

healthwatch Oxfordshire

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

