

# Whitby



# Whitby – current service provision

- **Neighbourhood Care Services (NCS) – a multi-disciplinary community team**

“Home First” ethos – supporting patient to remain at home or as close to home as possible, preventing unnecessary hospital admissions and facilitating early discharge

- 24/7 nursing service
- Community therapy; Physiotherapy, Occupational therapy, Dietetics, Speech and Language Therapy
- Pulmonary /Cardiac Rehabilitation
- Specialist Nursing Services; Heart Failure, Bladder and Bowel Health, paediatric continence, Wound Care and Tissue Viability

# Whitby – current service provision

- **Minor Injuries Unit**

- 8am-8pm - 7 days per week
- X-ray facilities Monday to Friday 9.00am – 5.00pm and Saturday to Sunday 9.00am – 12.00pm (provided by York FT)
- Average attendance 800 per month, peaking in August (+1000)
- 100% patients discharged within 4 hours ( 93% discharged within 2hrs)

- **In-Patient Ward**

- 24/7 - 20 beds recent increase to 24 to support winter pressures.
- Step Down - Rehabilitation for medical/surgical/complex long term conditions .
- End of life/palliative care
- Step up patients from within the local community
- Day cases – care for patients requiring blood transfusions/intravenous infusions
- Average age of patients is over 90 years old
- Average bed occupancy 87.3%
- DToC 11.8%

# Whitby – current service provision

- **GP Out of Hours Service**

**(delivered via subcontract with Vocare)**

- Average 255 calls per month (39% supported via non face to face advice and support)
- Service also supports the ward OOHs

- **MSK Physiotherapy**

- Monday – Friday self referral service for assessment/treatment of musculo-skeletal (MSK) pain or problems. Such as soft tissue injuries, joint pain, or rehabilitation after trauma or surgery.
- Average 144 new patients referred each month, average 6 working days wait

- **Outpatients Services**

- Support delivery of clinics for a range of specialities for HRW CCG patients via James Cook Consultants

# What's different?

- Single Point of Access for NCS
- Single electronic patient record on SystemOne
- Integrated community multi-disciplinary team working
- Recruitment to specialist posts - SLT, dietetics and heart failure
- Support to patients in home environment on OPAT pilot
- One ward, supporting 20 patients
- MIU opening 8am – 8pm
- Collaborative working with patient flow managers at Scarborough, York and James Cook
- Daily bed dial in to aid patient flow, capacity and referrals
- Weekly MADE call – Multi agency discharge event

# Future Plans

## Hospital refurbishment

- to start 23<sup>rd</sup> March 2020
- completion due Summer 2021



Caring, Learning and Growing

# Next Steps - New Model of Care

## Redesign of Urgent / Unscheduled Care Services

- Review of MIU, GP OOHs and overnight nursing services
- National move to Urgent Treatment Centre
- Stakeholder workshop booked – May 2020

## Primary Care Network

- Further develop multi- disciplinary working across organisational boundaries