Improving discharges from Oxfordshire’s hospitals

Where are we now?
Background

- 2014 - Oxfordshire one of the worst performers in the country

- Local GPs raised concerns with Oxfordshire Clinical Commissioning Group

- HWO response – investigate experience of discharge process using a mixed qualitative and quantitative questionnaire methodology
  - 212 patients
  - 14 care providers
  - 33 GPs
  - 44 pharmacists in the period March-April 2015
Key findings - patients voices

• Too many "busy bees" but no Queen Bee to organise things. The computer does not feel anything but the patient does!!

• Had a big meeting with daughter, senior district nurse, OT, neighbour, physio and care agency and previous care agency

  14 recommendations - communication, coordination, pharmacy

Full report here
http://healthwatchoxfordshire.co.uk/healthwatchoxfordshirereports
working across boundaries to improve people’s care

Multi agency response:

To move people out of hospital more quickly when they have been appropriately treated and no longer need to be there

• Oxfordshire Clinical Commissioning Group (OCCG)
• Oxford University Hospitals
• Oxford Health
• Oxfordshire County Council

Multi disciplinary hub: https://www.youtube.com/watch?v=w-2-ht22s28
What has changed for patients?

• Delayed discharge waiting times come down

• On average over the past year, fewer people have experienced DToC

• Nearer to home / in home during recovery time rather than acute hospital bed

• Receiving a mix of care and medical intervention out of hospital

• Unintended outcomes:
  • positive impact on other patients in care homes
  • patients who were expected to end their days in care home have returned to home
Care closer to home

Health:
- Purchasing care home beds – medical staff
- Providing care at home – mix of care and medical support

Social care:
- Changed commissioning of care at home providers – locality based, fewer providers
What next?

• Continue to monitor progress – report end of March 2017

• Develop follow-up research to hear the experiences of all involved

• DTOC figures:
  • Feb 2017 169 DTOCs, year to date average 126
    • Awaiting care in the home package
    • Shorter delays

• Feb 2016 130 DTOCs, year to date average 156