

# Discharging patients from Royal Berkshire NHS Foundation Trust

Mark Robson

Director of Operations - Networked Care

29/07/13

## Overview

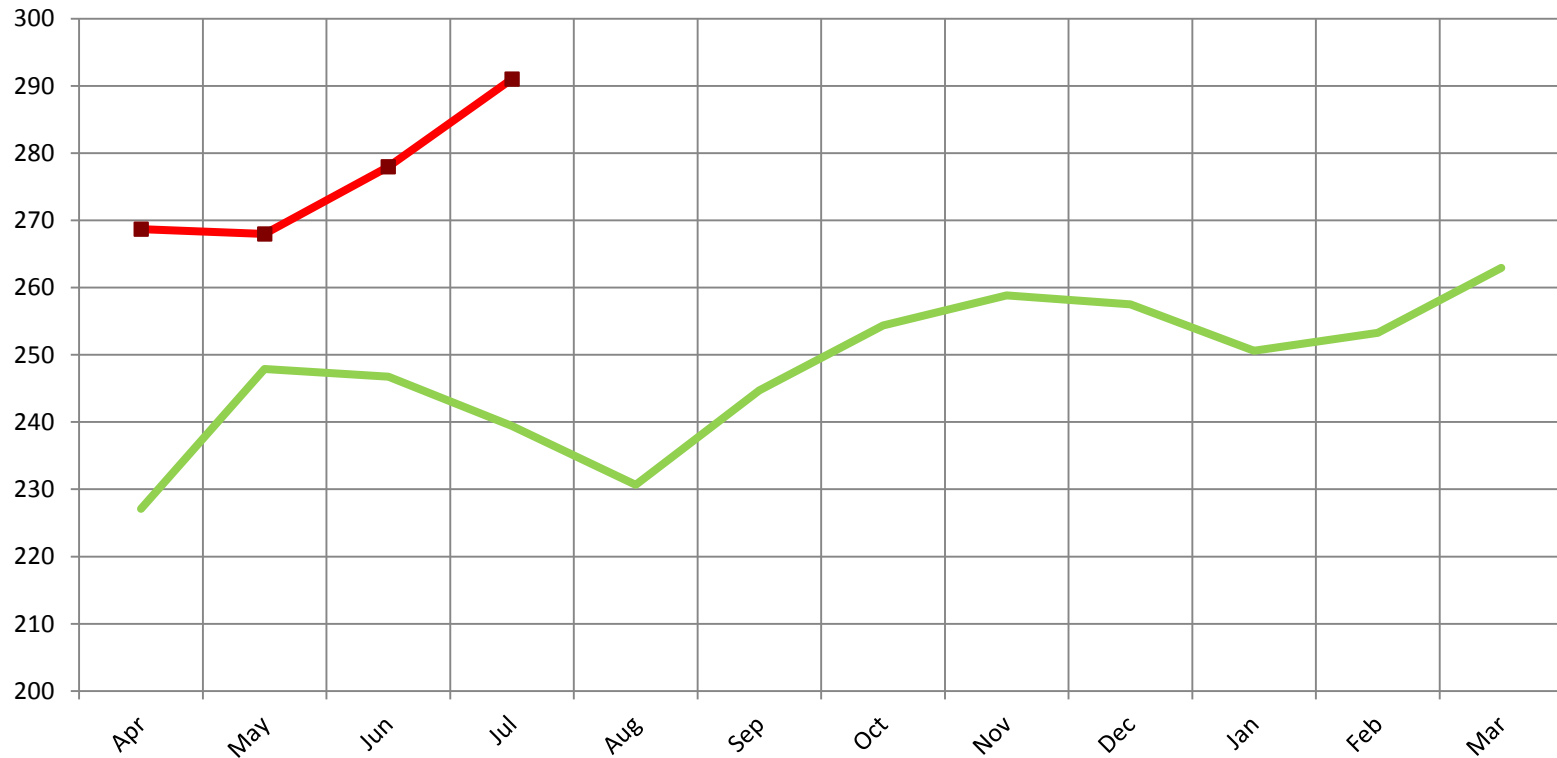
- Demand for beds at Royal Berkshire Hospital
- Reducing length of stay / admission avoidance
- On the day of discharge
- Transport issues

## Demand for RBH beds

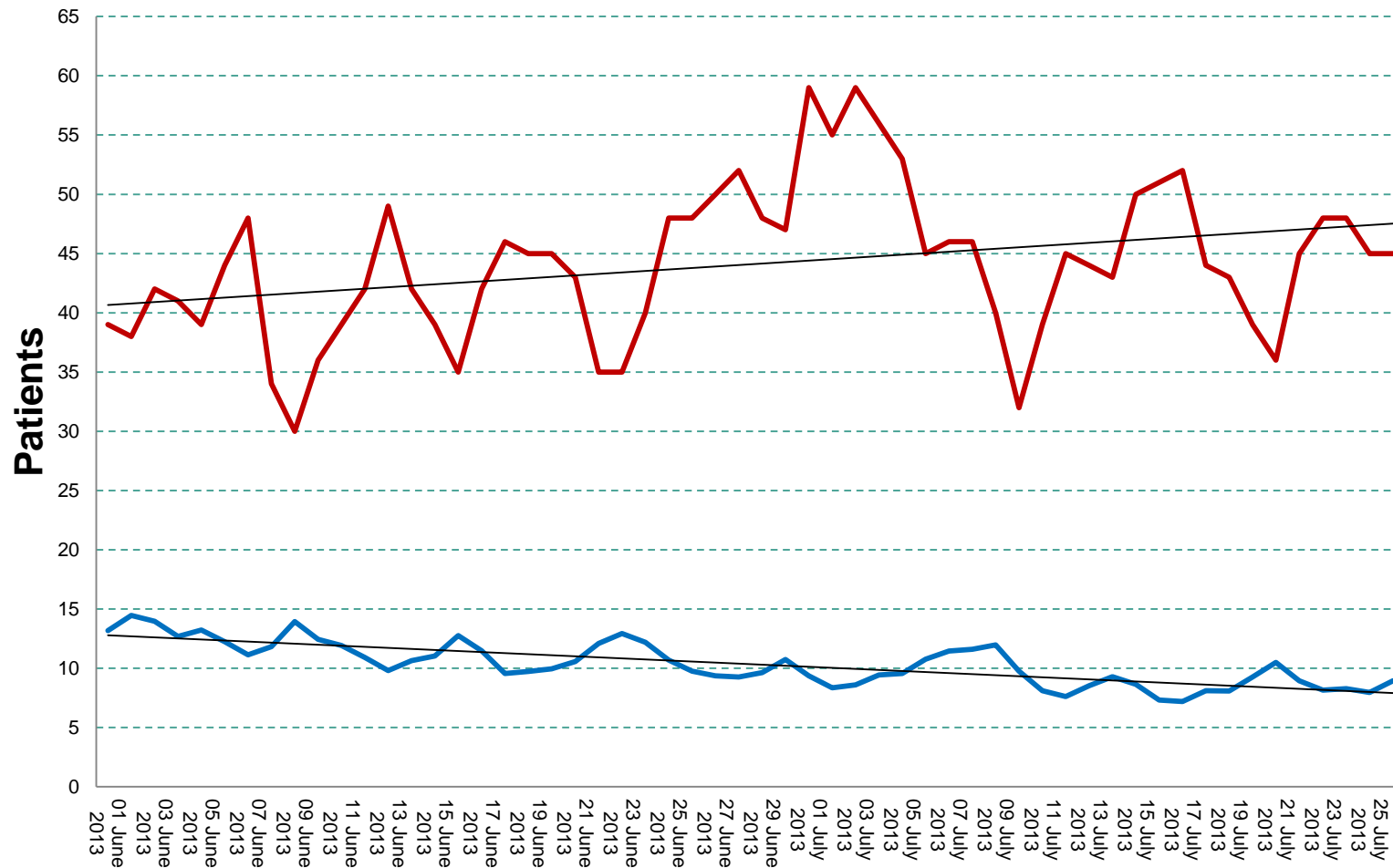
- A&E attendances up 15% Q1 2012/13 to 2013/14
- Emergency admissions – 85 a day
- “turn around” – 25 patients a day from the Clinical Decision Unit
- Medically fit patients – over 50 any one day
- Summer 2013 – all 'winter escalation' beds open & full
- Increased number of frail patients requiring 1:1 care

## A&E Attendances - Daily Average: Up 15%, (22% July)

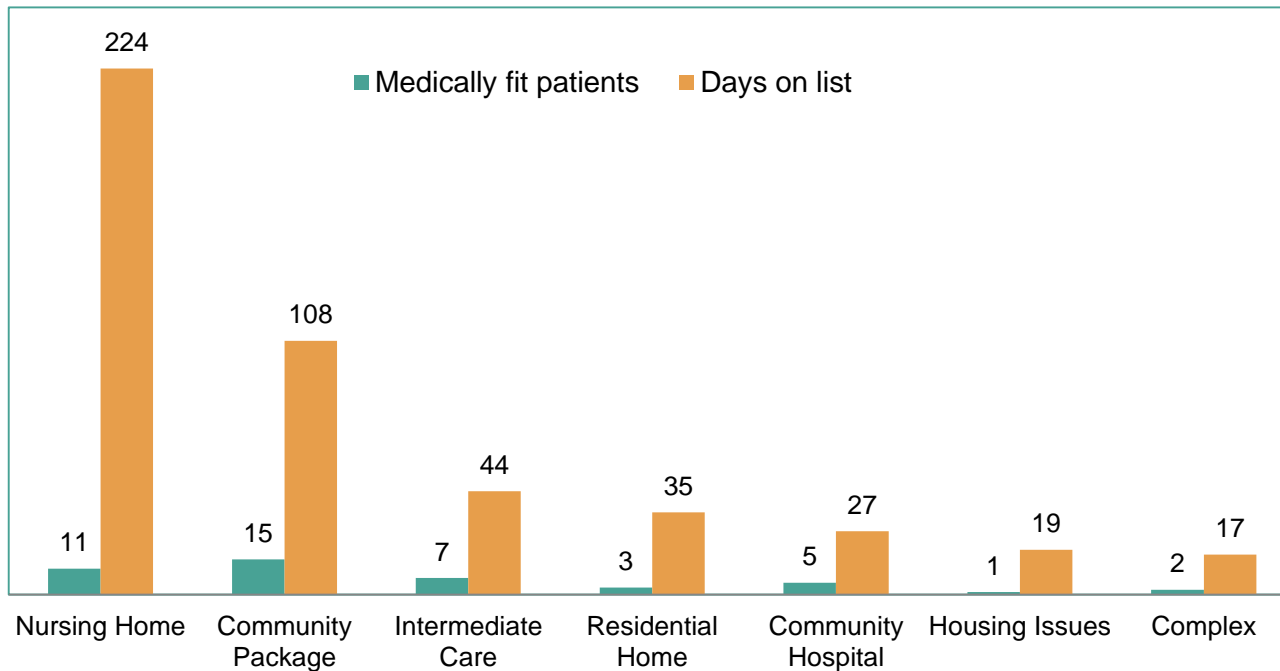
■ Daily Average 13/14      — Daily Average 12/13



## Patients Medically Fit for Discharge - patients and average days on list



## 44 patients medically fit



Wokingham Borough: 8 patients, 77 days

# Admission avoidance

- Senior review / single front door (CDU/A&E)
- Service Navigation Team – CDU/A&E
- OT / Physio – 7 days
- Single point of access hub – based in Wokingham
- Rapid response team
- Sharing data / intelligence (patients known to community matrons etc)
- Red Cross “settling back” team in A&E

## Reducing length of stay

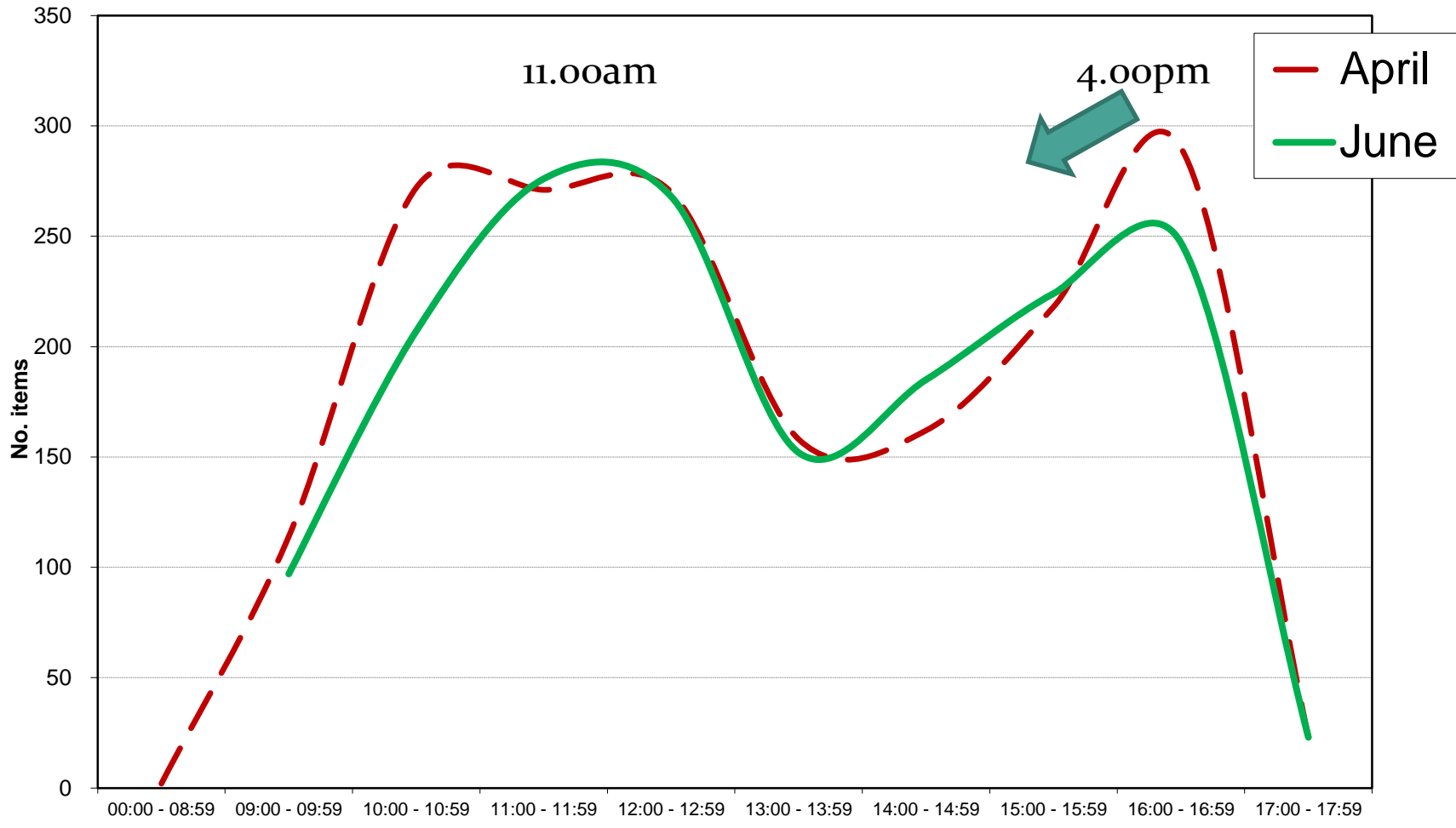
- Estimated discharge date on admission & plan for every patient
- Early communication with patient & relatives
- Multidisciplinary Ward / Board rounds
- Enhanced recovery project for Elderly Care
- Service Navigation team – “nudging the next step” / clear plan
- Sending referrals promptly – earlier assessment / warning to social services



## On the day of discharge

- Treatment continues “on the day” plus wash & dress
- Roll out of the “Victoria Ward project” – more discharges in the morning
- Drugs written up day before discharge
- Discharge lounge, comfortable area close to car park, free pick up
- Issue: only so many junior doctors, more beds open to cover
- Relatives not able to attend / logistics (keys, clothing, equipment, housing)

## Discharge prescriptions received in the dispensary



## Developments in Pharmacy

- 7 day working pilot introduced Jan 2013
- “Robot” dispensary
- Tracking system
- Air tube system (under pressure)
- Ward based pharmacists
- “Satellite” pharmacy (in CDU / surgery)
- Green Bag scheme (patients own drugs)

# Patient Transport

- South Central Ambulance Service, CCG contract via Berkshire Shared Services
- RBH a “user” – a Berkshire wide contract
- SCAS Coordinator based in discharge Lounge
- Patients on transport identified early - list to matrons daily
- Daily report: “patient ready on time and transport on time” to operations meeting
- Issue - finite daily capacity
- Issue - logistics – where patients going to / bariatric / transfers, % stretchers, day to day surges, Inter hospital transfers
- Red cross help in A&E during evening