

Organisation	Action reference number	Improvement Requirement	Actions	Source of Action	Action lead within the organisation	Delivery date	Delivery Status	Comments on delivery of the action, where closed what follow up actions are required
LACK OF REFERRALS INTO THE OPU								
West Leicestershire CCG & East Leicestershire and Rutland CCG, LPT, UHL	1	Open up direct referrals to the OPU to key nursing homes	Meet with all stakeholders to identify cohort of homes for pilot	Step Up Workshop (14/05/15)	DB/YS/SW	Jul-15	4. On track	WLCCG - identified 4 care homes to initially work with. Awareness raising/education of type of pts. took place during June. 3 homes agreed to be involved. Fourth home requires additional support to encourage participation. 3 homes started referrals 1st July. Specialist Nursing Support Lead to follow-up with the 3 homes in July. ELRCCG are currently selecting 4 homes. Timings to be confirmed as staggered start planned
	2	Improve EMAS divert to the OPU	Link with EMAS re changing status of OPU from Green to Amber on the pathfinder tool.	Step Up Workshop (14/05/15)	DB/AH	TBC	5. Complete	AH confirmed that the OPU, along with UCC and WICs, sit in the amber pathfinder level. The caveat to the process, is that the clinician can take the patient to ED or vice versa as long as it can be clinically justified a recorded why. Process detailed in the revised EMAS paramedic pathfinder handbook.
	3	Promote and raise greater awareness of OPU with GP Practices	Arrange slot at MDT meetings for first cohort of Practices	Step Up Workshop (14/05/15)	DB	Ongoing	4. On track	WLCCG - comms sent out to offer awareness raising to all localities to attend individual practice meetings to promote the service. ANP will attend the meetings. (Low take-up to date). Therefore additional information provided. Awareness raising at July Federated Locality meetings continues (ANP invited to attend NWL PLT on 8 July) ELRCCG - Caroline Kirkpatrick contacted Primary Care Team to look at inviting ANP to present at locality meetings. Dr Hurwood will assist CK at meetings. OPU case studies to be included in next ELRCCG GP bulletin WLCCG PLT (18 June) ANP had drop-in stand at session. Positive feedback received.
	4	Promote links with AVS service and OPU	AVS service visiting care homes to promote their service and raise awareness of OPU and other admission avoidance schemes	Step Up Workshop (14/05/15)	DB/Simon Baker	Jun-15	5. Complete	WLCCG - AVS visited care homes to promote their service and also raised awareness of the OPU to care home staff in order to 'prompt the doctor' on GP ward rounds.
	5	Improve connectivity between the OPU and ED	Ensure that ED professionals can make next day referrals in to the OPU service (also linked to connecting the service in a better way)	Step Up Workshop (14/05/15)	DB/Jane E/Amanda Cooper (OPU)	Jun-15	5. Complete	A Workshop took place on 19 June to discuss a triage function from ED to OPU and ICRS. Further actions are being taken forward.
	6		Ensure that Bed Bureau can book into the OPU directly	Step Up Workshop (14/05/15)	Jane E/RD/DB	TBC	1. Not yet commenced	Consultants direct bed bureau to refer patients into the OPU for the next day. Mechanism to be agreed.
	7	Establish Triage function in ED for Older Person's Unit	Workshop for all stakeholders to map a way forward	ED Workshop (19/06/15)	DB/JE/Jane E/RD plus nursing colleagues	Jun-15	5. Complete	A Workshop took place on 19 June to discuss a triage function from ED to OPU and ICRS. This included representation by LPT and UHL clinical staff from ED, AMU, CDU, SPA, PCCs along with the 3 CCGs and Leicestershire County Council. The actions agreed at the session by all stakeholders will form part of a jointly owned action plan.
	8	Increase referrals into the service and maximise capacity	Primary Care Coordinators making next day appointments into the OPU	ED Workshop (19/06/15)	DB/AC	Jul-15	4. On track	Service information to be cascaded to ED staff along with direct hot phone number.
	9	Ensuring Medics at UHL are aware of the service	Ensuring service information is part of the junior doctors induction/info contained in briefing folders	ED Workshop (19/06/15)	DB/JE/MI?	Jun-15	1. Not yet commenced	To be further discussed at an operational meeting (8/7/15)
	10	Continued promotion with care homes to raise awareness of the OPU	Open up direct referrals to the OPU to key nursing homes	ED Workshop (19/06/15)	DB/YS/SW	Jul-15	4. On track	ANP will be presenting to a Care Home stakeholder event taking place on 4th August.
	11	Engagement and promotion of services with EMAS to encourage divers	DB and AC to work with Adrian Healey to ensure EMAS are diverting appropriate referrals to the service.	ED Workshop (19/06/15)	DB/JE/AH	Jul-15	1. Not yet commenced	Meeting/workshop to be arranged to discuss EMAS divers into admission avoidance services
	12	Information about the service cascaded wider to UHL staff	Sharing of patient stories and case study examples with UHL staff	ED Workshop (19/06/15)	DB/JB	Jul-15	4. On track	OPU case studies being shared with Michelle Izzard, Service Improvement Manager
	13	Promotion of the OPU with EL&R CCG clinicians	DB, AC and CK to work together to share case studies; a service user experience and a clinician experience, along with a brief resume of what the service offers	ED Workshop (19/06/15)	DB/AC/CK	Jul-15	4. On track	CK liaising with Clinical Chairs to gain agreement for AC to attend Locality meetings to raise awareness of the service. CK liaising with AC/DB for case studies with a view to sharing these in the EL&R CCG GP Bulletin.
	14	Physiotherapy and occupational therapy input to the OPU	DB and Caroline Barclay to arrange a 3 month trial using agency therapy support.	SU SD meeting (09/04/15) Frail Older Persons' Meeting (02/07/15)	DB/Caroline Barclay	Oct-15	4. On track	Caroline Barclay to contact DB to release finance once agency therapy has been sourced. An assessment of the outcomes and benefits of the service to be provided after 3 months by LPT colleagues.
LACK OF REFERRALS INTO THE NIGHT NURSING SERVICE								
West Leicestershire CCG & East Leicestershire and Rutland CCG, LPT, UHL	14	Establish Triage function in ED for Enhanced Night Nursing Service	Workshop for all stakeholders to map a way forward	Step Up Workshop (14/05/15)	DB/JE/Jane E/RD plus nursing colleagues	Jun-15	5. Complete	A Workshop took place on 19 June to discuss a triage function from ED to OPU and ICRS. This included representation by LPT and UHL clinical staff from ED, AMU, CDU, SPA, PCCs along with the 3 CCGs and Leicestershire County Council. The actions agreed at the session by all stakeholders will form part of a jointly owned action plan.
	15	Establish Standard Operating Procedure protocols to ensure robust handover of patients.	Work with all stakeholders to agree a set of SOP for handover of patients to service.	Step Up Workshop (14/05/15)	RD/Jane E	TBC	4. On track	To be further discussed at an operational meetings
	16	Increase resource to the SPA Provider Admin hub to ensure "real time" feedback	Identify requirements Training needs Resource/funding	Step Up Workshop (14/05/15)	RD/CW	TBC	1. Not yet commenced	
	17	Increase referrals into the service and maximise capacity	ED staff given SPA " back door number" to facilitate faster referrals into the service	ED Workshop (19/06/15)	CD/CR	Jun-15	5. Complete	UHL now added to option 2 of existing flow chart call options for SPA.
	18	Streamline ED process during patient handover	After patient assessment put sticker on patient handover file between PCC and Medic to indicate recommended next steps	ED Workshop (19/06/15)	DB/JE/MI?	Jul-15	1. Not yet commenced	To be further discussed at an operational meeting (8/7/15)

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	19	Raise awareness of SPA number with colleagues in ED	Include SPA number on UHL Lanyard - with the strapline "patient medically fit - benefit being at home"	ED Workshop (19/06/15)	DB/MI	Aug-15	1. Not yet commenced	To be further discussed at an operational meeting (8/7/15)
	20	Ensuring Medics at UHL are aware of the service	Ensuring service information is part of the junior doctors induction/info contained in briefing folders	ED Workshop (19/06/15)	DB/MI	Jul-15	1. Not yet commenced	To be further discussed at an operational meeting (8/7/15)
	21	Information about the service cascaded wider to UHL staff	Sharing of patient stories and case study examples with UHL staff	ED Workshop (19/06/15)	DB/AC	Jul-15	4. On track	DB to share patient stories including the one about the lady who was successfully transferred home and alerting we can do this via clinician to clinician talk through SPA .
	22	Engagement and promotion of services with EMAS to encourage diverts	DB and AC to work with Adrian Healey to ensure EMAS are diverting appropriate referrals to the service.	ED Workshop (19/06/15)	DB/JE/AH	Jul-15	1. Not yet commenced	Meeting/workshop to be arranged to discuss EMAS diverts into admission avoidance services
CONNECTING THE SYSTEM IN A BETTER WAY								
	23	As part of ED processes flag up patients who are known to social care and connect them to crisis resolution services or part of the PCC cohort.		Step Up Workshop (14/05/15)	?	TBC		Discussed interim option on 3 June that staff can ask if they are receiving any professional help at home.
AVAILABILITY OF TECHNOLOGY IN AND OUT OF HOURS								
	24	Telehealth and telecare offered by health and social care discharge services (e.g. bed sensors to test night wandering etc.)	Link to LA AT equipment	Step Up Workshop (14/05/15)	DB/Lisa Carter			AT workshop held on 26 June. Being led by Unified Prevention Board. Further update to follow.
GP IT SYSTEMS - INTEROPERABILITY AND CONNECTIVITY								
	25	System 1 and MIG enhancements.	Review of whether can move all GP Practices on to one clinical system (currently mix of EMIS and SystmOne practices) Implement an EPACCS system, the aim of which is to enable sharing of care plan information between health care providers, e.g. practices, community teams, UHL and EMAS, in a much more safe and timely manner.	Step Up Workshop (14/05/15)	DB/RB			WLCCG would pursue any GP clinical system changes. Approval process and lead to be confirmed. EPACCS will span both LTC and EOL patients across LLR CCGs. This is a priority for the LLR EOL working group. Jane Chapman is the SRO for the workstream.