

Core brief

Daily update

(7 December 2023, 1.10pm)

Topics in this Core Brief:

- Highlight report from the Urgent and Unscheduled Care Oversight Board

Highlight report from the Urgent and Unscheduled Care Oversight Board

The Oversight Board, which includes acute and HSCP representation, with planning, eHealth and communications colleagues, continues to meet monthly to progress changes and improvements to urgent and unscheduled care across NHSGGC.

The latest meeting of the Programme Board took place on Wednesday, 29 November. Key highlights reported at the meeting included:

Flow Navigation Centre

The Flow Navigation Centre (FNC) continues to maintain a high level of activity and a sustained high closure rate, which is achieved through optimising available capacity and maximising appointments.

In October 2023, 2,245 patients took part in virtual consultations, with 42% of patients who utilised the virtual A&E service discharged from the comfort of their own home, having received appropriate care and advice that meant they did not have to attend our EDs in person.

A further 40% attended their local Minor Injuries Unit and only 16% were directed to the emergency department, ultimately reducing the number of people physically presenting at our EDs.



Call Before You Convey

Work is ongoing in tandem with the Scottish Ambulance Service (SAS) in relation to Call Before You Convey (CBYC). 121 calls were made from the SAS in October.

Continued focussed communications with SAS crews and at the front door are ongoing to encourage the use of CBYC alongside plans to fully integrate SAS Advanced Practitioners into the Flow Navigation Centre's team to allow for sharing of MDT skills and learning and fluidity of roles, as well as widening the pool of those available to work in FNC.

Discharge Without Delay

Following engagement with representatives from Service, the TrakCare team have delivered a demonstration of the functionality to support Criteria Led Discharge. The TrakCare proposal is being approved via the appropriate governance route. Engagement with Business Intelligence has commenced to consider reporting requirements prior to the solution being implemented. It is anticipated there will be a soft go-live on 15 January 2024 with one ward in Inverclyde Royal Hospital.

Phase one of the Performance Storyboard is complete. Phase two will now focus on any additional requests with the priority against the outstanding unscheduled care requests from all Steering Groups.

Virtual Pathways and Interface Care

A virtual pathway is being developed for onward referral of patients who self-present at a Community Pharmacy. Patients presenting with symptoms beyond the scope of a Community Pharmacy service will be referred to the Primary Care Out of Hours Service or the Flow Navigation Centre depending on clinical appropriateness.

The revised FNC operational dashboard is expected to be published in the live environment, week beginning 4 December 2023. The trend dashboard is being progressed and the revised specification will be finalised following the FNC process mapping session on 7 December 2023.

The group continues to recognise the pressures being experienced by our teams and appreciates all the ongoing work they are doing in addition to the redesign work.

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

It is important to share Core Brief with colleagues who do not have access to a computer.

A full archive of printable PDFs are available on [website](#)