

County Durham LADB briefing 21st August 2020

Talk Before You Walk - TBYW Will launch across Central ICP on 1st September 2020

Purpose

This briefing to ensure County Durham LADB are aware of the national pilot TBYW aimed at supporting new ways of working due to the change in the way patients now access services in light of Covid and give assurance to the board that CDDFT are prepared to implement the above project on 1st September 2020.

Background

The national agenda recognises not only the change in patient access but the constraints providers have in ensuring social distancing measures continue. The purpose of the TBYW pilot is to ensure that people can be seen and treated appropriately based on their care needs in the right place, across the whole system of primary care, urgent and emergency care and community based services.

Locally our response to the pandemic has already been for patients to access services applying the 'talk before you walk' principles as this is also in line with the NHS England guidance and Standard Operating Process for Primary Care.

Locally we are now implementing this message to support the national pilot by using the term 'Do Your Bit' – which will aim to encourage patients to continue to speak to their GP practice during opening hours or go to online111 / call 111 out of hours or for urgent emergency care to ensure they are treated in the most appropriate way for their healthcare needs.

The campaign will emphasise it is the right thing for patients with life threatening emergencies to dial 999 for rapid treatment.

Implementation

The first phase of the pilot went live on Monday 3rd of August 2020 across the North ICP (Newcastle, Gateshead, North Tyneside and Northumberland).

In the South ICP and Central ICP's (Tees Valley, Durham, Sunderland and South Tyneside) this will take place on the **1st September 2020**.

CDDFT are part of the Central ICP - Durham, Sunderland and South Tyneside and are at different stages of implementation. For the purposes of this project the group are including Darlington in their work.

County Durham & Darlington local project group

Patients in County Durham are being advised to 'talk before you walk' and phone ahead before heading to hospital.

County Durham and Darlington NHS Foundation Trust (CDDFT) and County Durham Clinical Commissioning Group (CCG) are working together in a CDDFT County Durham project group to ensure we are aligned with the aim of advising people not to just turn up at A&E - as they may risk being turned away. See project plan for aligned staff within CDDFT and CCG and work undertaken

The move follows changes to how A&E and Urgent Treatment Centres work across the country.

From 1st September 2020

- A&E at; **University Hospital of North Durham (UHND)**
- Urgent Treatment Centres, at; **UHND, Bishop Auckland Hospital (BAH), Peterlee Community Hospital and Shotley Bridge Community Hospital (SBCH)** will move to an appointment-based system to make them safer for patients and staff during the COVID pandemic.

The project group are;

- **Developing and employ a range of social marketing techniques** to maintain the positive changes in patient behaviour to ensure patients access and use UEC Services appropriately;
- **Encouraging patients to contact NHS 111** or their GP practice (both online and telephony) rather than self-presenting to UEC Services to enable an early diagnosis to be made and then an effective and timely response provided by the right clinician in the appropriate setting;
- Implementing a rapid triage model for self-presenters which will ensure the earliest possible review by a senior clinical decision maker to manage flow and to prevent crowding; **patients will be streamed to the most appropriate alternative service which will include GP practices and NHS111. This will require A&Es and UTCs to have access to GP practice appointment ledgers to utilise the ring fenced 111 appointment slots**
- **Delivering a more functionally integrated NHS 111 CAS.** Transformation will include;
 - Warm transferring 'speak to' and 'contact' primary care dispositions from NHS 111 to local urgent primary care providers at 'Place' (OOH) in order that a senior clinical decision maker (GP) is able to provide an effective and timely response to avoid unwell adults and children being driven to use EDs and UTCs;
 - Reducing the number of patients being referred or conveyed to EDs.

- Enhancing the already close links with in-hours primary care .
- **Facilitating a rapid access for NHS 111 and GPs** to specialist advice and guidance and where necessary refer electronically to hospital to ensure patients enter appropriate clinical pathways in order that a significant proportion of adult patients requiring emergency care can be managed safely and appropriately on the same day/next day, either without admission to a hospital bed at all, or admission for only a small number of hours;
- Further develop the role of community pharmacies in line with the expectation of the NHS Long Term Plan to better support minor illness and urgent medicines supply as an integral part of the NHS urgent care system.

Readiness for the change

System one timeline	
Timeline	
Standard	Date to be implemented
Increased 111 capacity	18 Aug 2020 confirmed
Secondary care DoS dispositions	18 Aug 2020
ED referral and booking	18 Aug 2020 testing and implementation in progress for CD practice s Checking on Darlington practices CHS not implementing to Easington Locality practice from trust in phase 1 – dates TBC
Evaluation	1 Sept 2020 in place
Comms	20 th August 2020 In place ready to send Checking on materials to give out
GO LIVE	1 Sept 2020

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- Operational delivery - NEAS and CAS and 111 in place
- Communications
 - locally all materials drafted and prepared including press releases and stakeholder briefings
 - regional coms are to lead the roll out however material has not been shared this has been escalated as a risk
- Enhanced streamers in ED to triage patients and divert where appropriate– plans are in place at both sites
- CDDFT Consultant for ED and managers all involved in the change and supportive
- IT and infrastructure
 - A&E and UTCs now have remote access to all GP practice appointment systems and appointments ring fenced for this purpose

- Systems in place to transfer patient information from 111 to ED and from ED to practices and vice versa
- Mental health 24/7 Emergency service now in place and promoted alongside TBYW
- ED have processes and measures in place for shielded patients and social distancing
- Standard Operating procedure in place

Risks and Issues to raise to LADB for awareness only

- TBYW is launching at ICP level and Sunderland and SoT have some operational difficulties.
- They will be launching a service however won't have all aspects in place, for example remote booking out of ED into Primary care.
- **This will affect the assurance document we submit for Central ICP to NHSE however CDDFT have their own assurance template and will accompany all ICP documents.**
- NEAS / 111 are raising some concerns around capacity and funding – we are working through this currently and will not stop delivery in Durham

Summary

- CDDFT will be launching the full TBYW initiative on 1st September 2020
- CDDFT and CCG managers will work together to address any process issues following the launch and resolve

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