



# NHS Restoration and Performance Update

16 November 2020

- NHS has continued to try and restore services across Herefordshire and Worcestershire
- Restoration plans have been developed and submitted to NHS England / Improvement in September
- We are reviewing weekly progress against our overall restoration plan
- System ownership of the data - one version of the truth
- Incidence of Covid-19 rising which is bringing challenges to restoration
- Staff continue to work extremely hard as we approach a challenging winter

## Key challenges / areas of risk -

- Covid-19 cases rising across Worcestershire
- Endoscopy capacity
- Patients waiting 52 weeks for elective treatment
- Independent Sector (IS) capacity from 1 January 2021
- Workforce



# September 2020 in numbers



**4,671**

Walk-in patients (A&E)



**4,675**

Patients arriving  
by ambulance



**10,521**

Inpatients



**24,251**

Face to Face outpatients



**15,545**

Telephone consultations



**441**

Births



**1,035**

Elective operations



**153**

Trauma Operations



**326**

Emergency Operations



**4 days**

Average length of stay



**13,818**

Diagnostics



# Service update

- Services currently at 90% restoration
- Successful launch of digital Enhanced Primary Care Mental Health offer with huge amount of interest
- Marketing push has commenced with the aim of increasing IAPT therapies referral rate:
  - Social media/internet push – across Facebook, Instagram and Twitter focussed to key areas across both counties – e.g. Malvern, Evesham, Pershore, Redditch, Bromsgrove, Kidderminster and Worcester City, as well as utilising traditional press (radio, paper, online presence)
- Launch of Adult Mental Health survey looking at communication and access to services sent to several thousand service users
- Robust contingency plans are in place in the event of large numbers of staff being required to isolate
- Video contacts continue to be used, with face-to-face preferred for first assessments or in the event patients don't have access to the technology. Patient feedback around what works well and what doesn't continues to be sought.
- Delayed role out for Community Transformation happened on 1st October for 50% of Worcestershire.



# Children and Young People

- The predicted bow-wave of referrals to CAMHS has not yet been realised
- Referrals to CAMHS have returned to pre-pandemic levels now that the schools have returned
- There are currently no waiting time issues for CAMHS
- There has however been a significant increase in referrals to the Community Paediatrics service, with referrals in October 60% higher than the level received in the baseline month of January
- Whilst there are no current waiting time issues, given the total number of patients waiting, there will be a capacity issue in around 3 to 4 months that will need to be addressed.

