

NHS Board Meeting
29th July 2020

Lanarkshire NHS Board
Kirklands
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SUBJECT: ALTERNATIVE ACCESS ROUTES TO URGENT CARE

1. PURPOSE

This paper is coming to the Board:

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
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2. ROUTE TO THE BOARD

The paper has been:

Prepared	<input type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input checked="" type="checkbox"/>
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by the Executive Medical Director.

3. SUMMARY OF KEY ISSUES

A presentation was shared with West of Scotland Medical Directors as a discussion document to stimulate and inform service redesign. The aim of the presentation was to discuss how best to 'lock in' successful Covid19 Pathway Changes:

1. Patient and GP clinical conversations facilitated through an NH24 call handler and appointed by a local Board Admin team using existing technology;
2. Community Assessment Centres that provide a dedicated route for suspected Covid19/respiratory symptoms;
3. SATAs (Specialist Assessment and Treatment Area) within Acute hospitals to provide a dedicate route for suspected Covid19;
4. Advanced signposting at core EDs for patients who can be appropriately directed to another health care provider; and
5. Mental Health Assessment Units accessible for direct referral from other appropriate service providers.

This has not been formally endorsed by the West of Scotland Medical Directors, but has been commended as a starting point for local discussion. It has not been shared more widely at this stage and there are significant organisational and resource challenges and implications arising from many of the concepts outlined in the presentation.

Dr Burns will take Board Members through the key components of the presentation, which is being used to inform the development of the Board's own strategy for Out of Hours Primary Care Services and the future provision of Community Assessment Centres.

The slides are subject to discussions nationally by Board Chief Executives on Friday 24 July 2020 and at the Corporate Management Team on Monday 27 July 2020. These will be shared with Board Members in advance of the Board meeting once these discussions have been concluded and any necessary updates made to the slide deck.

Board Members will be asked to consider holding a seminar to explore these concepts in greater detail, during August 2020, so that this fuller discussion can assist in assessing the impact on current services, and assist in the development of a series of proposals to be presented to the Board at the August 2020 Board meeting setting out the way forward.

4. STRATEGIC CONTEXT

This paper links to the following:

Corporate objectives	<input checked="" type="checkbox"/>	AOP	<input checked="" type="checkbox"/>	Government policy	<input type="checkbox"/>
Government directive	<input type="checkbox"/>	Statutory requirement	<input type="checkbox"/>	Achieving Excellence/ local policy	<input type="checkbox"/>
Urgent operational issue	<input type="checkbox"/>	Other	<input type="checkbox"/>		

5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

Three Quality Ambitions:

Safe	<input type="checkbox"/>	Effective	<input type="checkbox"/>	Person Centred	<input type="checkbox"/>
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Six Quality Outcomes:

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input type="checkbox"/>
Staff feel supported and engaged; (Effective)	<input type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input type="checkbox"/>
Best use is made of available resources. (Effective)	<input type="checkbox"/>

6. MEASURES FOR IMPROVEMENT

These will be discussed at the Board Seminar.

7. FINANCIAL IMPLICATIONS

These will be discussed at the Board Seminar.

8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

The restrictions imposed by social distancing and other public health measures to safeguard staff and the public during the Covid-19 recovery phase mean that there is a risk that unscheduled care demands may not be met with the configuration of current services.

9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input checked="" type="checkbox"/>	Effective partnerships	<input type="checkbox"/>	Governance and accountability	<input type="checkbox"/>
Use of resources	<input checked="" type="checkbox"/>	Performance Management	<input checked="" type="checkbox"/>	Equality	<input type="checkbox"/>
Sustainability Management	<input type="checkbox"/>				

10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT

Not applicable – discussion document only.

11. CONSULTATION AND ENGAGEMENT

This presentation has also been shared with the Corporate Management Team, and will be discussed by the Board Chief Executives on Friday 24 July 2020 and the Corporate Management Team on 27 July 2020. These will also be shared with the Unscheduled Care Board in due course.

12. ACTIONS FOR THE BOARD

The Board is asked to:

Approve	<input type="checkbox"/>	Endorse	<input checked="" type="checkbox"/>	Identify further actions	<input type="checkbox"/>
Note	<input checked="" type="checkbox"/>	Accept the risk identified	<input type="checkbox"/>	Ask for a further report	<input type="checkbox"/>

The Board is asked to:

1. Note the presentation;
2. Endorse the suggestion that a seminar is arranged during August 2020; and
3. Endorse the proposal that a paper will be presented to the Board at the August 2020 Board meeting, setting out the way forward.

13. FURTHER INFORMATION

For further information about any aspect of this paper, please contact:

Dr Jane Burns, Executive Medical Director, Tel: 01698 858192