



Leeds Community Healthcare
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**“It’s the end of
hospital care as we
know it.....and I feel
fine”**

Rob Webster
Chief Executive
Leeds Community Healthcare NHS Trust





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“Unprecedented Times”



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“The terrible experiences came largely from wards lacking in strong, principled and caring leadership” - Robert Francis QC



**“Let’s take a
fresh
perspective”**



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Current provision of urgent and emergency care services

There are >100 million calls or visits to urgent and emergency services annually:

Self-care and self management

- 438 million health-related visits to pharmacies (2008/09)

Telephone care

- 24 million calls to NHS urgent and emergency care telephone services
 - 8.49 million calls to emergency 999 services (2011/12)
 - 4.4 million calls to NHS Direct (2011/12)
 - 2.7 million calls to NHS 111 (2012/13)
 - 8.6 million calls to GP out-of-hours services (2007/08)
- 36 million telephone consultations in general practice (2008/09)

Face to face care

- 300 million consultations in general practice (20010/11)

999 services

- 6.71 million emergency ambulance journeys

A&E departments

- 14.9 million attendances at major and single specialty A&E departments (2012/13)
- 6.9 million attendances at Minor Injury Units, Walk in Centres and other minor A&E departments (2013/13)

Emergency admissions

- 5.2 million emergency admissions to England's hospitals (2012/13)





Birmingham

- **Urgent care Bureau (Single point of access)** - takes all urgent calls from GPs and anyone else with an urgent but not emergency issue. Average 500 calls a week and puts packages into 200 individuals a week to avoid hospital admission.
- **Rapid response service** this takes patients either through the single point of access, direct from A&E or direct from wards. They have a two hour response target. The equivalent of 6 virtual wards ie 180 individuals as active patients receiving anything from 1 to 5 calls a day.
- **Community Beds** just under 400 community beds across 7 units ranging from nurse led to full consultant geriatrician and medical rota cover, running currently at 97% occupancy.
- **Integrated Multi disciplinary teams (District Nurses, OT, Physio and SW)** 40 teams who have an active caseload of approx 3,000 patients.
- These numbers are far greater than the number of acute medical beds across the 3 acute trusts in Birmingham



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What the future hospital report means for patients

Summary of Future hospital: caring for medical patients, a report from the Future Hospital Commission to the Royal College of Physicians

Facts and figures

- 1 Life expectancy at birth is now 12 years longer than at the inception of the NHS in 1948. People aged over 60 now make up nearly a quarter of Britain's population.⁹
- 2 Half of those currently aged over 60 have a chronic illness. This proportion will increase as the number of people aged 85 or older doubles in the next 20 years.¹⁰
- 3 Nearly two thirds of patients admitted to hospital are over 65 years old, and around 25% of hospital inpatients have a diagnosis of dementia.^{11,12}
- 4 The average length of stay in acute care in the UK in 2010 was 7.7 days, significantly higher than in Australia (5.1), the Netherlands (5.8) and the USA (4.9).¹³
- 5 People over 85 spend around eight days longer in hospital than those under 65 years old – 11 days compared to three. People over 85 years old now account for 22% of all days spent in our hospitals' beds.^{11,12}
- 6 There is an increase in mortality of around 10% among patients admitted at weekends. The reasons for this are complex.¹⁴ However, reports show an association between the presence of senior doctors and improved clinical outcomes for patients.¹⁵
- 7 Over a quarter (28%) of consultant physicians rate their hospital's ability to deliver continuity of care for patients as poor or very poor.¹⁶



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“Elsie’s Keys”





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There are no
gaps in my
care

I want to do the
same as everyone
else, and only have
to talk to one person

I didn't have to wait
in all day for lots of
different people to
come at different
times

I am fully involved in
the decisions and
know what is in my
care plan

*"My care is planned with people who
work together to understand me and
my carer(s), put me in control, co-
ordinate and deliver services to
achieve my best outcomes"*

It is less time
consuming if all
services are
together in one
place

The team always
talk to each other to
get the best care for
my son

I always knew
who was in charge
of my care and
who to contact

I don't have to keep
repeating myself to
lots of different
people





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**“Ditch the burning
platform, we need
a burning ambition
– a new NHS”**





Gateway to Services

Rapid Response

**Care & Case
Management**

**Recovery Rehabilitation and Reablement
Service**



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An integrated approach to care and case management





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**“A note on
culture - my
house, my rules”**



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“Leadership Matters....”



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Many NHS staff – from the blunt end to the sharp end - demonstrate every single day the values of safety, civility, and compassion, providing the highest quality of care to patients even in challenging circumstances. Their excellent work must be celebrated. More than that, their values must be continually reinforced through the commitment and actions of leaders.

Professor Michael West



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Your nation's commitment to health care as a human right and to healing as a shared mission is second to none in the world. And all of that is possible through you; only through you..

Don Berwick's Letter to NHS Staff



Summary



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