

Borders NHS Board**NHS BORDERS 2011/12 FESTIVE HIGHLIGHT REPORT****Aim**

This paper provides a high level snapshot of activity over the recent festive period.

Background

NHS Borders produced a Winter Plan which included actions to enable the system to cope over the festive period, as well as wider winter related challenges that may arise. Over the next two months a full Festive Report will be produced, which will include more detailed analysis of activity over the festive period and which will make recommendations for further approaches to effectively managing periods of peak demand within the system.

Summary

Early indications suggest that NHS Borders, through effective joint working across services and partner organisations, performed better this year in managing service demand compared to previous years. The challenge remains to maintain and build on this success throughout the next year and beyond.

Recommendation

The Board is asked to note the Festive Highlight Report.

Policy/Strategy Implications	Reflects the outputs of planning which is in-line with Scottish Government Winter Guidance.
Consultation	Information included within the report has been shared with the Winter Planning Group which has clinical and management membership from a range of NHS and partner organisations
Consultation with Professional Committees	As above.
Risk Assessment	Learning from the 2011/12 festive activity will inform future winter planning, in order to assess for and mitigate the impact of potential risks to service delivery
Compliance with Board Policy requirements on Equality and Diversity	The Winter Plan aims to ensure the needs of all service users continue to be met under a period of increased pressure. Actions within the plan are not expected to

	disadvantage any particular groups are individuals.
Resource/Staffing Implications	No specific implications within this highlight report, any wider implications will be addressed within the full Festive Report

Approved by

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NHS Borders 2011/12 Festive Highlight Report

The NHS Borders Winter Planning Group met in January to consider performance over the festive period and to agree content and key messages for the 2011/12 Festive Report. Overall, feedback from clinical boards and service areas suggested that NHS Borders had performed well in terms of meeting demand and maintaining patient flow over the festive period, exceeding performance in previous years. Patterns of activity were similar, with the exception of being busier in the days following Christmas than is usually the case. The bullet points below outline some key areas around performance over the festive period:

- **Strengths** – Improved targeted levels of cover over public holiday weekends (OT, PT, pharmacy, START etc) and more effective use of available resources. Proactive daily patient flow meetings over a three week period including public holidays resulted in improved co-ordination and prioritisation of resources across different services and organisations (i.e. including social work). Despite a reduced bed complement and increased level of activity within the acute setting, overall the system managed demand better than in previous years and there was more of a sense of working jointly as a single team to manage pressures.
- **Recommendations for future winter planning** – These are currently being discussed across services and clinical boards, but early suggestions for further work to build on this years success include; improved workforce planning to ensure adequate levels of cover from targeted services on key festive dates; further work to ensure that full MDT meetings take place each week over the festive period in key wards; and additional planning within services to organise staffing contingency arrangements for key dates over the festive holiday.
- **Emergency Department (ED) activity summary**
 - total of 605 attendances over both public holiday weekends (3% increase compared to previous year)
 - The busiest day was 27th Dec, followed by 2nd Jan and then 3rd Jan
 - 37% of attendances were admitted to BGH, 56% were discharged home & 7% were discharged to BECS which were similar proportions to the previous year
 - 98% performance against the 4hour Emergency Access Standard (EAS) over December (highest Dec performance since 2007). A significant reduction of EAS breaches over the festive period compared to the previous year (12 compared to 31 last year) represented a significant improvement in demand management
- **BGH activity summary**
 - 827 emergency admissions (22% increase compared to the previous year)
 - 809 discharges (representing 98% of the total volume of admissions, compared to 93% last year)
- **P&CS activity summary** – No issues reported by primary care or community nursing over the festive period, the following data relates to community hospital activity over the festive period:
 - Significant reduction in admissions over the festive period compared to the previous year (only 7 compared to 68 last year)
 - Greater number of discharges than admissions over the festive period showing that capacity was available within the community hospitals
 - Increase in the proportion of discharges that took place over the public holiday weekends (18% compared to 4% in the previous year)
- **BECS activity summary**
 - Call activity was very similar to that predicted by NHS24 (Simul8 software)
 - Total of 623 calls over the two public holiday weekends (just over half of the number received in the previous year)
 - The busiest days were similar to ED, starting with 26th Dec, followed by 3rd Jan and then 27th Dec
 - No significant presentations of flu-like illness compared to the previous two years