



**North Cumbria
Integrated Care**
NHS Foundation Trust

North Cumbria System Winter Urgent Care Performance

Cumbria Health and Wellbeing Board, February 2020

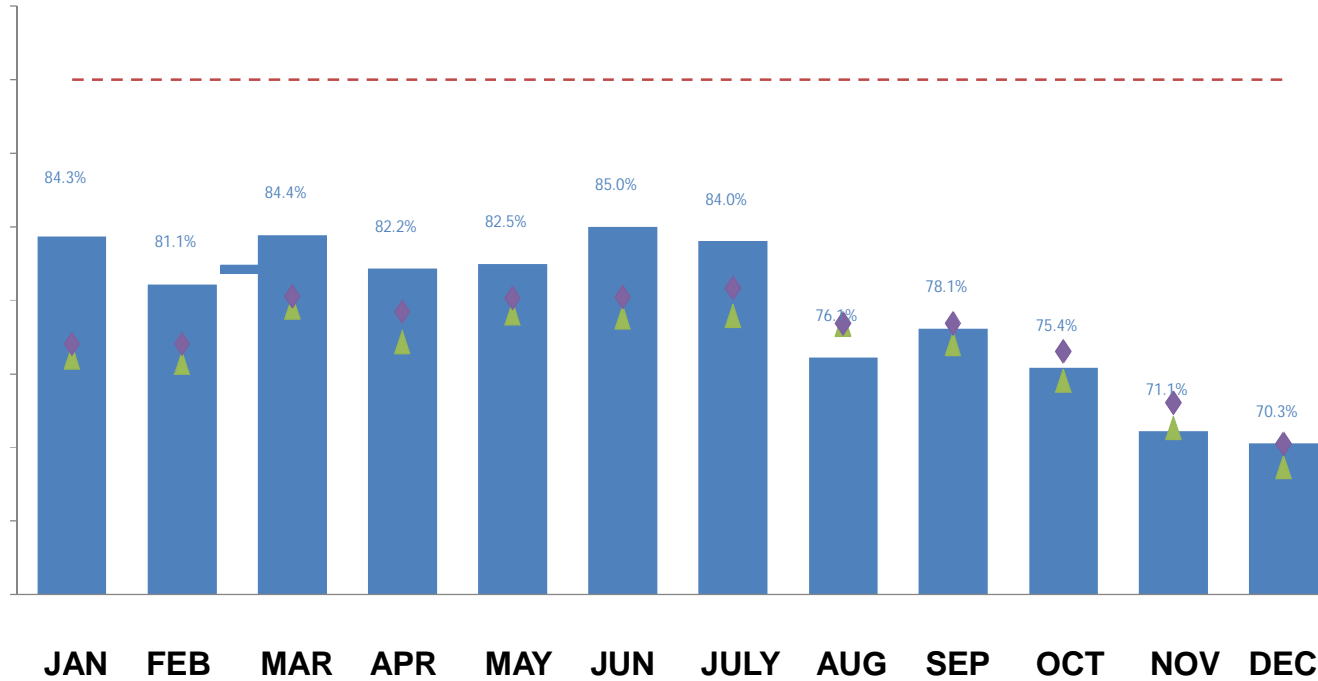


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North Cumbria Urgent Care System

- General Practice (including CHOC) reporting average activity levels for Winter
- North West Ambulance Service average activity, but significant rise in handover delays over 60 minutes
- Impact of seasonal flu is within the expected range
- 70% A&E performance, in line with national average. 24 twelve hour trolley breaches in December.
- Escalation Beds consistently over 85. Significant rise in Patients with length of stay over 21 days, North Cumbria is now a major outlier in increasing patients with long length of stay
- OPEL Level 4 on three separate occasions due to immediate risks to clinical safety
- **Discharge** is the key issue, supported by the Frailty Pathway and Same Day Emergency Care.

A&E Four Hour Standard Performance 2019

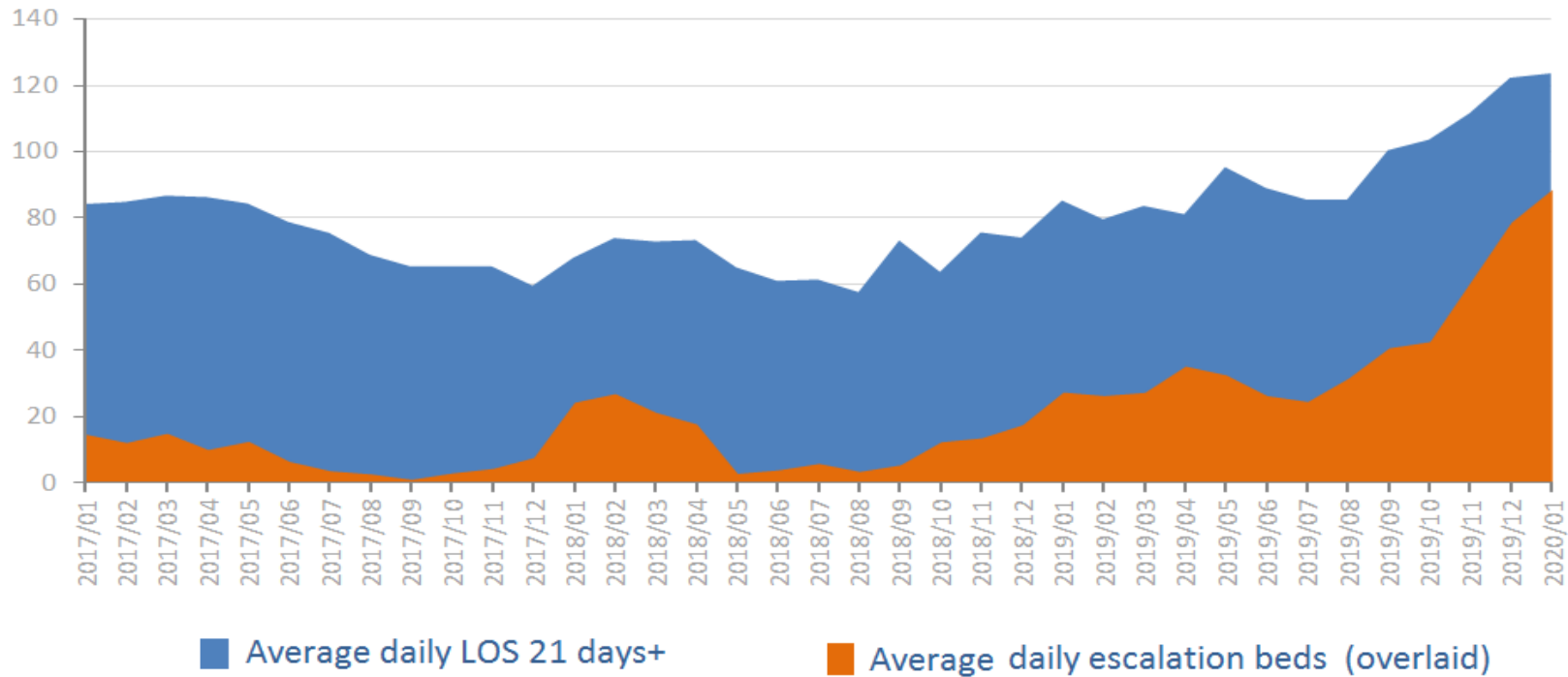


Green triangle: National Average

Purple Rhombus: Peer Average

Super Stranded Patients and Escalation Beds

Acute LOS 21+ with Escalation beds (monthly position 2017 to 2020)



Impact on Surgery

- Some cancelled Cancer and Clinically Urgent Operations
- Increased delays for non-elective trauma and orthopaedics
- Very limited elective in-patient surgery
- 52 week breaches, particularly inpatient orthopaedic, most with previously cancelled procedures
- Some patients with multiple on the day cancellations

Key Partnership Issues

- Broadly successful in managing demand (attendances and admissions) – ICC Strategy Working
- Major system challenge in discharge and length of stay
- Opportunities for improved patient flow in the Trust, e.g. Integrated Discharge Teams
- Home Care, Residential and Nursing Home Capacity, particularly EMI
- Refocus senior level engagement through the A&E Delivery Board
- Oversight from the Health and Wellbeing Board
- System Capacity and Demand Plan
- Winter Plan for 2020/21 in preparation for April 2020