



City of Westminster



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Westminster Health & Wellbeing Board

RBKC Health & Wellbeing Board

Date:	26 th November 2020
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Title:	Pathway changes for NHS 111 and Same Day Emergency Care (SDEC)
Report of:	Chelsea and Westminster NHS Trust and Imperial College Healthcare NHS Trust
Wards Involved:	Not applicable
Financial Summary:	Not applicable
Report Author and Contact Details:	Robert Hodgkiss, Deputy CEO and Chief Operating Officer, Chelsea and Westminster NHS Foundation Trust (Robert.Hodgkiss@chelwest.nhs.uk) Claire Hook, Director of Operational Performance, Imperial College Healthcare NHS Trust (Claire.Hook@nhs.net)

1. Executive Summary

With the Covid-19 infection rate increasing, it is vital that our Emergency Departments (ED/A&E) do not become overwhelmed and overcrowded.

To support this two initiatives, 111 First and a rapid expansion of Same Day Emergency Care (SDEC) services, are being implemented across London to make it easier and safer for patients to get the right treatment at the right time. These initiatives will enable patients to be referred to the most appropriate urgent or emergency service for their needs, helping them avoid waiting around to be seen.

2. Key Matters for the Board

The Board are asked to note and help promote use of the following changes to transform urgent and emergency care in London:

1. NHS 111
2. SDEC pathways

3. Background

Emergency Department timeslots (Heralded pathway)

In London, NHS 111 is already able to book appointments for patients at the majority of Urgent Treatment Centres (UTCs) and GPs, and this is being **expanded to include all London EDs (A&Es) by 1 December**. This will enable Emergency Departments to be aware of demand and be able to better manage the flow within their departments.

- **Wave 1 went live on 30th September and included Chelsea and Westminster Hospital in North West London.** People contacting 111 that are local to five hospital sites in London **and in NWL the pilot site was Chelsea and Westminster** and who are assessed as needing to attend an ED (A&E), will be advised where they need to go for treatment and a timeslot will be booked for them. Information about the patient will be transferred from 111 to the receiving ED, this will include whether the patient is on the National Shielded List enabling the ED reception to prepare for their arrival.
- **Wave 2 (proposed go live 30/10/20 delayed for NWL sites until 16/11/20 due to implementation of IT ED booking system) sites include Northwick Park, Ealing and West Middlesex Hospitals and several other London hospitals:** Newham Hospital, Whipps Cross Hospital, Homerton Hospital, St Thomas Hospital, Princess Royal University Hospital, Kings College Hospital (Denmark Hill), Barnet Hospital, Royal Free Hospital, Kingston Hospital, St Helier Hospital, St George's Hospital.
- **Wave 3 sites (live by 30 November) include Hillingdon, Charing Cross and St Mary's Hospitals and also include:** Queens Hospital (Romford), King George Hospital (Redbridge), University Hospital Lewisham, University College London, The Whittington Hospital.

To support these initiatives and any increased pressure as we go into the winter period, capacity in the 111 service is being expanded significantly. This investment will support 111 provide a prompt and efficient service, responding to the majority of their calls in 60 seconds and ensuring very few callers abandon the call (less than 5%).

Currently **two in three people** who call 111 speak to a clinician, who oversee 111 calls, providing guidance and taking over the call if a patient has more complex needs. Parents calling 111 for their children are more likely to speak to a clinician, as well as callers with pre-existing health conditions. 111 clinicians have access to individual care plans, mental health crisis plans and lists of shielded patients, which means that they can deliver the best and most efficient care possible.

NHS 111 can make direct appointments at GP surgeries and Urgent Treatment Centres - as well as send an ambulance should the patient's condition be serious or life-threatening.

Implementation of Same Day Emergency Care (SDEC) pathways

SDEC is the provision of same day care for emergency patients with certain conditions who would otherwise be admitted to hospital. Patients presenting at hospital with relevant conditions can be rapidly assessed, diagnosed and treated without being admitted to a ward, and if clinically safe to do so, will go home the same day their care is provided.

In London, implementation of SDEC pathways that make up 60% of SDEC activity are being accelerated with an immediate focus on high risk groups such as children with asthma. This means that wherever you are in London, the high-quality care will be the same.

NWL is working with providers to implement a set of core standards across all SDEC services, these include:

- SDEC units are operational at least 12hrs x 7 days
- SDEC units accept referrals for the 12 London priority conditions
- SDEC units accept direct booking following 111 clinician triage
- SDEC units can accept frail patients suitable for same day care in recognition that existing Frailty services do not meet the 70 hours a week National standard
- SDEC units are staffed by dedicated ED and/or acute medicine consultant(s)

4. Options / Considerations

4.1 The Committee is asked to note the changes to SDEC and NHS 111 pathways

5. Legal Implications

5.1 There are no legal implications as result of the changes being made to transforming urgent and emergency care pathways

6. Financial Implications

6.1 N/A

If you have any queries about this Report or wish to inspect any of the Background Papers please contact:

Robert Hodgkiss Robert.Hodgkiss@chelwest.nhs.uk or Claire Hook
Claire.Hook@nhs.net

APPENDICES:

N/A

BACKGROUND PAPERS:

N/A