



Urgent and Emergency Care performance update

February 2024

Executive Summary

- Like every system locally, throughout much of January Frimley Health Foundation Trust (FHFT) has been in hyper-escalation
- **ED attendances** have increased and continue to be above predicted volumes. On Tuesday 02/01/24 attendances increased from 700 per day across both sites, previous week to over 800. Since then, attendances have been very high and sustained (879, 801, 832) with pressure also from increased acuity of admitted patients.
- **Ambulance:** Frimley is one of the best in the region for Handover delays.
- **Escalation capacity and occupancy** has been increased with the number of open beds increasing from 45 on Saturday 30/12/23 to 107 on Wednesday 03/01/24. Over the last couple of weekends, the numbers of escalation beds opened has increased to c120-130. Critical care has been generally full across both sites with high acuity across all other areas of the hospital.
- Capacity issues due to **RAAC closures have** continued to impact. This includes a reduction in bedded capacity but also clinical & managerial capacity in the management of required operational changes.
- The impact of Industrial Action has been significant in Q3 and work is being finalised to quantify the full impact.

The system has taken several actions to help ameliorate Xmas and Q4 pressures

- **Two new Urgent Care Centres** in Slough and Aldershot up and running – Slough commenced in November and Aldershot in December.
- **Extra primary care capacity in and out of hours:** NHS Frimley funded up to 6,000 extra primary care and out of hours appointments between Wednesday 20/12/23 and Tuesday 09/01/24. This is around c300 extra out of hospital appointments per day
- **Extra Beds:** Reflecting pressures System agreed to fund and step up 23 additional beds at Heathlands. These were held back and opened on 2nd January, i.e. to help with the pressures and are being used as community discharge beds to enable patients who are waiting for care to step down from the acute hospital at Frimley Park.
- **Comms Campaign:** We have a Comms campaign that is bigger and wider reaching than ever before. Working closely with primary care we are getting messages out that Primary Care Access has improved without flooding them. Includes promoting Healthier Together
- **Additional Adult social care capacity:**
 - ü **RBWM:** Nursing Bed Provision, Live-in care and additional utilisation of current support partners
 - ü **Slough:** Recruitment: x1 additional social worker and x1 additional occupational therapist, maximise take up and implementation of Assistive Technology, Homelessness, Housing & Complex health and social care needs
 - ü **NE Hants & Farnham:** Increased Therapy support to D2A beds, and improved management of community therapies supporting pathway 0 and pathway 1 patients, Improved weekend discharges and Complex Care funding
 - ü **Bracknell Forest:** Costs associated with the utilisation of available beds occupying one floor of Heathlands. Based on 23 beds and a maximum LOS of 7 days, this gives a forecast 23 additional discharges a week (92/month).

Summary of performance metrics

- In January 2024, 4-hour performance for type 1 was 56.2%. 4-hour performance for all types was 62.5%. This is against a trajectory of 60%
- In the month to date, four-hour performance for type 1 is 56.2%. Four-hour performance for all types is 62.3%. This is against a trajectory of 65%
- Complex discharges (P1-P3) were 21.1% (235) above 2022 baseline w/e 28/1/24. In response to ongoing pressures this was increased to 37.6% (267) above 2022 baseline w/e 4/2/24. This is above the average 17% achieved in 2023.
- Ambulance handover times remain consistent despite increased demand. Patients are not waiting in ambulances but are being brought into the department. Although this may be preferential to waiting in ambulances, it is leading to queues in the department which in turn leads to poor patient flow, and sub-optimal patient experience.



*Data to Sunday 4th February incl.

Cat 2 Ambulance Performance

Mean response time of our Category 2 Ambulances has been within the 30mins target in three of the last six weeks.

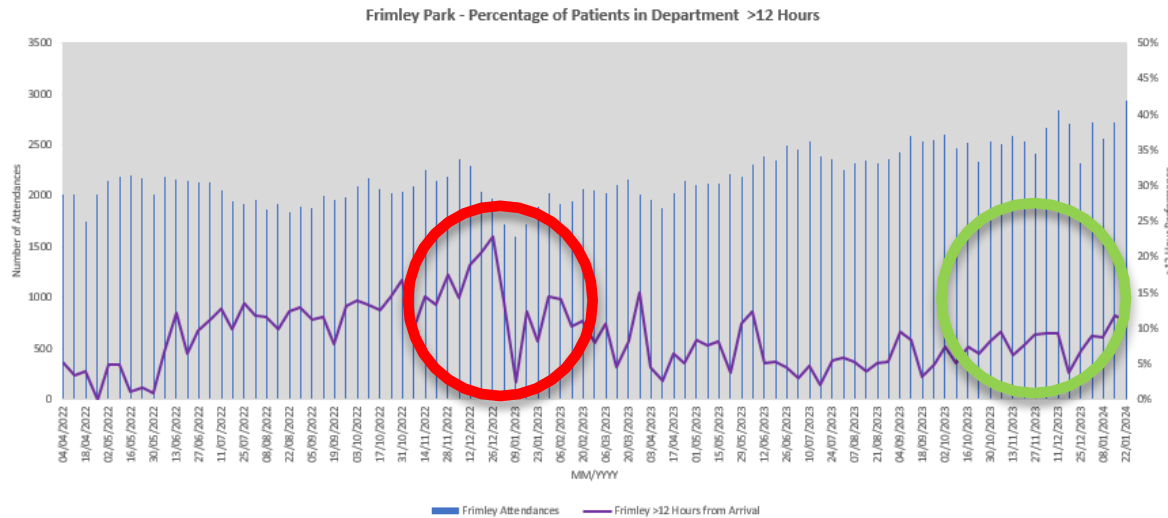
Ambulance Performance Metrics - Integrated Care Boards

Last 12 Weeks Metrics by Selectable ICB Area

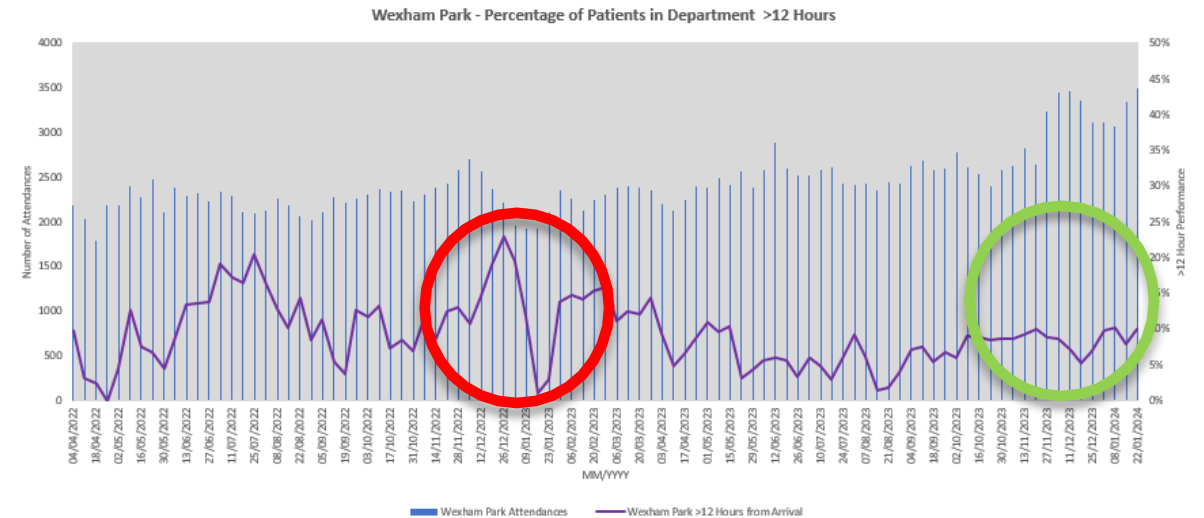
Select ICB →	NHS FRIMLEY INTEGRATED CARE BOARD											
Data Item	06/11/2023	13/11/2023	20/11/2023	27/11/2023	04/12/2023	11/12/2023	18/12/2023	25/12/2023	01/01/2024	08/01/2024	15/01/2024	22/01/2024
Category 2 - Count of incidents	1,091	1,110	1,134	1,110	1,099	1,174	621	1,067	1,109	965	1,090	1,116
Category 2 - Calls Closed through H&T	10	11	5	10	18	12	10	10	6	6	5	13
<i>Proportion of Incidents</i>	0.9%	1.0%	0.4%	0.9%	1.6%	1.0%	1.6%	0.9%	0.5%	0.6%	0.5%	1.2%
Category 2 - Seen and Treated at Scene	308	328	345	351	389	342	194	358	316	284	353	358
<i>Proportion of Incidents</i>	28.2%	29.5%	30.4%	31.6%	35.4%	29.1%	31.2%	33.6%	28.5%	29.4%	32.4%	32.1%
Category 2 - Count of transported incidents	783	782	789	759	710	832	427	709	793	681	737	758
<i>Proportion of Incidents</i>	71.8%	70.5%	69.6%	68.4%	64.6%	70.9%	68.8%	66.4%	71.5%	70.6%	67.6%	67.9%
Category 2 - Convey (Not T1/2 ED)	9	18	24	21	19	22	5	20	19	26	17	24
<i>Proportion of Incidents</i>	0.8%	1.6%	2.1%	1.9%	1.7%	1.9%	0.8%	1.9%	1.7%	2.7%	1.6%	2.2%
Category 2 - Convey to Type 1/2 ED	774	764	765	738	691	810	422	689	774	655	720	734
<i>Proportion of Incidents</i>	70.9%	68.8%	67.5%	66.5%	62.9%	69.0%	68.0%	64.6%	69.8%	67.9%	66.1%	65.8%
Category 2 - Mean Response Time	00:31:53	00:30:09	00:28:29	00:35:04	00:42:38	00:31:03	00:22:53	00:26:59	00:34:55	00:28:51	00:32:51	00:38:30
Category 2 - 90th Percentile	01:00:13	00:57:40	00:54:17	01:11:31	01:30:31	01:02:00	00:43:15	00:54:30	01:13:20	00:59:53	01:05:13	01:16:05
Category 2 - Over 90th Standard (TOTAL)	307	288	310	351	419	299	74	196	319	311	301	389
Category 2 - Twice 90th Standard (TOTAL)	50	39	36	78	139	53	7	45	103	44	72	130
Category 2 - Triple 90th Standard (TOTAL)	13	7	10	13	49	18	0	11	35	13	20	34

12 hour waits

The number of patients waiting >12 hours is lower this year than Winter 22/23



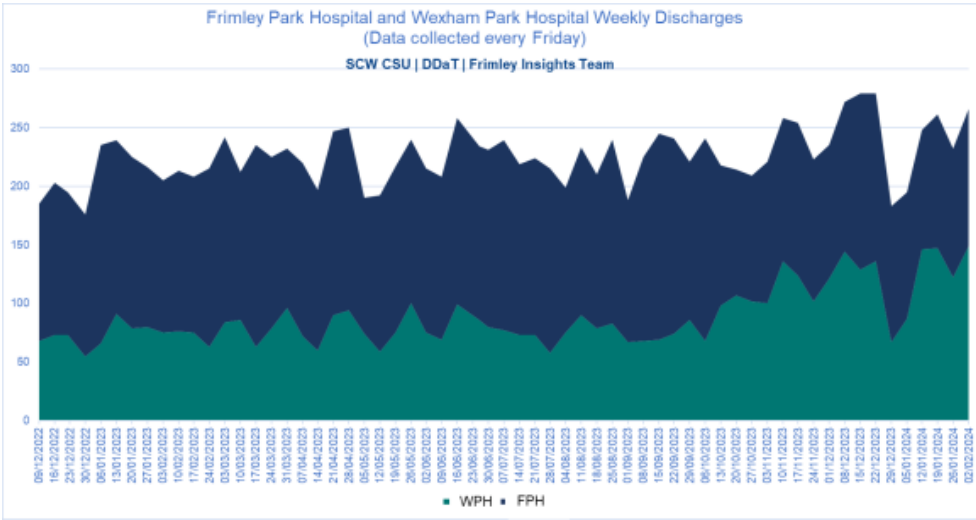
323 **11%**
 Frimley Park - Attendances in the Department for more than 12hours in the past week



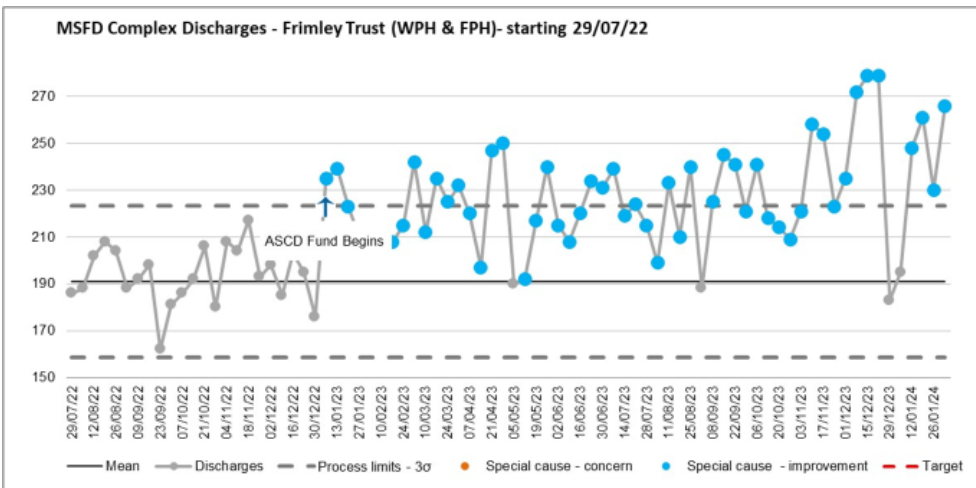
353 **10%**
 Wexham Park - Attendances in the Department for more than 12hours in the past week

Weekly MSFD Discharges

Discharges (FPH and WPH)



Total Discharges - SPC



Week Ending (Date)	WPH Discharges	FPH Discharges	Total	% Difference Against 2022 Baseline
11/11/2022	76	128	204	5%
18/11/2022	81	136	217	12%
25/11/2022	62	131	193	-1%
02/12/2022	71	127	198	2%
09/12/2022	68	117	185	-5%
16/12/2022	73	130	203	5%
22/12/2022	73	122	195	1%
30/12/2022	55	121	176	-9%
06/01/2023	66	169	235	21%
13/01/2023	91	148	239	23%
20/01/2023	79	146	225	16%
27/01/2023	80	136	216	11%
03/02/2023	75	130	205	6%
10/02/2023	76	137	213	10%
17/02/2023	75	133	208	7%
24/02/2023	63	152	215	11%
03/03/2023	84	158	242	25%
10/03/2023	86	126	212	9%
17/03/2023	63	172	235	21%
24/03/2023	70	148	225	16%
31/03/2023	96	136	232	20%
07/04/2023	72	148	220	13%
14/04/2023	60	137	197	2%
21/04/2023	90	157	247	27%
28/04/2023	94	156	250	29%
05/05/2023	74	116	190	-2%
12/05/2023	59	133	192	-1%
19/05/2023	75	142	217	12%
26/05/2023	100	140	240	24%
02/06/2023	75	140	215	11%
09/06/2023	69	139	208	7%
16/06/2023	99	159	258	33%
23/06/2023	86	148	234	21%
30/06/2023	80	151	231	19%
07/07/2023	77	162	239	23%
14/07/2023	73	146	219	13%
21/07/2023	73	151	224	15%
28/07/2023	58	157	215	11%
04/08/2023	75	124	199	3%
11/08/2023	90	143	233	20%
18/08/2023	79	131	210	8%
25/08/2023	83	157	240	24%
01/09/2023	67	121	188	-3%
08/09/2023	66	157	225	16%
15/09/2023	69	178	245	26%
22/09/2023	74	167	241	24%
29/09/2023	86	135	221	14%
06/10/2023	68	173	241	24%
13/10/2023	98	120	218	12%
20/10/2023	107	107	214	10%
27/10/2023	102	107	209	8%
03/11/2023	100	121	221	14%
10/11/2023	136	122	258	33%
17/11/2023	124	130	254	31%
24/11/2023	102	121	223	15%
01/12/2023	121	114	235	21%
08/12/2023	144	128	272	40%
15/12/2023	129	150	279	44%
22/12/2023	136	143	279	44%
29/12/2023	67	116	183	-9%
05/01/2024	87	108	195	1%
12/01/2024	146	102	248	28%
19/01/2024	147	114	261	35%
26/01/2024	122	110	232	20%
02/02/2024	149	117	266	37%

- MADE Event
- ASCD Fund
- MADE Event and Discharge Funding for Stepdown Care
- MADE Event
- MADE Event
- MADE Event
- MADE Event
- Numbers are now being taken from Discharge and Flow Dashboard

The rolling 4-week average is at a 30% increase in discharges against 2022/23 baseline.

There are numerous factors which impact daily and weekly discharge numbers which may include acuity and / or complexity.

Partners continue to work to facilitate the safe discharge of as many people as possible on a daily basis.

From w/e 13th October, discharge data is being taken from the Discharge and Flow Dashboard.

Monthly averages are taken from the month's weekly figures.

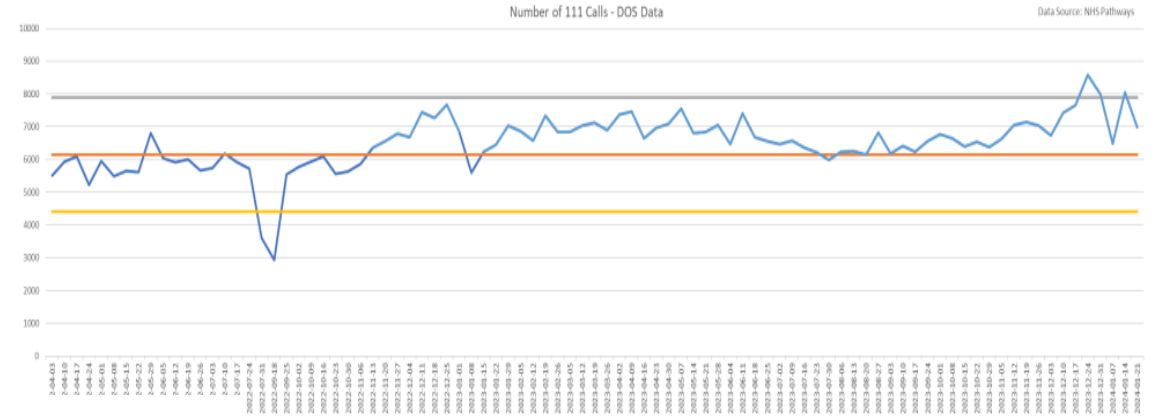
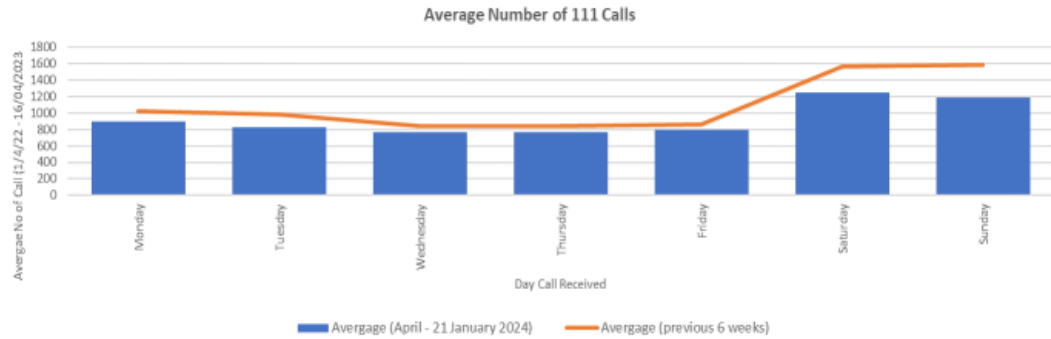
Please be advised that the latest discharge numbers reported in the Discharge and Flow Dashboard are unvalidated. These numbers are subject to change due to validation checks. We will update these discharge numbers with the next iteration of the report.

Weekly average for November: 239
 Weekly average for December: 249
 Weekly average for January: 234

Rolling 4 weeks (average)	141	111	252	30%
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Use of 111

The latest data shows that the number of 111 Calls has decreased. At 21/1/24, there were 1,077 less calls compared to the previous 7 days. Compared to the previous 6 weeks average, the number of calls have increased by 4%.



Average Latest Week % of 111 Calls Outcome - SCAS

