

Report to: East Sussex Health and Wellbeing Board

Date: 18 September 2018

By: Director of Commissioning Operations, High Weald Lewes Havens CCG

Title: High Weald Lewes Havens Clinical Commissioning Group (CCG) A&E activity update

Purpose: To update the Health and Wellbeing Board (HWB) on A&E activity across High Weald Lewes Havens CCG and to discuss the opportunity for the CCG to work in collaboration with the HWB to communicate messages about locally commissioned urgent care services to the public

RECOMMENDATIONS –

The Board is recommended to:

- 1) consider and comment on the report; and**
 - 2) discuss how the CCG might work with the HWB to communicate with the public about locally commissioned urgent care services**
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1. Introduction

1.1 July 2018 saw the highest number of A&E attendances across the country in the last four years with more than 2 million attendances. Furthermore, figures published by NHS England showed that calls to NHS 111 also increased by 7.6% to 1.4 million. This increased level in activity is linked to the July heatwave and locally the Heatwave Plan across Sussex was implemented.

1.2 The national picture was also reflected at Brighton and Sussex University Hospital NHS Trust (BSUH) with an increase in A&E attendances for High Weald Lewes Havens Clinical Commissioning Group (HWLH CCG) registered patients. The number of non-elective admissions, however, was similar to that of June 2018. At both East Sussex Healthcare NHS Trust (ESHT) and Maidstone and Tunbridge Wells NHS Trust (MTW) there were small decreases in A&E attendances and non-elective admissions by HWLH CCG registered patients.

1.3 In July 2018, there were 3,266 A&E attendances for HWLH CCG registered patients, of which ~62.3% were at BSUH, ~ 24% at MTW and ~13% at ESHT.

1.4 In July 2018 there were 1,025 non-elective admissions for HWLH CCG registered patients, of which ~58.7% were at BSUH, ~25.5% at MTW and ~15.7% at ESHT.

2. Supporting information

2.1 At BSUH there was an overall increase in the Urgent Care Centre activity, resulting in performance against the 4 hour standard for July 2018 at 85.2% (95% target), which was a 0.5% decrease in performance from June. In total there were 2,036 A&E attendances in July 2018 for HWLH CCG registered patients compared with 1,994 in June 2018; an increase of 2%. In relation to non-elective admissions, there were 568 for HWLH CCG registered patients in July 2018, compared with 513 in June.

2.2 At ESHT performance against the 4 hour standard for July 2018 was 92.2% (95% target) which was 3.5% below the Trust's performance for June. In total there were 432 A&E attendances in July 2018 for High Weald Lewes Havens CCG registered patients compared with 450 in June. While the Trust reports an overall fall of 1% in demand month on month attendances in July 2018 were 0.006% higher than in July 2017. In relation to non-elective admissions there were 138 for HWLH CCG registered patients in July 2018. While the Trust reported an overall 10% increase in

non-elective admissions in July 2018 compared with July 2017 for HWLH CCG registered patients there was a 24% decrease in non-elective admissions.

2.3 At MTW performance against the 4 hour standard for July 2018 was 93.1%% (95% target) which was 0.6% below the Trust's performance for June. In total there were 798 A&E attendances in July 2018 for HWLH CCG registered patients compared with 824 in June. In relation to non-elective admissions there were 319 for HWLH CCG registered patients in July 2018. This compared with 365 non-elective admissions for HWLH patients in June, a decrease of 14%.

2.4 There are a number of urgent care services commissioned locally that provide patients with an alternative to attending A&E. These include NHS 111 (telephone and online), pharmacies (extended access and NUMSAS), GP practices (extended hours, out of hours and improved access [due to go live on 1 October 2018]), minor injury units at Lewes, Uckfield and Crowborough Hospitals, Walk in Centres at Brighton and Eastbourne stations, emergency dentist (accessible via NHS 111 or NHS Dental Helpline) and Sussex Mental Healthline.

2.5 There is evidence to suggest that ~30% of all BSUH A&E attendances could be repatriated into other local urgent care services. A patient experience survey undertaken by Healthwatch in January 2018 at the Royal Sussex County Hospital (RSCH) highlighted that of the 50 patients surveyed, none had sought advice from pharmacy or other available community services and 66% had not contacted their GP prior to their A&E attendance. The recommendations provided by Healthwatch as part of their review of patient experiences at the RSCH included making it easy for people to access and understand alternatives to A&E, particularly NHS 111 and the other alternatives available to patients such as the Minor Injuries Units. This would be facilitated by providing information which specifies where, when and how each service could be used.

2.6 In recognition that there are challenges to patients around the navigation of the urgent care system, the CCG as part of the Central Sussex and East Surrey Commissioning Alliance (CSESCA) has an ongoing programme to engage and support patients and the wider public in making the right choices about accessing services. This will not only contribute towards improving the patient experience when accessing service but will also help to reduce unnecessary A&E attendances at our local acute Trusts. As part of this engagement, the CCG would like to discuss the opportunity to work in collaboration with the East Sussex Health and Wellbeing Board (HWPB) in communicating with the public about locally commissioned urgent care services and what form this might take.

3. Conclusion and reasons for recommendations

3.1. The HWPB is recommended to note the update on local A&E activity. The HWPB is also recommended to discuss the opportunity for the CCG to work together with the HWPB in communicating to the public about locally available urgent care services, and what form this might take.

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