

A & E and its alternatives

	Recommendation	Recommended to	Update
1	Consider ways in which patients can be asked when they get to A & E whether they have accessed NHS 111 or GP/GP Out of Hours before arriving at A & E	York Hospital	Patients are asked when booking at reception A screen is being put into York Hospital ED so that staff can cross-reference who has been referred via NHS111 on arrival at ED; this supports this work.
2	Consider implications of our findings for the provision of minor injury and illness services in York	York Hospital	Community pharmacy has provided a lot of support for minor illness and injury provision to GPs and ED.
3	Consider targeted campaigning at 0-25 year olds about the availability of alternative services other than A & E. This may involve working with groups which work with parents, teenagers, students and children	York Hospital	Hospital happy to support any initiatives led by CCG via Urgent Care Working Group. This is a high risk target group in indentifying high risk infants. The CCG and York Hospital are jointly doing work on urgent care for the under 5's; improving access to support and advice for Primary Care and changing pathways for zero-length of stay patients within the hospital. The CCG have bought equipment for all practices within the Vale of York area so that GPs can check pulse oximetry in their surgeries rather than referring through to the hospital.

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4	There should be more clarity and information provided about the distinctions between the Emergency Department and the Urgent Care Centre and particularly in which medical circumstances it is appropriate to access the Urgent Care Centre	<ul style="list-style-type: none"> • York Hospital • NHS Vale of York CCG 	<p>Work has started to educate on best point of access for public, led by CCG</p> <p>Urgent Care communications have been going out throughout the winter which emphasise the differences between the two areas and ask people to consider which alternative they require. Additionally, the OOH service is currently providing some support to the ED and UCC services; patient information leaflets are given to every patient to emphasise the importance of 'Choosing Well'.</p> <p>The DOS (Directory of Services) for NHS111 is reviewed against existing and new services monthly or more frequently if required.</p>
5	Patients could be provided with clearer information on how busy the Emergency Department, Urgent Care Centre and GP Out of Hours are and the staffing levels in each department during different time periods.	York Hospital	<p>Waiting times are publicised for ED. UCC and GP OOH are not hospital-provided services. The UCC in York is provided by YTHFT.</p> <p>OOH services are provided by Yorkshire Doctors, who run an appointment system via NHS111. Patients are appointed to a clinic slot at one of their centres or a home visit depending on their clinical requirements. They therefore do not have to sit and wait in the interim. There is an escalation process for patients who subsequently deteriorate. Patient feedback for this service is positive.</p>

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	The approximate waiting times should provide sufficient information and should be updated regularly		
6	The lighting could be made less bright and potentially provide more comfortable seating. There could be improvements made to the amenities provided in the A & E waiting room, in terms of food and drink, including healthier options and the provision of more magazines and books. There could also be more information provided about amenities which patients can	York Hospital	This feedback has been provided to the ED team and will be considered in any future refurbishments.

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	access in A & E and York Hospital.		
7	Developments in the triaging of people with mental health issues from A & E to Crisis and Access Service should continue	<ul style="list-style-type: none"> • York Hospital • Tees Esk & Wear Valleys NHS Foundation Trust • NHS Vale of York CCG 	<p>Work continues as part of the Urgent Care Working Group.</p> <p>Mental Health services continue to work collaboratively with colleagues in Urgent Care services to assess people presenting with mental health issues and either provide direct interventions or signpost to other mental health support services. Recent investment by NHS England for liaison services will result in additional medical and nursing time available within the Liaison service to deliver input to CAMHS and medical wards.</p> <p>The 136 suite at Bootham Park was re-registered by the CQC following estates work to improve the environment to safe standards and re opened in Dec 2015, which means that people are not taken out of York locality for this provision.</p>
8	Consider continuing the expansion of Emergency Care Practitioner's direct referrals from a wider range of settings	<ul style="list-style-type: none"> • Yorkshire Ambulance Service • NHS Vale of York CCG 	<p>CCG response - Urgent Care Practitioners now take referrals directly from all Care Homes in the Vale of York area; feedback from the homes on this service is very positive. In December 2015, NHS111 also started sending across direct referrals to the UCPs – this has been a slow start and initial numbers were small but this is increasing steadily as the staff become used to the new opportunity this provides.</p>

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			<p>There are plans to provide direct access to the community services provided by YTHFT next.</p> <p>YAS response - 11 UCPs have been commissioned and the service is now fully established with activity levels of between 400-450 patients per month. This forecast for 15/16 is that the team will have seen 4,819 patients and avoided 2,670 A+E attendances.</p> <p>The impact of this is that more patients can be seen and treated at home or as close to home as possible, without the need to attend A+E. The service is also now receiving direct patient feedback via the friends and family test and initial results are extremely positive.</p> <p>Current developments to further boost the impact on reducing A+ E attendances include taking direct referrals from NHS 111, which went live in December and will be evaluated over the next few months. The service is also working with local care homes so that they too can directly refer into the service so the Care Home doesn't have to ring 999.</p> <p>YAS continues to work with commissioners on improving the effectiveness of the service with improvements planned for data capture in spring 2016 and an evaluation of a new method of dispatch.</p>

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9	As part of the induction process ensure that post-graduate students are registered with a GP in York, as well as undergraduate students	<ul style="list-style-type: none"> • University of York • York St John University 	<p>Response provided by Higher York:</p> <p>The two universities have done a lot of work to encourage students to register with a local GP, examples include:</p> <ul style="list-style-type: none"> • Info is contained in postgraduate handbooks, and is available prior to arrival and throughout the year to all students. • York Medical Group are on campus during York St John welcome week so people can register in the Holgate Student Centre. • At the University of York, GPs actually deliver part of the PG international welcome • The University of York has also recently expanded their stay and wait services and online provision including a 'Consult Online' service. <p>Additionally, the universities and colleges worked together to develop the York Student Health website which is aimed primarily at new, and international students –</p> <p>www.yorkstudenthealth.org<http://www.yorkstudenthealth.org/></p> <p>This provides initial information and signposts to provision available at university/college and to external services.</p> <p>There has been a good take up of students pre-registering with the practice now the boundaries have been removed.</p>

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10	Include information on additional health services, other than GPs, which are available to students in York in the welcome pack or as part of the induction process	<ul style="list-style-type: none"> • University of York • York St John University 	<p>Response provided by Higher York: This is done on an individual ad hoc basis – i.e. if the university knows that someone is diabetic we will let them know of the care at the hospital</p> <p>Online information have been improved - e.g.:</p> <p>https://www.york.ac.uk/students/support/health/health-care/</p> <p>http://www.yorks.ac.uk/student-services/student-services/health-and-wellbeing/student-health-advice.aspx</p> <p>http://yorkstudenthealth.org.uk/</p>
11	Consider extending opening times at student GP surgeries and extend the provision of drop in sessions	<ul style="list-style-type: none"> • University of York • York St John University 	<p>Response provided by Higher York: The two medical practices based at University of York and near York St John have dedicated Saturday slots for students</p>