

# ***Collaboration in Action***

## ***'Clinical Optimism,***



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- ***“ For us who nurse, our nursing is a thing, which, unless we are making progress every year, every month, every week, take my word for it, we are going back”***

- ***Florence Nightingale***
  - ***1820 - 1910***

# NHS Statistics, Facts and Figures

The scale of the problems facing the NHS

- The UK population is 64.6 million.
- The NHS treats over 1 million patients every 36 hours.
- There were 16.3 million hospital admissions in 15/16. 28% up on the previous decade.
- The annual attendances in A&E 16/17 were 23.4 million. Poole + 8% this year !
- 2017/2018 2.8 million people waited over 4 hours.
- 1.8 million people were in contact with mental health services 63,622 were sectioned under the mental health act.
- April 17 saw 3.8 million on waiting lists.
- 3 million people with diabetes alone.
- 26.9% of men and 26.8 % of women classed as Obese.

# NHS Staff

- 1.048 million WTE 2017 5<sup>th</sup> largest employer in the World.
- 106.430 Doctors.
- 285.893 Nurses.
- 21.597 Midwives.
- 132.673 Scientific, Therapeutic and Technical Staff.
- Managerial positions account for 2.97% of all staff 2017.
- Health Expenditure = 9.75 % GDP , USA = 17.21%  
Germany 11.27% and France 10.98%

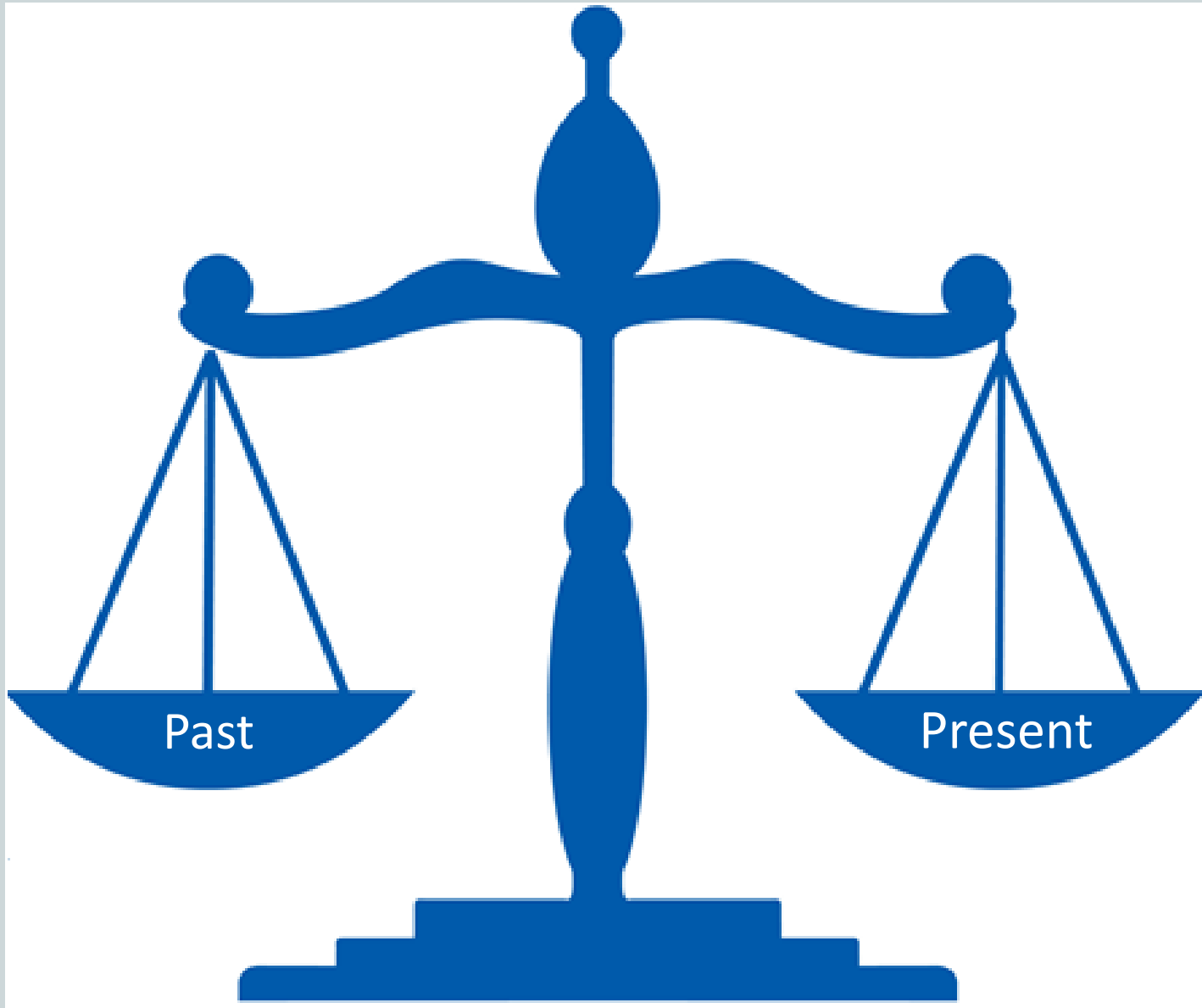
Lets look at three key areas around  
clinical services now

**History**

**A&E**

**Mental Health**

# History and the NHS



# Does History repeat itself ?



# The Return of the Leech





# The A&E Target



# NHS Routine costs verses A&E

We have choices why don't we make them?

- £247 to call and ambulance.
- £124 for a single visit to A&E.
- £32 for an appointment with your GP.
- £16 to call NHS 111.
- £0.46 to click on NHS choices web page.

# ← A&E Department

**Summer cough**  
Should be at  
the pharmacy

**Stomach ache**  
Should see  
a GP

**Unsure or  
confused about  
an illness**  
Should call  
NHS 111

**Minor cuts  
and sprains**  
Should be at  
the Minor  
Injuries Unit

**Sunburn**  
Should treat  
themselves  
at home from  
their medicine  
cabinet

**Severe chest pain**  
Shouldn't have  
been in a  
queue

# 4 Distinct Treatment Pathways

- ED: patients seen assessed and either discharged or referred on.
- EAU Hot Clinics: patients seen from ED or GP by emergency care consultants and nurse practitioners and discharged or decision to admit.
- EAU inpatient area: LOS below 24 to 48 hours unless treatment would require longer and then transferred to ward.
- MIU: Elective , Semi-elective, and semi-urgent ambulatory treatment and care.

## **Our Key Issue / Dilemma**

**How do we sift out patients that could have gone to their GP?**

# GP Streaming!

## Premise

Up to a third of patients attending A&E required no significant treatment

- NHS England , all hospitals had by Christmas 2017 GP streaming in place.
- Triage at front door to, GP, Minors and Majors.
- Reduce crowding and take pressure of already busy departments.
- 12 hours of a GP per day available initially.
- 100 Million of capital was available and the cost of the service had to be found within existing budgets.

## Concerns

This could increase attendances as people who cannot see their own GP realise they can be seen at the hospital.



# Facts about Mental Health

- People living with a serious mental condition die 12-13 years younger than other people .
- One in Four people in the UK will experience a mental health problem.
- In the UK they are responsible for the largest burden of disease 28%, compared to 16% each for cancer and heart disease.
- On average based on 2013 there are 6,233 suicides recorded in the UK per year for people aged 15 and older; of these 78% were male and 22% female.

# The Cost of Mental Health Problems

- Public spending is focused almost entirely on coping with the problem research received only 5.5% of UK research spending = £115 Million.
- Mental health problems constitute the largest single source of the World economic burden estimated at £1.6 Trillion greater than cardiovascular, chronic respiratory, cancer and diabetes on their own.
- In the UK the estimated cost of mental health problems are £70 – 100 billion and each year account for 4.5% of GDP.





## What is happening

- Increased funding identified
- Access to specialist services improved
- Acute Trusts having psychiatric and youth mental health support on site
- Support in the community to avoid hospital.
- Addiction services increased (Alcohol and Drugs)

## Knowledge and understanding

To see mental health as an illness like all others and act accordingly





# Optimism, Relentless, Impossible?

- We now treat 28% more patients than a decade ago.
- 40% more operations than a decade ago.
- 23.5% more patients through A&E than a decade ago.
- NHS Expenditure has increased from 78.9 billion in 2006/07 to 123.2 billion 2017/18.
- Life expectancy is 79.4 for men and 83.1 for women.
- Average LOS in the UK is 7.0 days compared to 29.1 Japan, 10.1 France, 9.0 Germany.

**Constantly challenging accepted practice to create new improved patient outcomes**

# Lest we worry!

When I started work

- Interest rates = 11%
- Inflation 24.2%

Today

- Interest rates = 0.75%
- Inflation = 2.5%

But!! The pound was worth £9.58 compared with today's value.

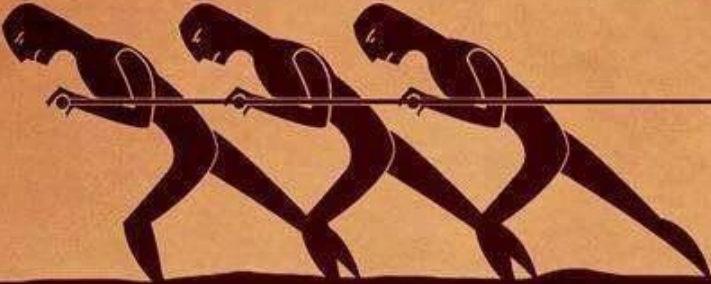
# Working Together, *'It makes all the difference'*

The Dorset Clinical Services Review

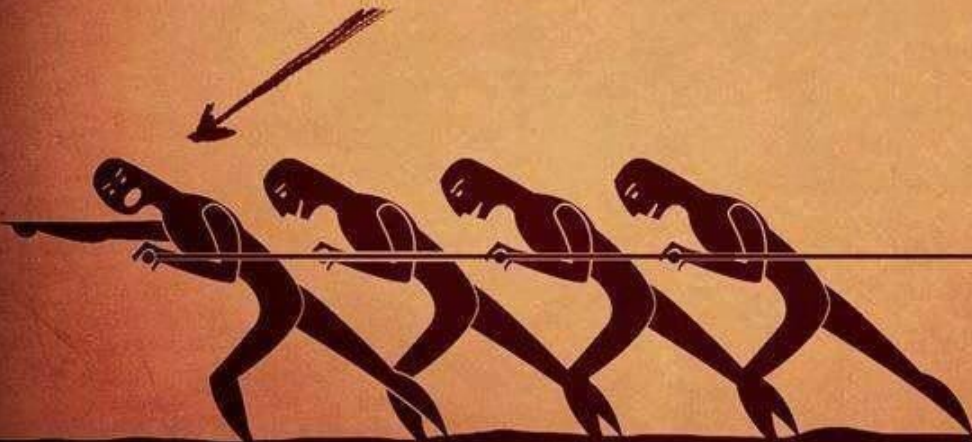


**Collaboration  
in Action**

**BOSS**



**LEADER**



Questions?