

Item 5: Reducing Accident and Emergency Admissions: Part 1.

By: Peter Sass, Head of Democratic Services

To: Health Overview and Scrutiny Committee, 14 October 2011

Subject: Reducing Accident and Emergency Admissions: Part 1.

1. Background

- (a) At the meeting of 10 June, the Committee approved the Forward Work Programme which included a two-part review into reducing attendances at accident and emergency departments. This was further highlighted as a future area of HOSC work in the Committee's report on NHS Financial Sustainability.
- (b) The strategic questions which this review will seek to answer are:
- What is the impact of the current levels of attendance at accident and emergency departments on the sustainability of health services across Kent and Medway?
 - How can levels of attendance best be reduced?
- (c) In order to make the topic manageable, NHS organisations have been invited in two groups as follows:
- 14 October:
- NHS Kent and Medway
 - Kent and Medway NHS and Social Care Partnership Trust
 - Kent Community Health NHS Trust
 - South East Coast Ambulance Service NHS Foundation Trust
- 25 November:
- Dartford and Gravesham NHS Trust
 - East Kent Hospitals NHS University Foundation Trust
 - Maidstone and Tunbridge Wells NHS Trust
 - Medway NHS Foundation Trust
- (d) Due to the system-wide nature of the subject, it is possible that representatives from Trusts other than those given for a specific date may attend for the other session in support of other colleagues.

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- (e) The specific questions submitted to the different NHS organisation are appended to this report.

2. Recommendation

That the Committee consider and note the report.

Appendix – Questions from the Committee

Questions for Commissioners

1. Can you provide an outline of the range of urgent and emergency healthcare services available in Kent and Medway?
2. Specifically, what is the definition of 'minor injury' and 'Minor Injuries Unit'?
3. How do people currently access urgent and emergency services and how is this being developed? In particular, how is public awareness of the most appropriate service to access, for example Minor Injuries Unit against Accident and Emergency Department, being raised?
4. Since 2008, broken down by quarter, what have the numbers of attendances at accident and emergency departments been across the Kent and Medway health economy? How many of these have been:
 - a. new attendances
 - b. emergency readmissions
5. How do these trends compare to those:
 - a. across the south east?
 - b. nationally?
6. What factors explain this change?
7. Why is it important to reduce attendance at accident and emergency departments?
8. What work is being undertaken currently, and planned for the future, aimed at reducing accident and emergency attendance?
9. What are the main challenges to reducing attendance at accident and emergency departments?
10. How much is spent on urgent and emergency care services across the health economy and how much solely on attendance at accident and emergency departments?
11. What is the place of urgent and emergency care in the QIPP programme across Kent and Medway?

Questions for Kent and Medway NHS and Social Care Partnership Trust

1. Do the current levels of attendance at accident and emergency departments pose any particular challenge for the delivery of mental health services?

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2. What is the role of mental health services in reducing attendances at accident and emergency departments?
3. What is the place of urgent and emergency care in your organisation's QIPP programme?
4. From the perspective of the mental health service, what are the main challenges to reducing attendance at accident and emergency departments?

Questions for Kent Community Health NHS Trust

1. Do the current levels of attendance at accident and emergency departments pose any particular challenge for the delivery of community health services?
2. What is the role of community health services in reducing attendances at accident and emergency departments?
3. What is the place of urgent and emergency care in your organisation's QIPP programme?
4. From the perspective of the community health service, what are the main challenges to reducing attendance at accident and emergency departments?

Questions for the Ambulance Service

1. Since 2008, broken down by quarter, how many 999 calls have been received in Kent and Medway by the ambulance service? Specifically, how many of these were:
 - a. Category A?
 - b. Category B?
2. Since 2008, broken down by quarter, what proportion of emergency calls result in a patient being taken to an accident and emergency department in Kent and Medway?
3. What is the place of urgent and emergency care in your organisation's QIPP programme?
4. From the perspective of the ambulance service, what are the main challenges to reducing attendance at accident and emergency departments?