

Health Scrutiny Committee: 14 October 2015

Winter Pressures and Delayed Transfers of Care

Response from West Suffolk NHS Foundation Trust

Question 3f) – What are currently the three most significant factors which contribute to delays in discharging patients from West Suffolk Hospital?

On examination of our validated Delayed Transfer of Care (DTC) reports for the months of July and August 15 the highest number of reportable delays are attributed to:

- Patients waiting for Continuing Healthcare (CHC) placement/care package (this includes fast track), across all counties. (We have patients from Cambridgeshire, Norfolk and Essex)
37 reported in July, 38 reported in August – TOTAL 75
- Patients awaiting on-going bed based community rehabilitation, across all counties.
31 reported in July, 37 reported in August – TOTAL 68
- Patients waiting for Domiciliary care, Adult and Community Services attributable, across all counties
22 reported in July, 28 reported in Aug – TOTAL 50

Question 3h) – How do the hospitals manage delays attributable to patient or family choice?

There were 34 reported delays during the months of July and August attributed to patient/family choice.

The West Suffolk NHS Foundation Trust has recently reviewed its Direction on Choice Policy. Delays attributed to patient/family choice are monitored by both the Discharge Planning and Medically Fit Teams. When patient family choice has been exercised these teams issue letters to the patient and or their families offering support and advice to help minimise any delay. The Discharge Planning and Medically Fit Team also meet with the patient and or their families to help resolve any problems.

Question 3i) – What steps have been taken to improve arrangements for dispensing medication and booking transport earlier in the discharge process?

The Emergency Care Intensive Support Team (ECIST) is a national team set up to provide support to health and social care communities in reviewing their systems for urgent and emergency care.

As a result of working with ECIST, ward/board rounds occur in the morning reviewing sick patients and discharges that day and the next day, this enables the team to sort TTOs (To Take Out medications) earlier in the day or the day before. Estimated

dates of discharge are set at the board round to further assist with the planning of TTO prescribing. The transport contract is being renegotiated as we further implement the 'Home for Lunch' initiative successful throughout our 'perfect weeks'. This is supported by the introduction of a discharge waiting area.