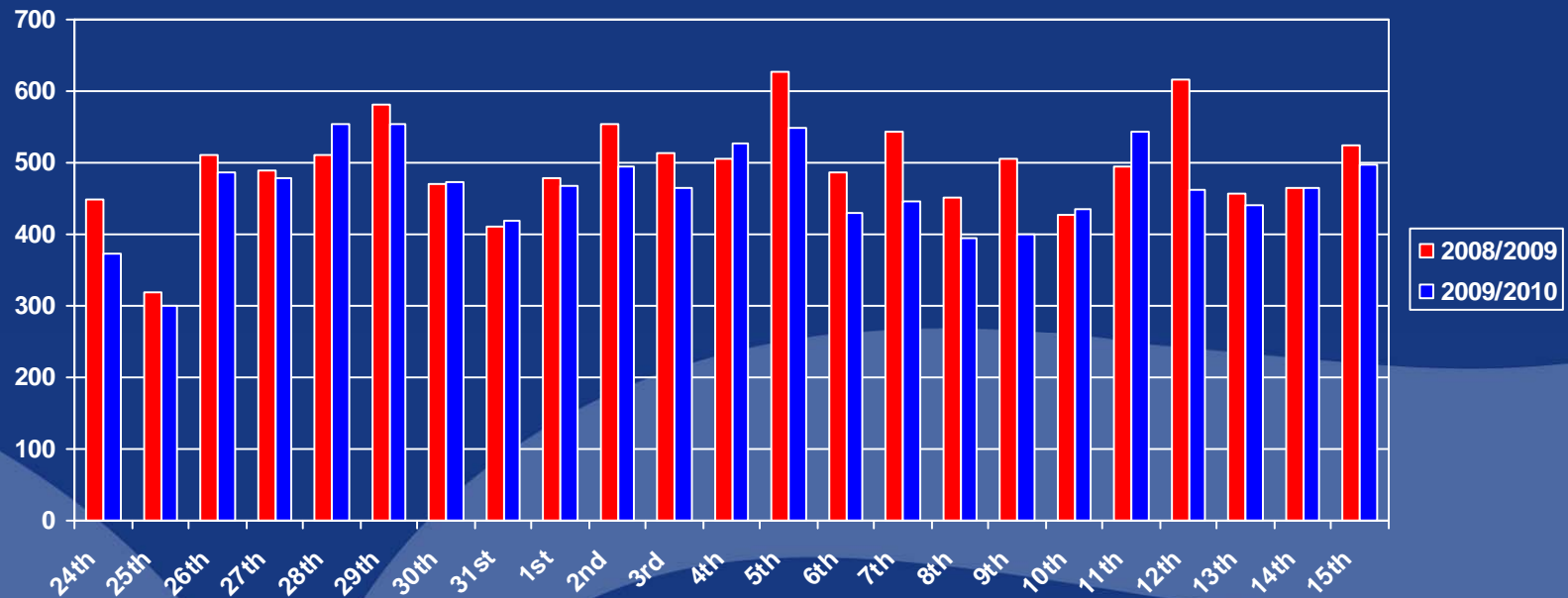
# NHS Lanarkshire

Acute Division  
Perspective

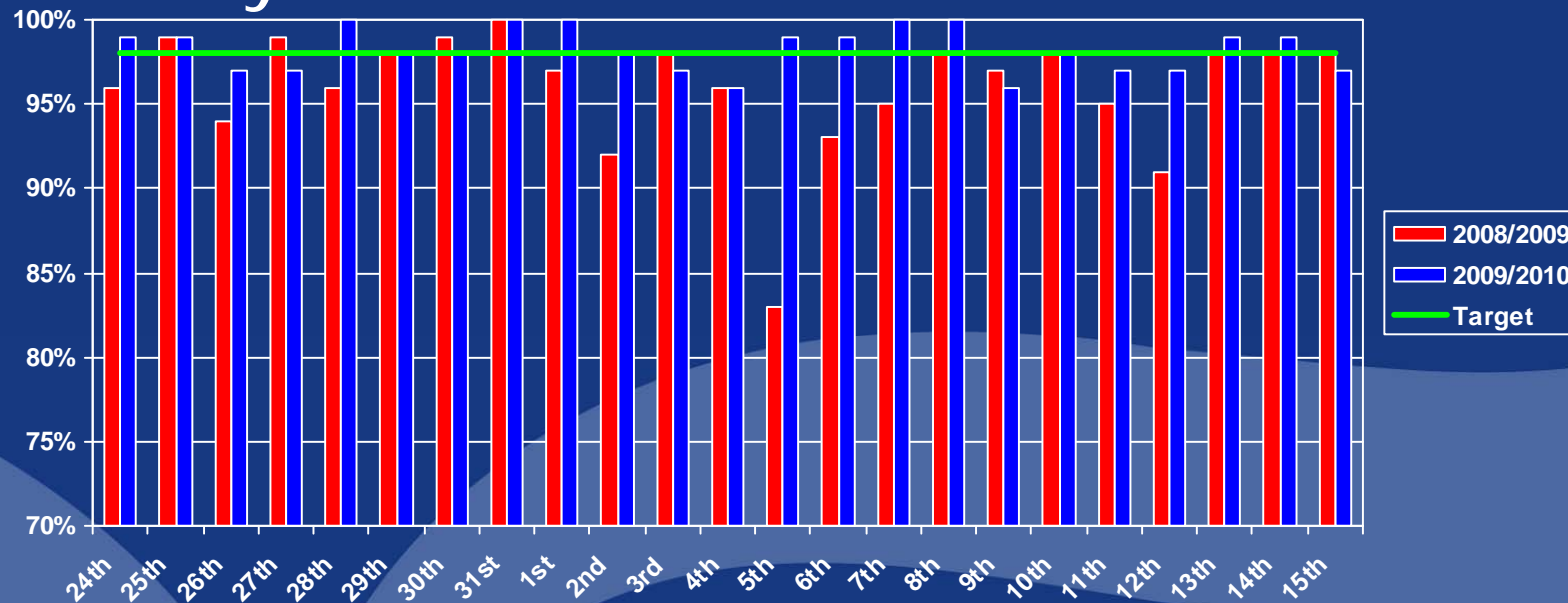
# Our Main Challenges

- Prolonged period of cold weather
- Increased staffing pressures ( especially ED medical staff)
- Increased incidence of Noro Virus on the 3 sites
- But thankfully no real H1N1 pandemic

# Daily Emergency Department Attendances 24<sup>th</sup> December to 15<sup>th</sup> January



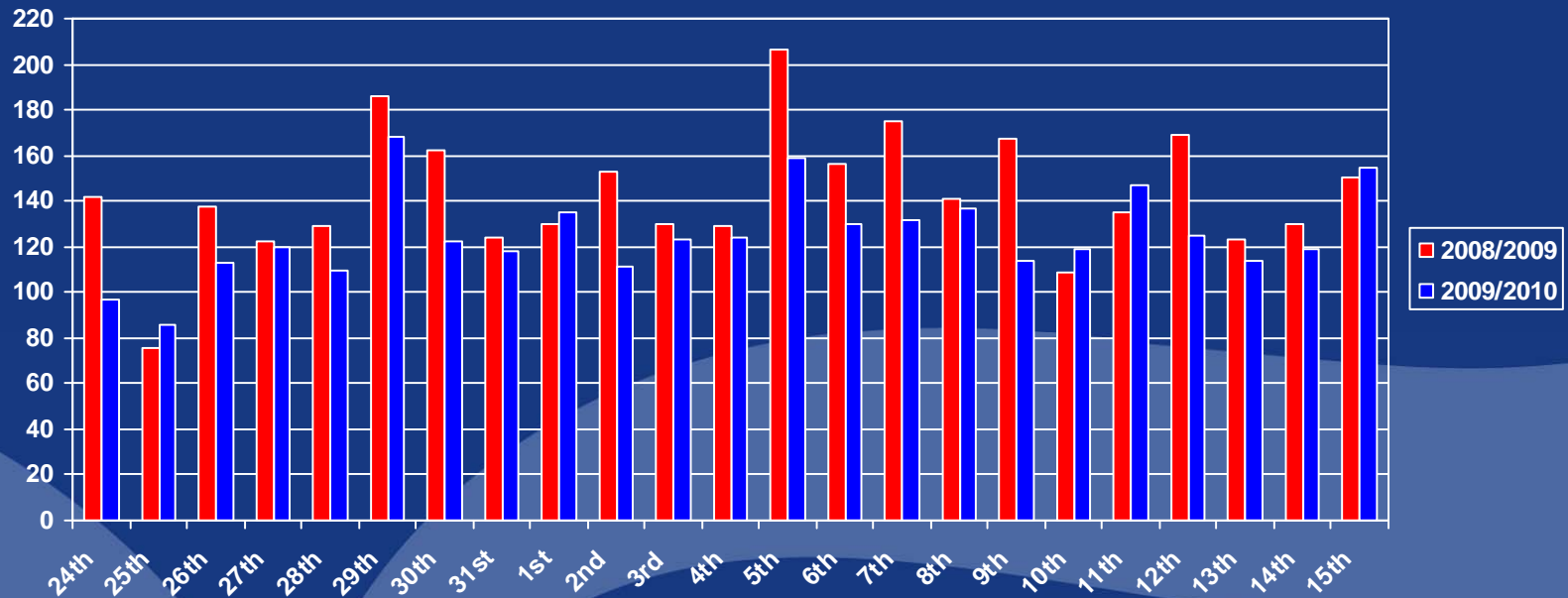
# Daily Performance against 4 hour Standard from 24<sup>th</sup> December to 15<sup>th</sup> January



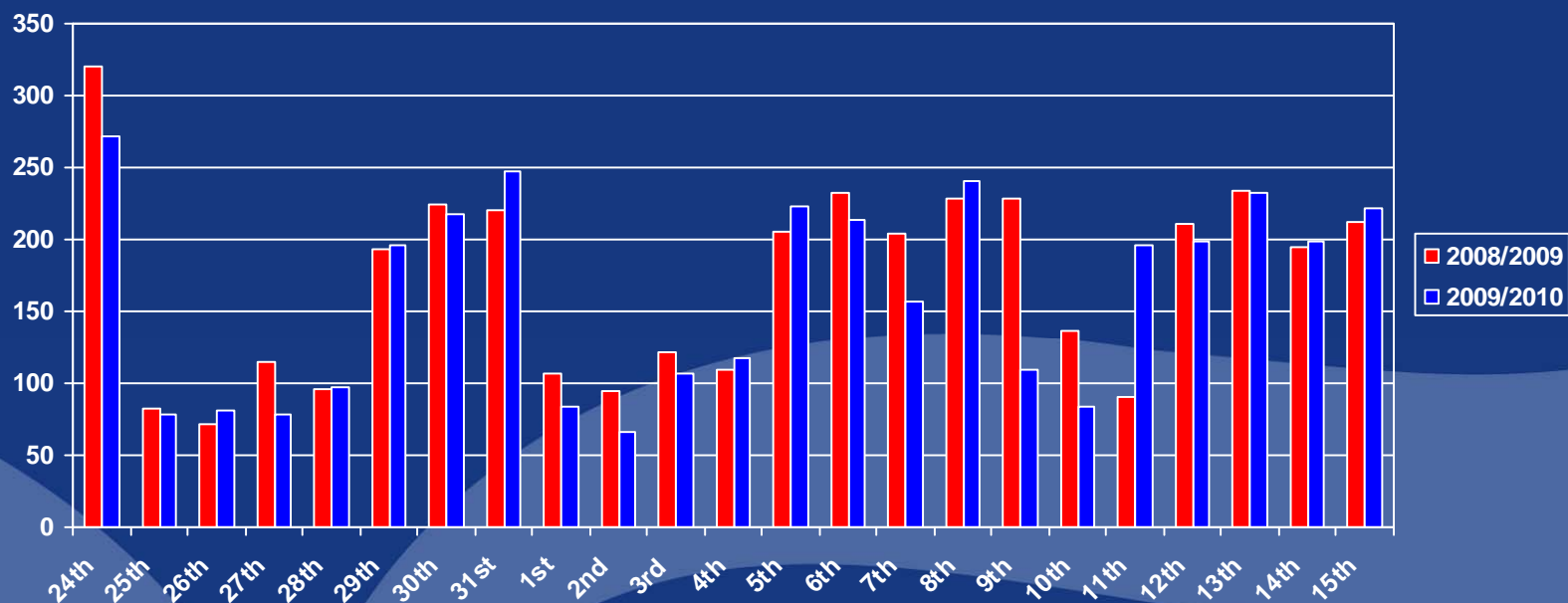
## Over 8 Hour Breaches from 24<sup>th</sup> December to 15<sup>th</sup> January

	2008/2009	2009/2010
8 Hrs to 12 Hrs	74	20
Over 12 Hrs	36	0
Total	110	20

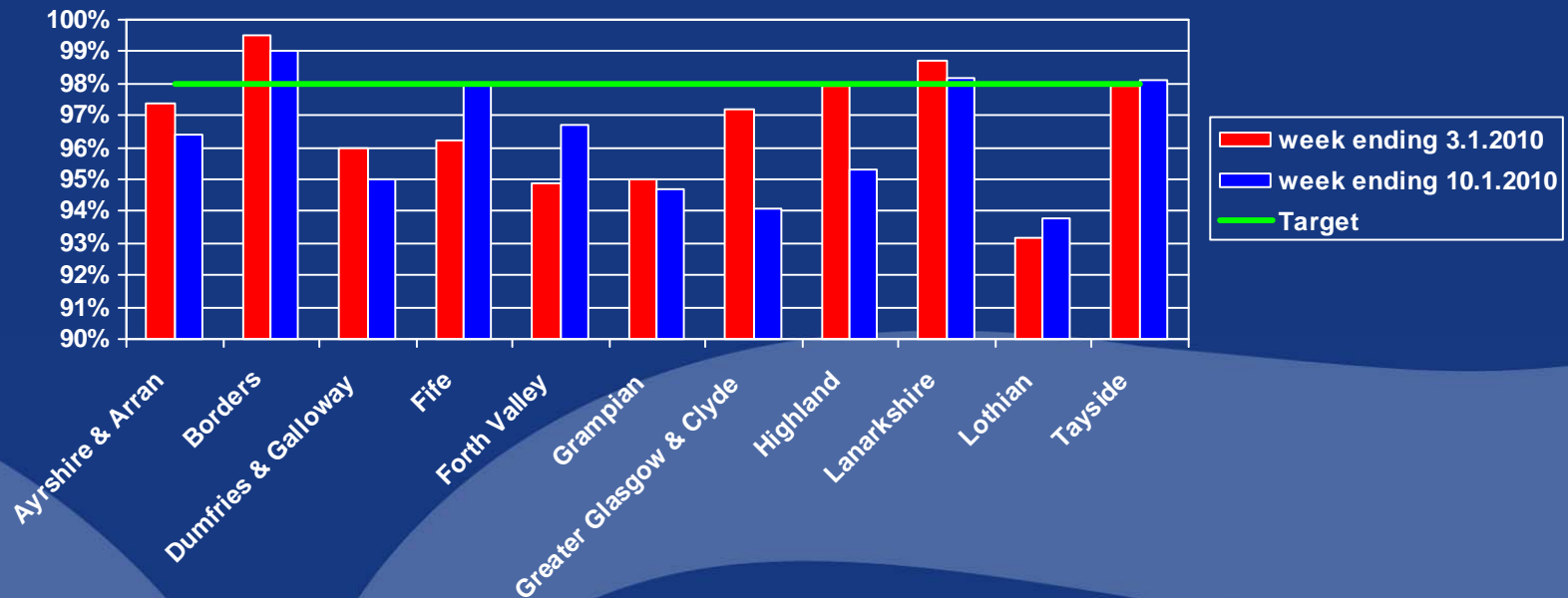
# Emergency Admissions from 24<sup>th</sup> December to 15<sup>th</sup> January



# Daily Discharges 24<sup>th</sup> December to 15<sup>th</sup> January



## Comparison of performance against the 4 hour Emergency Access standard between the main land Health Boards for the first 2 weeks January 2010



## What did we do differently this year ?

- Freed up Medical Service Managers and Senior Nurses to focus on managing the patient flow
- Lean at Monklands
- Community Re enablement
- MINTS Major nurses in the Receiving Units

## What did we do differently ?

- Deferred the start of the elective programme until 11<sup>th</sup> January
- Scaled back outpatient activity especially in Medicine, the week of 4<sup>th</sup> January
- Freeing up Consultants to provide advice to the GP's via the ERC

## What did we do differently?

- Provided Emergency Medical Clinics to avoid admissions
- Worked with Consultant staff to develop protocols for the ERC to offer GP's as an alternative to admission



# Community Response

## What did we do/do differently this year ?

- Regular Meetings
- On-call Rota and Conference Call
- Hairmyres Delayed Discharge Action Plan
- Additional community staff available as required
- DN Team Leader Involvement in Discharge Meetings
- Care Management Patients

## What did we do/do differently this year ?

- SAS prioritisation of transport requests (Amplified during adverse weather period)
- Additional SWD staff over PH periods
- Re-ablement service
- Access to Care Home Beds
- Communication with GPs
- Re-visiting Service
- Increased utilisation of GP hospital beds

What did we do/do differently this year ?

## Out Of Hours

- Increased OOH cover
- Access to Pharmacists OOH
- Access to CPNs OOH
- Slight Increase in Activity
- Significant Increase in Home Visits (weather related)
- Specific WBP Communication with staff via newsletter

## What do we need to do for 2010/11?

- Re-ablement
- Medical Staff Rotas
- Increased use of ACPs
- Access to information re Care Managed Patients
- GP Awareness of Alternatives to Admission
- Less Money

# It is not over yet

- Need for constant vigilance

