

Urgent Care

WestCall OOH Services



GDE
Digital solutions for
outstanding healthcare

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WestCall: Berkshire West OOH Primary Care Service

Approx. 80,000 people access WestCall per year:
Via 111

Hours of operation

Weekdays
18:30 to 08:00

Weekends
18:30 Friday to
08:00 Monday



Cohort

All age- Registered
with a BW GP, Short
stay in BW or urgent
need travelling
through BW. Physical
and mental health

Triage Hubs:
The Old Forge, Wokingham
Individual GP and Clinician homes

**Telephone
triage and
Treat**

**Home visit
by
Clinician**

**Primary
Care
Centre**

PCC locations:
Royal Berkshire Hospital, Reading
West Berks Community Hospital, Newbury

How WestCall delivers a high quality primary care service

Access:
Via 111

Point of Care Testing

- CRP (blood test re. inflammation)
- D-Dimer (Blood clotting test)
- Strep Throat
- Lactate Sepsis Test
- Sepsis kit- Abx (antibiotics)
- Ketone meters



Results

- Blood test reviews
 - Body fluid samples
- These are triaged and reported back into primary care practices for on-going treatment

WestCall is unique in that our PoC testing helps reduce patients needing secondary care input e.g. we manage initial Deep Vein Thrombosis treatment in the community, including D-Dimer testing and Tinzaparin administration, only requiring an ultrasound for final Diagnosis at DVT clinic

WestCall a key player in Berkshire West System



Berkshire Healthcare
NHS Foundation Trust



WestCall activity in Berkshire West System

WestCall activity by PCN	PCN size by patients registered Feb 2022	PCN patients seen by WestCall total 21/22	Average % of PCN patients attending WestCall
NW Reading	108,765	12,896	12%
Newbury	121,665	15,420	13%
S Reading	158,981	17,598	11%
Wokingham	178,662	19,853	11%

- WestCall as a provider operates at about the size of an above average sized practice.
- The difference between a WestCall and a practice consultation is that the patient is not known to WestCall, usually, and therefore the notes review and diagnosis takes longer, to ensure patient safety.

West Berkshire patients' use of WestCall



Berkshire Healthcare
NHS Foundation Trust

WestCall Activity for Newbury PCN - please note this does not include all NHS 111 referrals e.g. surrounding areas & unregistered

Berkshire West Primary Care Practice anon.	Practice size by patients registered March 2021	Practice size by patients registered Apr 2022	Accessed WestCall Total previous year 01/03/2020-31/03/2021	Accessed WestCall total last year 01/03/2021-31/03/2022	Activity change from previous to last year	% increase from 2021 to 2022	% increase in registered patients at practice from 2021 to 2022 practice	% of registered patients who attended WestCall OOH service in year 20/21	% of registered patients who attended WestCall OOH service in year 21/22
						Light Red if >15%			Red if >15%
1	9,049	9,239	713	848	135	19%	2.10%	7.88%	9.18%
2	14,109	14,184	1,831	1,993	162	9%	0.53%	12.98%	14.05%
3	13,724	13,842	1,608	1,892	284	18%	0.86%	11.72%	13.67%
4	11,218	11,137	972	1,085	113	12%	-0.72%	8.66%	9.74%
5	6,579	6,436	451	459	8	2%	-2.17%	6.86%	7.13%
6	7,363	7,349	719	718	1	0%	-0.19%	9.77%	9.77%
7	21,784	21,761	3,259	4,014	755	23%	-0.11%	14.96%	18.45%
8	18,650	18,803	2,363	2,549	186	8%	0.82%	12.67%	13.56%
9	10,350	10,383	1,006	1,207	201	20%	0.32%	9.72%	11.62%
10	8,289	8,363	560	657	97	17%	0.89%	6.76%	7.86%
Newbury PCN	121,115	121,497	13,482	15,422	1,940	14%	0.32%	11.13%	12.69%

- Since COVID we have seen an increase in the numbers of West Berkshire patients calling NHS111 and accessing WestCall, which is higher than in other Berkshire West areas.

Waiting times

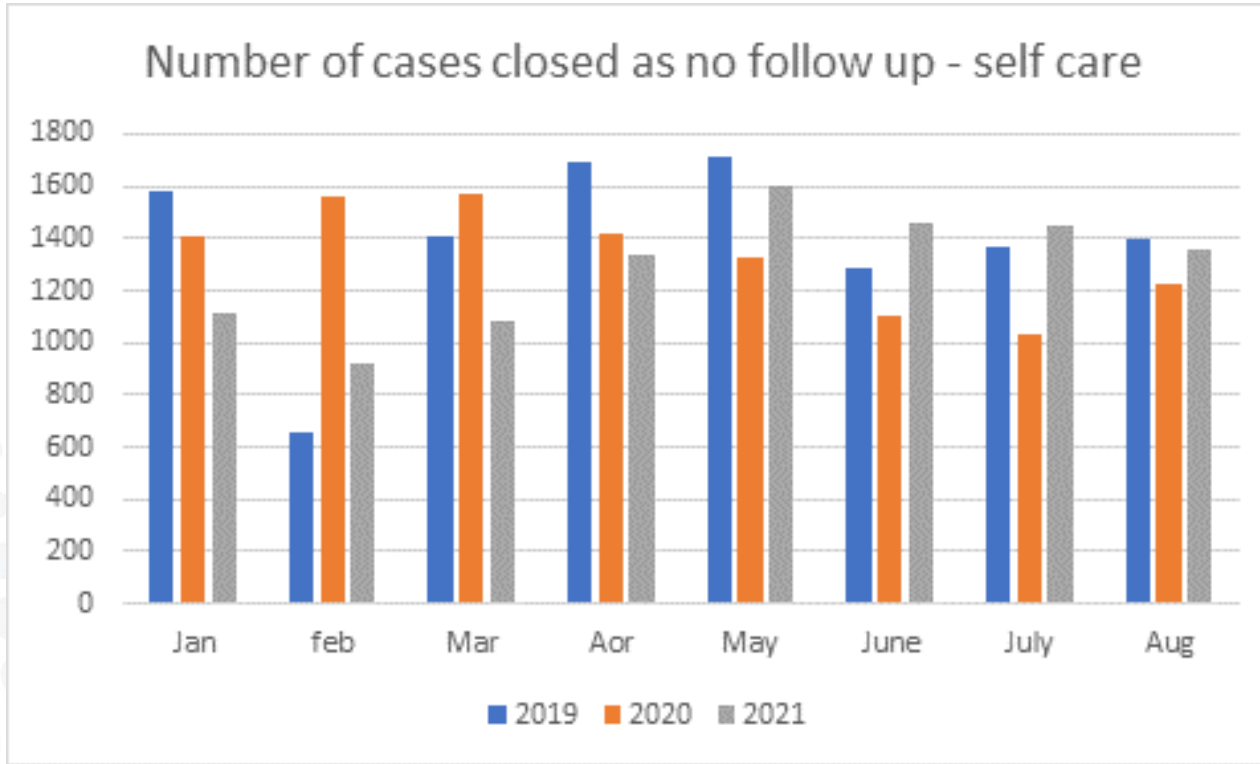


- NHS 111 referrals come in as timed dispositions e.g. Dx05, Dx06, Dx07, Dx08 means to be seen in <2hrs, <6hrs, <12hrs, <24Hrs. Delays can arise when demand and complexity exceeds capacity
- There are no waiting lists as all patients must be outcomed before close of service each day
- August 4th 2022, Adastra, the software used by NHS111 and most PC OOH providers was shut down as a result of an unprecedented cyber attack- this has meant that WestCall teams have had to operate on Business Continuity Planning for more than a month e.g. on email, paper and word documents. We have had no digital patient record management system because the available, alternative systems are not geared of to handle a live flow of patients
- As a result of the Adastra outage the system is slower and therefore patients are experiencing longer waits. Operational and clinical teams are working flat out to ensure patient safety and prioritise the most urgent and vulnerable patients

Concerns

- Staffing is a major concern for all PC care services and particularly Out of Hours. The available number of doctors is not increasing and fewer clinicians are prepared to work nights and weekends.
- Demand levels have led to pay escalation for sessional and agency doctors and clinicians, there is competition on rates across all of the ICPs as home triage has become a major delivery method
- The increase in NHS 111 referrals for non-urgent care means that the 16% increase we have experienced in workload is often made up of low acuity cases, which could safely be self-managed or dealt with locally at a pharmacy
- The acuity of the Dx05 (< 2Hr) referrals is increasing, with the ageing population, resulting in slower consultations and increase need or visits, this has a resource impact
- There is a need for more GP and ANP training capacity and support as well as enhanced work permit/ access for overseas clinicians to work in UK services

111 referrals that didn't require GP



22% of referrals triaged by WestCall clinicians are closed having required no treatment other than advice on self-care

Patients are clearly seeking reassurance but there is a role for Public Health to support health education

Top 10 conditions comparison Jan/Oct 2021 Managed by Phone Triage and Treat

NOS- Not otherwise specified

Phone Triage & Treat			
1 week in January 2021		1 week in October 2021	
Medication requested	91	Upper respiratory infect. NOS	111
Symptoms Signs and ill defined conditions NOS	77	Medication requested	87
Cystitis	61	Cystitis	83
Fever NOS	43	Symptoms Signs and ill defined conditions NOS	83
Abdominal pain	40	Viral infection NOS	67
Viral infection NOS	33	Fever NOS	60
Skin/subcutaneous infections	27	Reassurance given	54
Medication review	24	Abdominal pain	41
Backache, unspecified	24	Viral gastroenteritis	39
Vomiting	20	Otitis media NOS	38

WestCall manages high numbers of symptomatic patient groups: including adults and children, and acts as a buffer, preventing unnecessary ED attendances. During COVID outbreaks we saw very high numbers of low acuity colds/viral/respiratory symptoms reported and reassurance needed



Breaking down access barriers



Berkshire Healthcare
NHS Foundation Trust

- With the increased need for virtual triage to manage cases we are focussing on how we ensure good translation and interpretation services to support equitable access across service user language and communication needs
- WestCall is the go-to medical service for migrants housed within the West Berkshire area - via phone triage and visiting services, particularly before they get registered with surgeries
- WestCall sees over 100 un-registered patients every week, many of these are members of the GRT community and homeless, we provide direct access to diagnostics and treatment
- Non-Berkshire residents, holiday makers or people passing through Berkshire West can also get access to WestCall via NHS 111

Feedback from Service Users

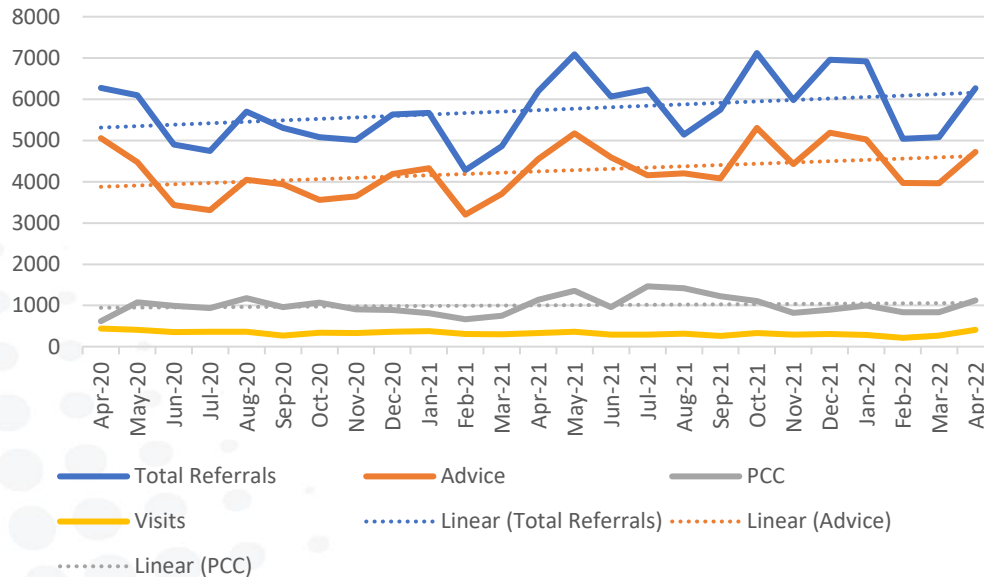
Review
They were very kind, working with an emergency, got ready and prepared
Although I had to wait longer than 40mins everyone treated me kindly
They were very kind, working with an emergency, got ready and prepared
Doctor was friendly, explained the process well and gave me the best care.
Very straightforward and nice staff
The HCA who came and took my obs was very chirpy and friendly
The staff were really friendly and attentive !
Very thorough by the nurse and Dr were both very compassionate and understanding, and have given me further treatment and tests that my own GP surgery didn't, also [name removed] was a superstar.

Improvements
The phone calls back took ages to come and the waiting time in the centre was 45 minutes.
Would like updates on timings
The doctor did not tell me on the phone the department and I got lost.
Book follow-up appointment with own GP.
It was a long wait but we recognise all the people who also needed help
Invest in better blood pressure monitors
But such a long wait. 10pm appointment and with no one else in the waiting area, it wasn't until 11pm that we were seen by the doctor. Ensure the waits are not long for those with pre booked appointments

Negative feedback centres mostly on waiting times, however we will always prioritise urgent cases over routine, and therefore people accessing the service with minor ailments will necessarily wait longer if there are patients with urgent illness in the stack

WestCall outcome activity 2021 to 2022

WestCall Outcomes 2020-2022



In 2021/22 WestCall outcomes for:

- Phone Triage & Treat
- Primary Care Centre: F2F
- Home visits: F2F

have increased by 16%

Note: These numbers do not include the triaged calls that were referred to other services including DNs etc. The overall referral numbers are 50% higher



WestCall: Winter Planning

Maintaining the resilience of WestCall OOH GP Services

- Working with Urgent Care Board to develop options to re-direct patients to the most appropriate outcome for their referral
- Successfully standing up the Adastra system and IT support to ensure system access is seamless for GPs/clinicians
- Strategic planning for system initiatives that require GPs/clinicians so that pilots don't shift staff from services like OOH that are already delivering efficiencies
- Working with Oxford and Bucks colleagues to enable mutual aid during capacity and demand challenges





Thank you

Further information please contact: Bernadine.blease@berkshire.nhs.uk