

Health Overview and Scrutiny

Briefing paper

Title: Building Better Emergency Care Programme		
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Purpose of the paper : To provide an update on the Building Better Emergency Care Programme at Portsmouth Hospitals University NHS Trust (PHU).		
Brief summary: PHU has received capital investment to build a new Emergency Department which will help us deliver a new model of care to our patients to provide safer, timely and effective care. A range of engagement exercises have taken place since the beginning of the year and the Full Business Case will be submitted in May 2022.		
Background: Transforming our emergency care pathways in partnership with local health and care organisations remains a key priority for PHU and the HIOW health and social care system. We are working together with our partners to design a sustainable clinical model to deliver patient-centred, safe, effective, efficient and timely emergency care and the associated clinical, workforce and estates changes that are required. The programme is working across the organisation and with health and care partners to tackle some of the longstanding challenges that can cause delays for patients at our Emergency Department (ED). Our ED is more than 40 years old and the constrained size and layout of the department has limited our ability to make improvements to the way care is delivered and implement best practice. The physical condition does not provide a good enough experience for patients, visitors, or staff. In recognition of these challenges, the Trust was awarded a £58.3m capital investment for new emergency care facilities at Queen Alexandra Hospital in December 2018, subject to standard business case approvals.		
Proposal: New model of care: We know that simply providing a new facility will not enable the Trust to make the improvements needed for patients. The new clinical model has been designed against a set of core clinical principles that support safe high quality patient focused care within the new ED build. The key components and benefits of the new clinical model are: <ul style="list-style-type: none">• Improved patient care and safety		

- New model of care for Children's Assessment Unit and Paediatric ED
- Improved access to resus
- Visibility of patients by nursing teams
- Reduction in nosocomial (hospital acquired) infections
- Remove bottlenecks in patient flow through the hospital and wider health and social care system
- Ambulance handovers within 15 minutes
- Average time patients spend in the ED department is less than four hours
- Senior Clinical decision maker review in one hour
- Reduced transfer time to Radiology
- Mental health regulations compliant

Ongoing work:

We continue to work closely with our health and care partners in Portsmouth and South -East Hampshire through the Maintaining Flow Programme Board to align our improvement initiatives across the system.

One of our main strategic initiatives and Trust priorities is focused on urgent care improvement. Over the few months significant work has been undertaken to ensure patients are managed through same day emergency care pathways such as 'fit to sit', Emergency Care Centre (ECC) and the medical village model, which co-locates the care of patients that require less than three days in the hospital.

Engagement to date:

We have carried out two successful public engagement events in January and February 2022, sharing the ED design and gathering feedback on the clinical model and design ideas that will underpin the new facilities.

In March we ran a series of staff engagement events to share a virtual tour of the design with staff working in the department and to gather their views and ideas. The virtual tour has also been shared with Board members, key stakeholders, and the wider public through email, local media and social media.

In April 2022 we recruited a patient representative to our programme board. This will ensure we continue to keep up to date with how patients wish to be engaged in the future.

Collaboratively we are planning wide-ranging engagement activities to keep our patients and public informed as the design and build develops and we are committed to continuing to engage with patients, the public, staff, committee members, partners and our communities.

Timeline:

Timelines and processes continue to be subject to NHS England and NHS Improvement and HM Treasury approvals processes.

The Trust is planning towards submitting the Full Business Case (FBC) in May 2022.

Following the submission of the FBC it is estimated the new facilities will open to patients in Winter 2024.

Enabling works will commence Aug-Sept 2022 with the construction period commencing October 2022 for a period of 24 months.

Full planning permission was approved in March 2022.