

Scrutiny Briefing Report to: Overview and Scrutiny Committee
(Health and Social Care)

Date of Meeting: 3 March 2015

Subject: Update report

Organisation: Aintree University Hospital NHS Foundation Trust

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Purpose/Summary

To update the committee on developments at Aintree University Hospital NHS Foundation Trust.

Recommendation(s)

To note the report

1. Introduction/Background

1.1 Aintree University Hospital NHS Foundation prepares this report regularly for the Committee to provide an update on developments and news from the hospital.

1. Service news: Winter developments

Aintree's services continue to experience high demand and clinical teams are working hard to discharge patients as quickly and safely as possible and reduce unnecessary visits to the department.

A new GP hotline has been launched so that GPs can speak directly to our Acute Medicine Consultants. This service will provide advice to GPs on whether patients should be sent to Aintree or managed within primary or community care.

An Ambulatory Emergency Care (AEC) Unit has also been opened to provide same day emergency care to patients. This service means that suitable patients can be assessed,

diagnosed and treated and go home on the same day, without having to stay in hospital overnight.

Aintree is also working with partners to direct patients to alternative services such as pharmacies, GPs and walk in centres, where minor and non-serious injuries can often be treated without the need to visit A&E.

2. New A&E psychological support service to start

Following a review of services, a new clinical psychological service for A&E is expected to start in April once recruitment is completed.

The new service will provide a specialist psychological service to the A&E department and offer assessments, referrals, and support for patients including those with mental health and substance misuse issues, and bereavement services for relatives.

The new service will replace the Family Support Unit service offering bereavement services which closed in December after a review identified the increasing need for a service that could better help the patients with a wider range of mental health issues coming into A&E.

The volunteers who provided bereavement services have been thanked for their hard work and dedication. Alternative support arrangements for patients and relatives remain in place in A&E until the new service starts.

3. Urgent Care and Trauma Centre opening in less than 100 days

The first phase of Aintree's new £35million Urgent Care and Trauma Centre is expected to open on Wednesday 20 May.

The new centre will provide large, modern treatment areas, and state-of-the-art facilities including a new CT scanner, which will provide much improved privacy and dignity for patients. The new trauma bays will be twice the size of the current bays allowing for more effective working for staff and a much improved patient experience.

Once A&E and Trauma services have moved into the new building, work will then start on refurbishing the existing A&E area to create the new Acute Medicine Unit which will later become part of the UCAT Centre in the final phase of the project.

When fully completed in 2016, the new UCAT Centre will house the Emergency Department, Major Trauma Centre and Acute Medicine Unit services on the ground floor and a new 24-bed Critical Care Unit on the first floor.

4. Nursing recruitment

Aintree has made good progress with nursing recruitment in a number of areas:

A recruitment campaign is currently running to fill vacancies in the Acute Medicine Unit. This has featured prominently on social media and newspapers across Merseyside including the Liverpool Echo and Metro with the aim of reaching nurses in both our local area and further afield. Response to date has been good with over 20 applications received.

Aintree runs a successful student nurse recruitment programme. A total of 62 offers have been made to students that qualify in April and almost 50 of these offers have been accepted to date. There are also a further 56 students that have shown an interest in working at Aintree when they qualify in September later this year.

Our Return to Practice course has also had success, with 13 placements offered to students with a view to offering them a permanent position on successful completion of the course. Due to the high level of interest in the course, Health Education North West agreed to fund an additional three places over and above the original 10.

Aintree has no immediate plans to go out internationally to recruit to nursing vacancies. Previous initiatives in Spain and Ireland had some success, with a number of those recruited at that time still working in various wards and our Critical Care and A&E departments.

5. Aintree teams up with British Red Cross to support elderly patients when they leave hospital

Aintree University Hospital has launched a new pilot scheme with the Red Cross to help frail and elderly patients when they return to their homes after a hospital stay or an attendance at the A&E department.

Red Cross staff and volunteers will accompany patients home when they are discharged from the hospital and then spend a few hours with them, making sure they are comfortable and have everything they need. This might include doing some shopping for the patient, informing family or friends of their return, making meals, collecting prescriptions or simply having a cup of tea and a chat.

The initiative is intended to support older people who live alone without a family support network or easy access to other assistance and is part of a national scheme to reduce hospital admissions amongst older people and provide enhanced follow up support once they have left hospital. The pilot scheme will initially run until May.

6. Aintree supports ‘Hello my name is ...’ campaign

Aintree joined thousands of NHS staff across the country in pledging support for the #HelloMyNameIs campaign to improve patient care.

The campaign took place on social media platform Twitter and aimed to remind staff to go back to basics and introduce themselves to patients properly. It was launched by Dr Kate Granger, a terminally ill hospital consultant who became frustrated with the number of staff who failed to introduce themselves to her when she was in hospital. Dr Grainger also retweeted our message of support, sharing it with other campaign supporters across the country.

To find about more about the campaign, visit www.hellomynameis.org.uk/home.

ENDS