

Newham Hospital A&E Over 65+ Patient Attendance Reduction Summary Report and Recommendations

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Please note: this PowerPoint presentation summarises the full report “Report Analysing the Underlying Causes for the Higher than Average A&E Attendance by Newham Patients Aged Over 65 Highlighted by the CQC and Recommended Follow on Actions v0.02

Firstly, a Big “Thank You”, to NUH A&E Staff and Patients



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ENTOMOLOGICAL UNIT	4271	GUIN'S POISON UNIT	40112
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Help us to Make Our Hospital Better

We are asking patients who are aged 65 or over to answer some questions on yellow paper forms as part of a study that will help us improve our A&E service

This information will be used to look at how we can reduce overcrowding and reduce waiting times

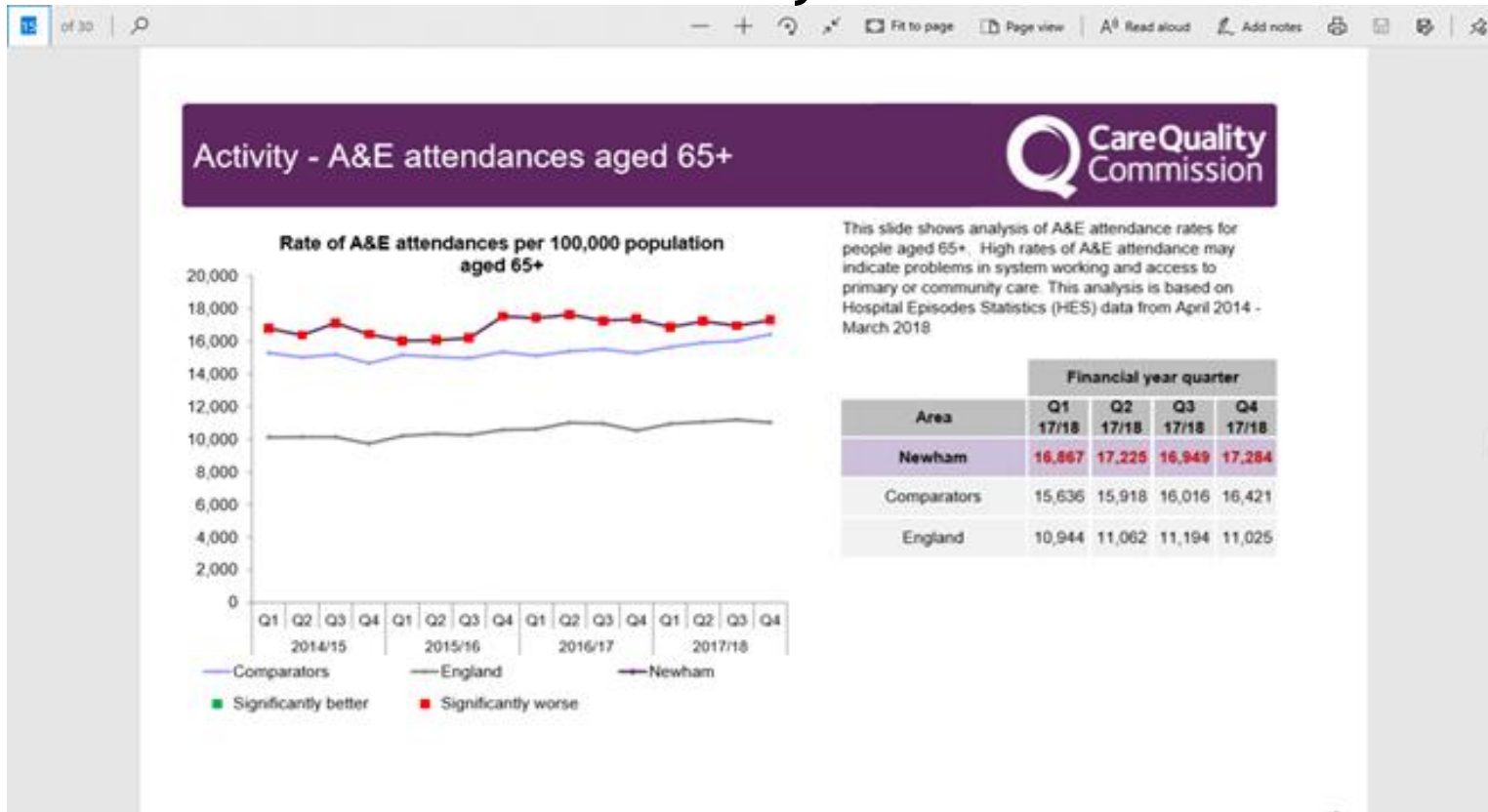
Thank you for helping us to make our hospital better

Cardiac Arrest/Resuscitation 2222	Cardiac Arrest/Resuscitation 2223
Cardiac Arrest/Resuscitation 2224	Cardiac Arrest/Resuscitation 2225
Cardiac Arrest/Resuscitation 2226	Cardiac Arrest/Resuscitation 2227
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Cardiac Arrest/Resuscitation 2230	Cardiac Arrest/Resuscitation 2231
Cardiac Arrest/Resuscitation 2232	Cardiac Arrest/Resuscitation 2233
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Cardiac Arrest/Resuscitation 2260	Cardiac Arrest/Resuscitation 2261
Cardiac Arrest/Resuscitation 2262	Cardiac Arrest/Resuscitation 2263
Cardiac Arrest/Resuscitation 2264	Cardiac Arrest/Resuscitation 2265
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Cardiac Arrest/Resuscitation 2280	Cardiac Arrest/Resuscitation 2281
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Cardiac Arrest/Resuscitation 2294	Cardiac Arrest/Resuscitation 2295
Cardiac Arrest/Resuscitation 2296	Cardiac Arrest/Resuscitation 2297
Cardiac Arrest/Resuscitation 2298	Cardiac Arrest/Resuscitation 2299
Cardiac Arrest/Resuscitation 2300	Cardiac Arrest/Resuscitation 2301

Local and National Context: Newham A&E

Attendances by Patients Aged Over 65

- In 2017/18 Newham LA over 65 attendances exceeded the England average over 65s attendance rate by 24.1k or 54%
- In 2017/18 Newham LA over 65 attendances exceeded its comparators' average over 65s attendance rate by 4.3k or 7%



Patients Aged 65+ Engagement and Implementation Milestones

1. Context and Approach Agreed with CCG and NUH 5th April 2019
2. Staff Feedback on Patient Survey Questionnaire and Interview Form on 1st May 2019
3. Staff Feedback Incorporated by 3rd May 2019
4. Patient Survey Go Live, 7 Days Commencing 7th May 2019
5. Patient Interviews held During Week Commencing 7th May
6. Clinical Notes Audit: 50 x Sets of Notes Reviewed During Week Commencing 23rd May
7. First Draft of Report 4th June 2019
8. Final Draft of Report 28th June 2019

Patients Aged 65 + Survey Go Live Schedule

- Go Live 7 Working Days Commencing 7th May 2019
- Newham CCG (Matt) to Print, Laminate and Affix as Appropriate Approx. Notices for Patients Explaining the Purpose of the Survey
- Newham CCG (Matt) to Print Questionnaires
- Spare Questionnaires to be Held in Newham A&E Reception
- Newham A&E Majors Staff to Identify Patients Over 65
- Completed Questionnaires to be placed in “Postboxes” in Majors and Obs.
- Newham CCG (Matt) to Collect and Analyse 100 x Completed Questionnaires
- All, Notices, Questionnaires and “Postboxes” to be Removed by Monday 13th May

Patients Aged 65 + Survey Methodology

- There were 4 elements to the methodology:

1 Patient Engagement Survey 7th - 13th May

Newham Hospital A&E patients identified with reference to the Hospital's patient administration system (PAS) as being aged 65 or over were asked questions about their reasons for attending Newham Hospital's A&E by Newham CCG.

2 Clinical Notes Review 23rd May

Discharge summaries of 50 patients aged over 65 who had attended A&E between the 7th and 13th May 2019 with attendance dates spread evenly over the 7 days were selected for review.

3 Staff Engagement

The views of 9 A&E staff were noted on the impact of the higher than average proportion of patients over 65 on the service's operational effectiveness and their understanding of the referral pathways to community nursing and other community services.

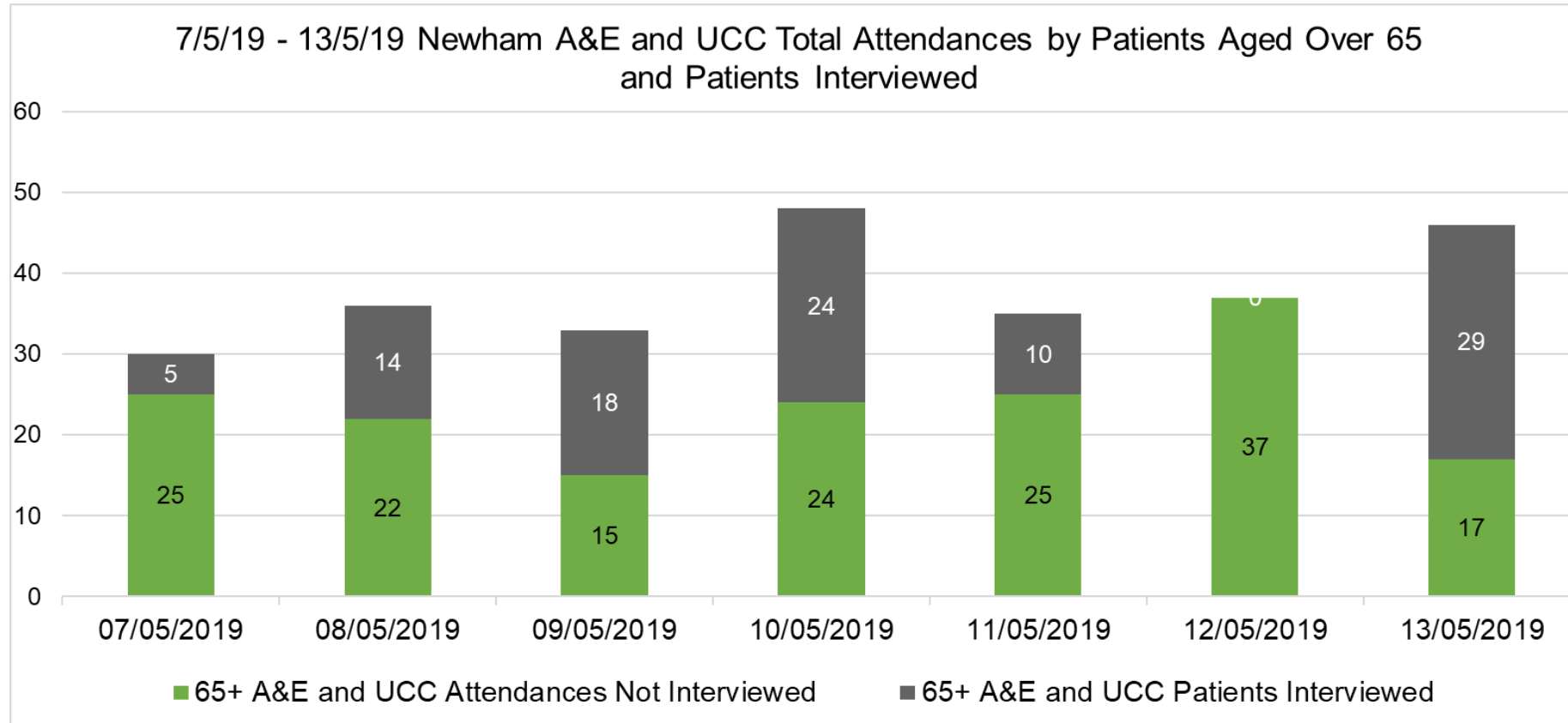
4 Data Analysis

- CSU SUS data on Newham attendances by patients aged over 65
- CCG data on frequent attenders to Newham A&E by patients aged over 65

Patient Engagement Survey: Summary of Findings

- Between the 7th and 13th May 2019 Newham Hospital A&E patients identified with reference to the Hospital's patient administration system (PAS) as being aged 65 or over were asked questions about their reasons for attending Newham Hospital's A&E by Newham CCG

Patient Engagement 7/5 - 13/5



- A total of 100 patients aged 65 and above were interviewed, equivalent to 37% of the 265 patients aged over 65 who attended during the period

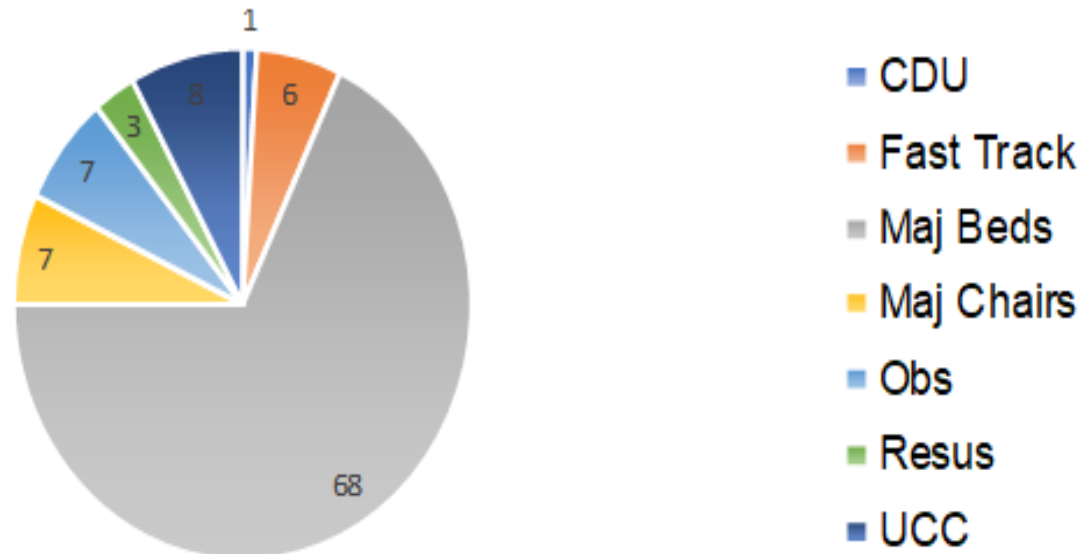
Patient Age and Ethnicity

- Patients who answered questionnaires self-declared a total of 36 different ethnicities
- The top 5 self-declared ethnicities for the patient group who responded were
 1. British White 46%
 2. British Pakistani 5%
 3. British Indian 5%
 4. English White 5%
 5. British Caribbean 4%
- The average patient age was 79

Where Were Newham A&E Patients Interviewed?

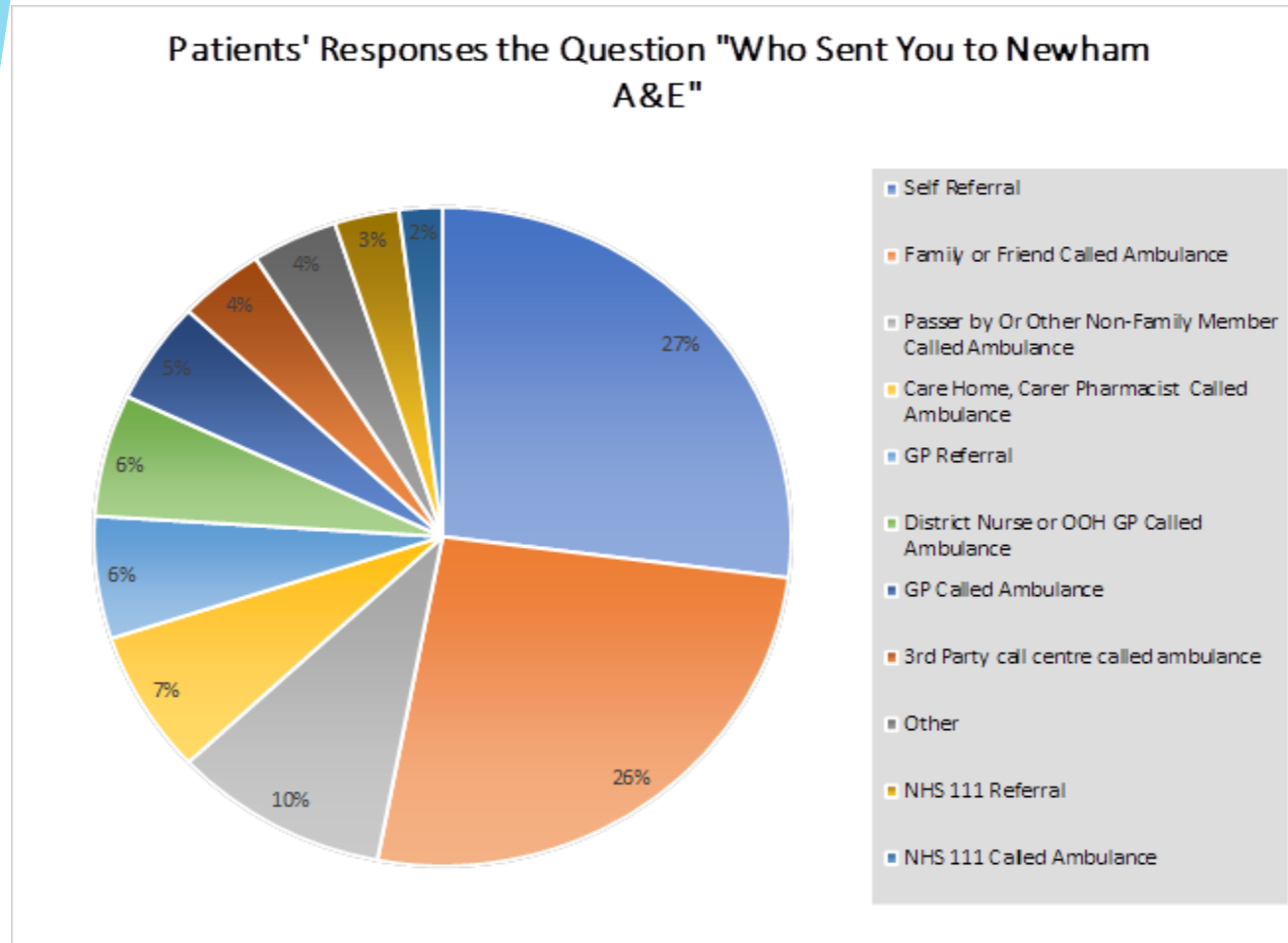
- More than two-thirds of the 100 survey patients were interviewed in Majors Beds.

Location of Newham A&E Patient Interviews 7/5/19 - 13/5/19



Who Sent You....?

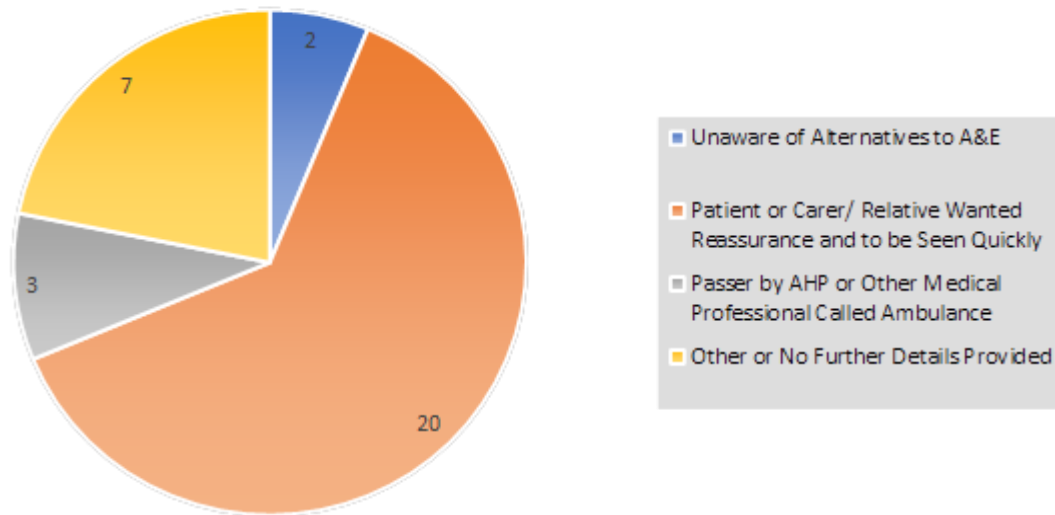
- Over half of all survey patients attended A&E because they self-referred or because a friend or family member called an ambulance.



Did You Consider Alternatives....? No

- 77 patients responded to the question about whether they had considered alternatives to A&E
- 32 patients did not consider alternatives. Of those, 20 patients wanted reassurance and to be seen quickly

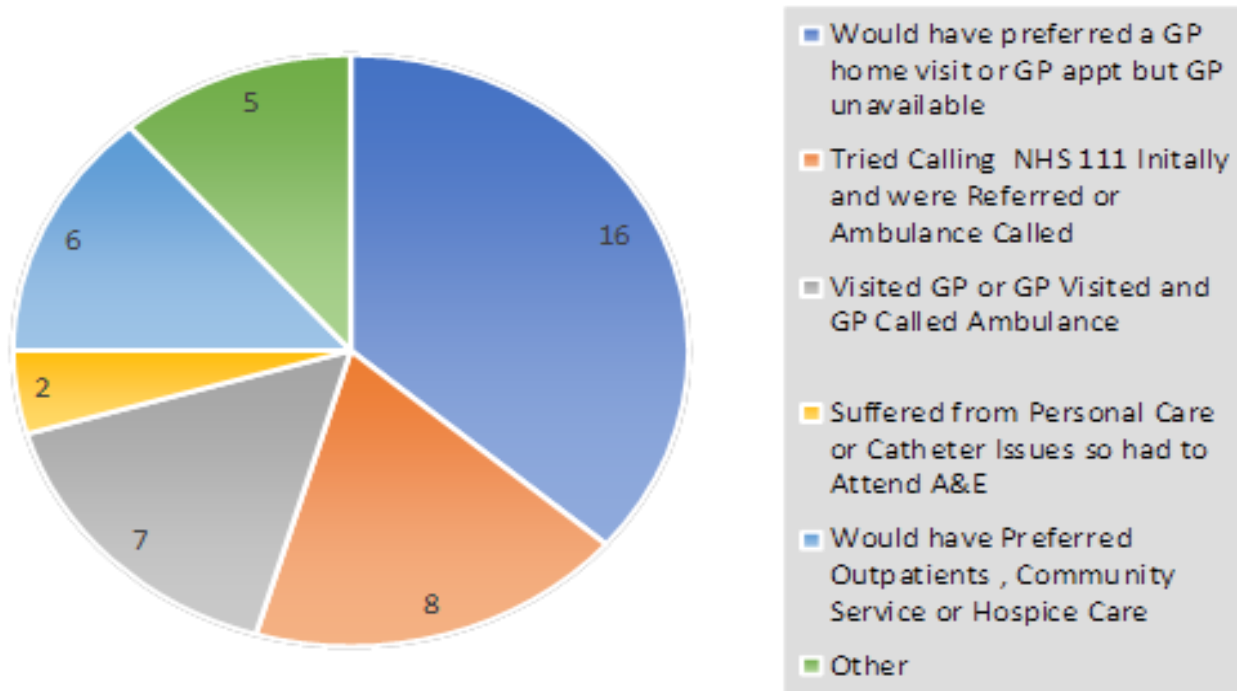
Summary of Answers Given By Patients Aged 65+ Who Did Not Consider Alternatives to A&E



Did You Consider Alternatives....? Yes

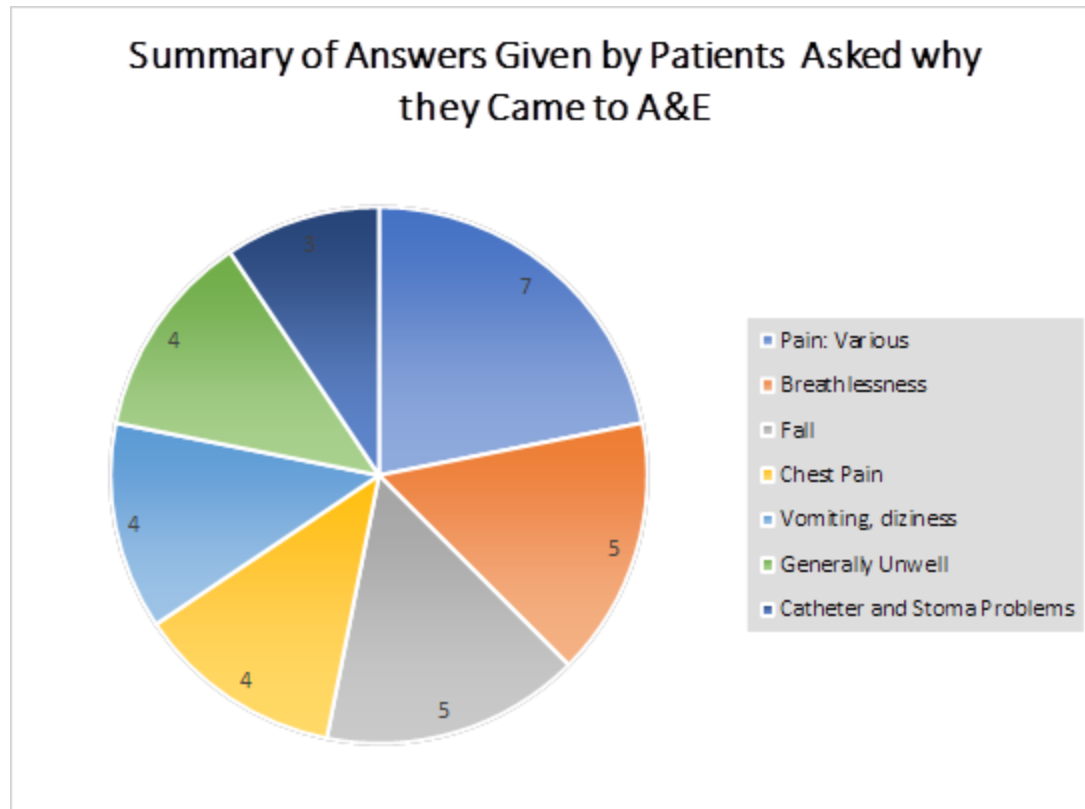
- 44 patients did consider alternatives
- Of the 44, 16 patients indicated that they would have preferred a GP home visit or GP appointment, but the GP was unavailable.

Summary of Answers Given By Patients Aged 65+ Who Considered Alternatives to A&E



Why are you Here..?

- 45 patients gave further details about why they had come to A&E
- Of the 45, 7 said that they had come to A&E because they were suffering from various types of pain, 5 because they were experiencing breathlessness and 5 because they had suffered from a fall



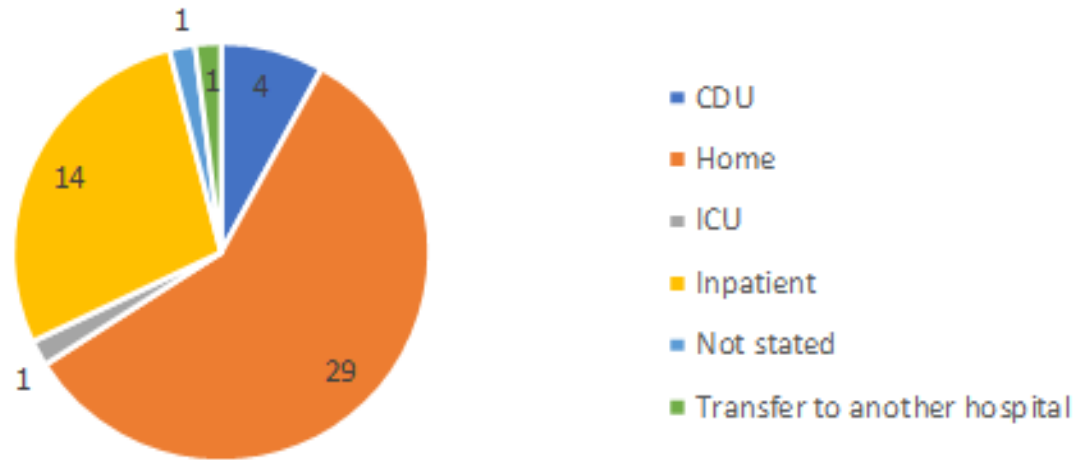
Clinical Notes Audit. Summary of Findings

On 23rd May 2019, the clinical notes of 50 (19%) out of 265 patients aged over 65 who attended between 7th and 13th May 2019 were reviewed by Newham CCG to determine whether any patterns in the incidences of long-term conditions were apparent in the sample

Clinical Notes Audit. Discharge Destination

- 29 of the 50 patients reviewed who attended A&E were discharged home on the same or the following day

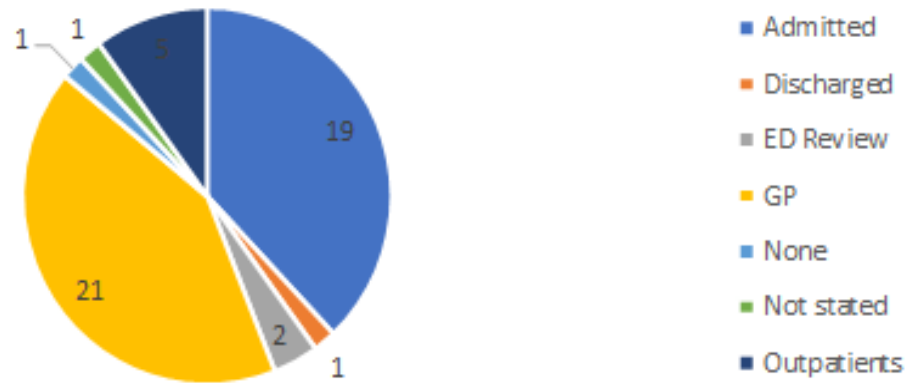
Notes Audit for Patients Seen Between 7th and 13th May: Discharge Destination as Shown on Discharge Summary



Clinical Notes Audit. Post Attendance Follow Up

- 21 out of the 50 patients reviewed who attended were discharged to the care of their GP on the same or the following day.

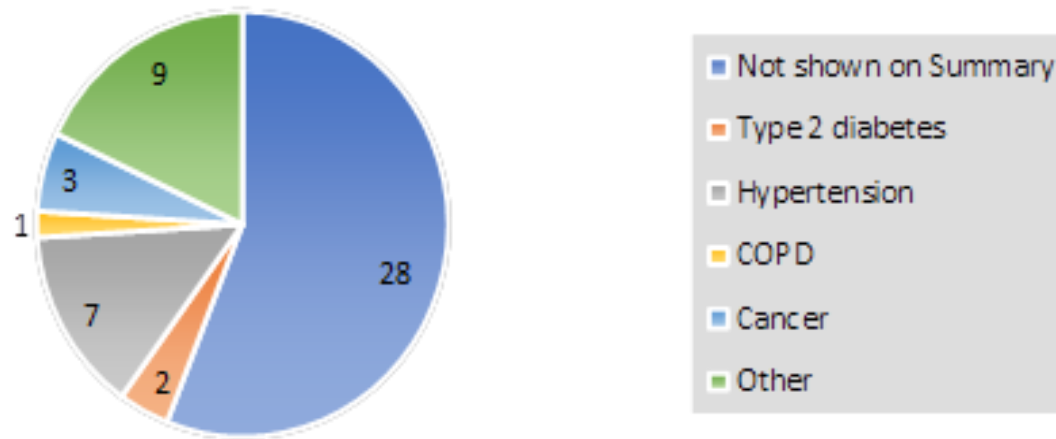
Notes Audit for Patients Seen Between 7th and 13th
May: Follow Up Action as Shown on Discharge
Summary



Clinical Notes Audit. Previous Medical History

- 13 of the 50 patients' medical histories showed that they were suffering from long term conditions that might be suitable for treatment by their GP or community services.

Notes Audit for Patients Seen Between 7th and 13th May: Long Term Conditions as Shown on Discharge Summary

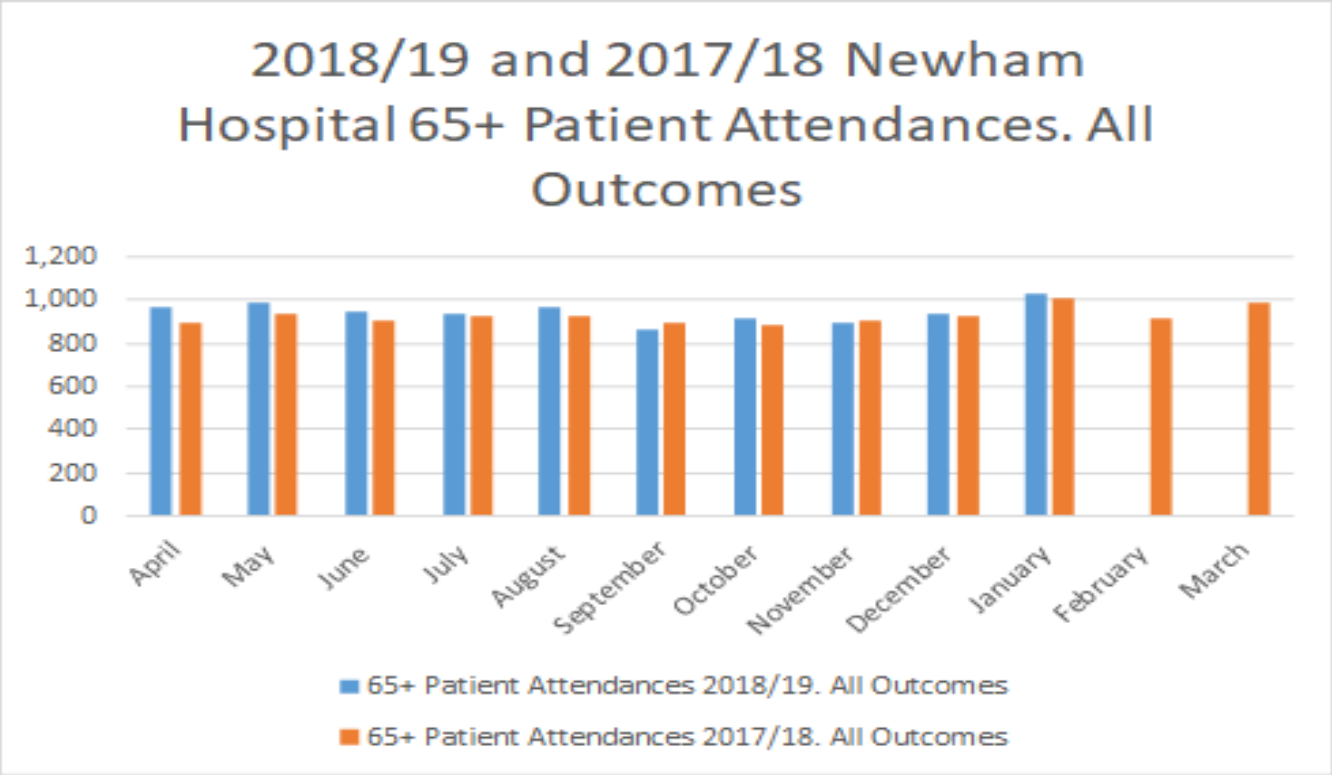


Staff Engagement

- The views of 9 A&E staff were noted
- Staff were concerned at the large numbers of non-weight bearing patients
- Staff unaware of the existence of any formal processes for identifying suitable patients for referral
- Staff largely unaware of ELFT services or referral pathways to ELFT

Data Analysis: NUH Attendees

- Newham A&E attendances by patients aged over 65 in 2018/19 were, on average, 2.7% higher than those in 2017/18.



Data Analysis: Frequent Attenders

- There is no official NHS definition of a “frequent attender”. Newham CCG regards a “frequent attender” as any patient who has attended A&E 8 times or more in 12 months.
- There were, on average, 122 attendances per month by patients identified as frequent attenders between May and October 2018
- This is equivalent to 13% of average monthly attendances (944) by patients aged over 65 in 2018/19.

Recommendations. Please Also Refer to Section 11 of Full Report

1. Improve communications with the community provider, East London Foundation Trust (ELFT) and improve understanding of the referral pathways to ELFT
2. Improve communication and links with frequent attenders' GP surgeries
3. Basic frailty and dementia training for residential care staff by the Enhanced Support to Nursing Homes team
4. Falls training for residential care staff
5. Increase Newham residential care bed capacity
6. Review GP surgery opening times for self-referring patients
7. Increase OOH GP Service home visits
8. Review ambulance divert patterns at peak times: review A&E divert patterns from Queen's Hospital Romford. Are divers confined to specific days or times?
9. Consider age targeted nursing care for patients over 75

Appendix 1. Patient Survey Questionnaire. Part 1

Newham 65+ Attendances: Patient Questionnaire

Please only complete this form if you are aged 65 or over

Please tell us more about how you came to be in A&E in this Hospital today

Name.....

Date.....

Time.....

Date of Birth.....

Dear Patient,

There is no medical reason for you to complete this form but if you do it will help us to improve the service we provide for you at this hospital.

Please tell us who sent you to A&E in this hospital today by ticking one or more of the boxes below:

Who sent (referred) you to this A&E today?	Tick
1. Someone called an emergency ambulance for you	
2. Someone called an emergency ambulance for you in your care home	
3. Someone from your care home brought here by car or other means of <u>non-emergency</u> transport	
4. You decided you needed to attend this A&E and came yourself.	
5. Other. For CCG reference only. Refer to PAS admittance data	Ref. CCG

If you ticked any of boxes 1-3 above. Can you tell us why the person who sent you thought you needed to attend this ED.

.....

Appendix 2. Patient Survey Questionnaire. Part 2

If you ticked box 4, can you please tell us in your words why you thought you needed to come to this A&E today.

.....

.....

If you ticked box 4 can you please tell us whether you considered any of the following alternatives? Please tick.

As an Alternative to Attending A&E, did you consider?	Tick
Visiting your doctor (GP)	
Calling NHS 111	
Visiting the Urgent Treatment Centre at this hospital	
Visiting your dentist	
Visiting your pharmacist	

Why did you choose to come to A&E instead?

.....

.....

- How old are you?
- How would you describe your ethnicity?
- How would you describe your gender? (Male/ Female/ Other (please specify))

Thank you

When you have completed this form, please post it in one of the two boxes marked "Please Post Your Completed Questionnaires Here"

Appendix 3. Patient Face-to-Face Interview Pro-Forma

Name.....

Date.....

Time.....

Your Date of Birth.....

- Why are you here in Newham's A&E today?

.....
.....

- Who sent you to Newham's A&E today?

.....
.....

- Did you consider alternatives to coming to Newham A&E today?

.....
.....

- How old are you?

.....
.....

- How would you describe your ethnicity?

.....
.....

- How would you describe your gender? (Male/ Female/ Other (please specify))

.....

I understand that the information I have given in this interview will be used solely to inform service improvements in this hospital.

Signed..... Date.....

“Thank You”, Questions and Next Steps

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