

Urgent Care Review

- NHS England's Urgent and Emergency Care Review will develop a national framework and associated guidance for clinical commissioning groups in 2015/16 to help them commission consistent, high quality urgent and emergency care services across the country within the resources available.
- 8 early priorities identified;
 - 1. Early Senior Review
 - 2. Daily Senior Review
 - 3. A focus on discharge
 - 4. Continuity of care
 - 5. Appropriate Standardisation
 - 6. Internal professional standards
 - 7. Ambulatory Emergency as a default
 - 8. Use of patient streams to cohort admissions with minimal handovers

The Trust strategy;

Ensuring our services deliver the best healthcare outcomes for our patients.

Commitment to provide senior clinical support 7 x 7 to allow early assessment and diagnosis of urgent care patients across our specialties.

Access to appropriate specialist beds in a timely manner by optimising existing resources across acute medicine

Provision of timely diagnostics using equipment designed to deliver future health care needs

Commitment to work with our external partners focussing on admission avoidance and timely seamless discharge into the community.

Current 24/7 Services

- Stroke Care
- Primary Percutaneous Coronary Intervention (PPCI)

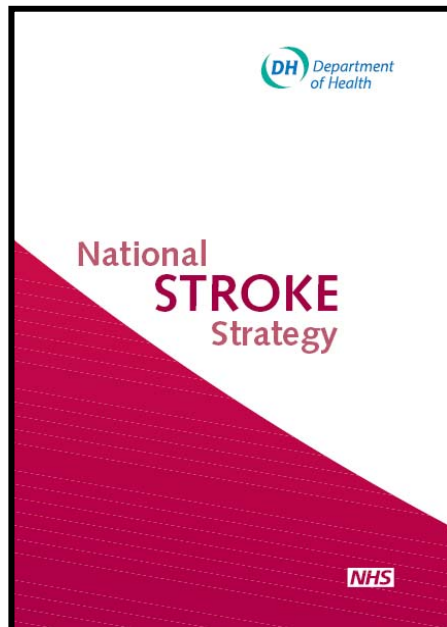
Current 7 Day Access to Senior Decision Makers

- Senior Physician at the 'Front Door' will be until 22.00 from October
- Emergency Department Consultant until Midnight 7/7
- Renal Medicine 7 day ward rounds
- Paediatric Consultant until 22.00 7 days a week
- Orthopaedics and Surgery Senior Ward Rounds 7/7

7 Day Access

- MRI/ CT Ultra sound
- OT Physiotherapy and Pharmacy

Stroke Care



Ten-point plan for action

- Awareness**
- Preventing stroke**
- Involvement**
- Acting on the warnings**
- Stroke as a medical emergency**
- Stroke unit quality**
- Rehabilitation and community support**
- Participation**
- Workforce**
- Service improvement**



Cinderella Service

- No specialist Stroke Units
- No specialist medical, nursing or rehab team
- Nursed on general medical wards
- High mortality
- High dependence on long term care
- Lack of public awareness
- Poor access to CT Scans

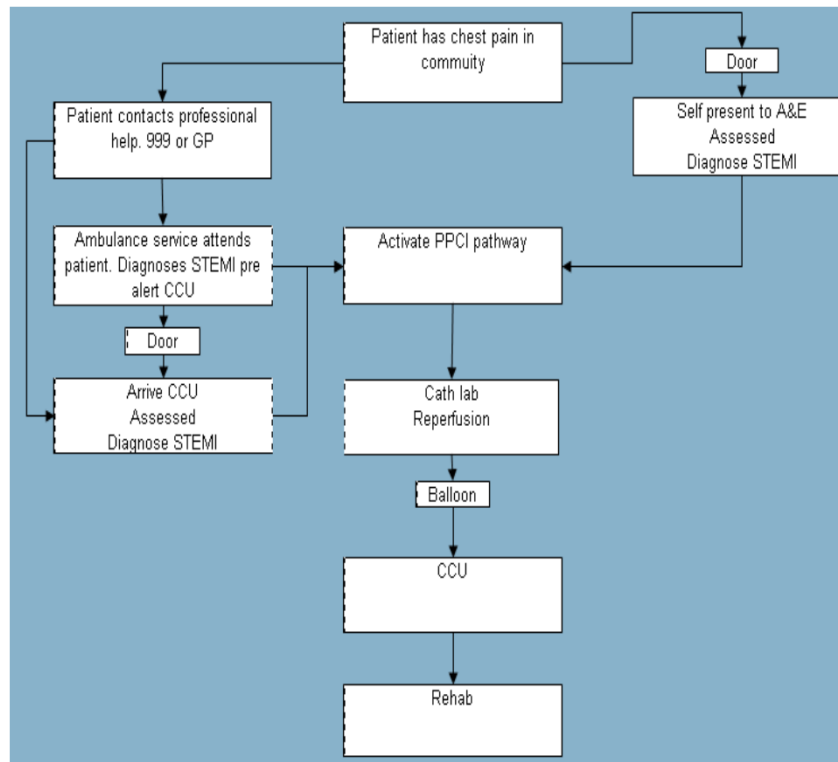
Service today

- 24 Hour Thrombolysis Service
- 7-day a week TIA clinics
- All TIAs followed up within a month (nurse)
- 90% LOS on Stroke Unit @17.4 days average
- Stroke Unit within 4 hours – additional beds given this year to support the increased demand
- CT within 24 hours

Challenges

- 90% length of stay on a stroke unit
- All stroke patients to Stroke Unit <4 hours
- Door – to –needle less than 60 minutes
- 40% patients discharged with ESD
- 7-day therapy
- SSNAP
- Stroke follow up 1 month, 6 months, 1 year

Coronary Care



ROYAL BERKSHIRE HOSPITAL SPECIALISTS ARE TREATING 90% OF HEART ATTACK PATIENTS WITHIN TWO HOURS

Royal Berkshire Hospital fastest for heart attack treatment

Figures from the Department of Health show 90% of patients at the 24/7 centre in Reading are treated in that time the National Average is 62%