

Core brief

Daily update

(7 November 2023, 11.45am)

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, 25 October. Key highlights from 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 September 2023, 2,182 patients took part in virtual consultations, with 46.2% 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 38% attended their local Minor Injuries Unit, and only 14.2% were directed to the Emergency Department, ultimately reducing the number of people physically presenting at our EDs.



Discharge Without Delay (DWD) Dashboard

The group was updated on the latest iteration of the DWD Dashboard, which provides regularly updated information on discharge figures across all NHSGGC sites. The dashboard shows length of stay data and time of discharge data. There has been an increase in Saturday and Sunday discharges. Time of discharge date will be refined to identify discharges before 2:00pm.

Urgent and Unscheduled Care (UUC) Health Impact

The Corporate Management Team asked for an assessment of the health impact following recent changes to UUC. The report looked at the multiple factors including Covid pandemic and local demographic changes in relation to UUC provision. Overall, emergency contacts are still lower than pre-pandemic levels although AMU presentations have increased. Attendances are disproportionately for patients from the most deprived areas, reflecting the high proportion of GGC residents living in deprived neighbourhoods and the higher burden of disease associated with living in such areas.

Virtual Pathways Steering Group

Redirection service has been further developed with Specific Minor Injuries Redirection pathways, adult and paediatrics, which went live on Monday 16 October. Trajectories have been agreed in regard to redirection of minor injuries and illness from ED.

Rapid Acute Assessment

Process mapping completed in South sector and has been shared with Clyde and North sectors to allow pathways to be replicated.

Redesign of UUC

It is noted that Front Door teams continue to face ongoing challenges of demand, particularly as we enter the winter period, and the Oversight Board recognises that there is still a significant amount of work to do to counter the issues faced by service teams.

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