

# Emergency Care Review

Methodology

Event Structure

Aidan Kehoe, Project Chair  
Acting Chief Executive

Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

# Scope...



- Acute Trusts
- Primary Care Trusts
- North West Ambulance Service
- NHS North West

- In addition, the team is liaising with

Monitor  
Social care team  
National ambulance service

# Limitations...



- Limited timescales
- Quick and pragmatic overview
- Recognition that the recommendations are likely to include suggestions for further, in-depth pieces of work

# Methodology...



- **Web-based questionnaires**  
Overview of operational performance in all Trusts
- **Site visits (peer-review approach)**  
Detailed review of operational performance in selection of Acute Trusts / lead commissioning PCTs / NWAS
- **Data analysis**  
Performance – capacity & demand  
Epidemiology of demand – flu / Norovirus / weather?

# Web-based questionnaires...

- Core questions + tailored questions
  - Structured questions + narrative answers
- Question themes
  - Capacity to meet demand
  - Escalation mechanisms and governance arrangements to sustain performance and quality
  - Commissioning strategy and liaison with the healthcare community
  - Oversight and feedback – NHS NW and local models
- Responses from all Trusts invited to participate

# Site visits (1)...

- 11 Trusts and lead commissioning PCTs
- NWAS
- Structure
  - Discussion with Acute CEO / Lead Director
  - Discussion with PCT Commissioning Director
  - 'Walk-the-floor' sessions - A&E / MAU / Medical & Surgical wards
  - Feedback session
- Agreement from all Trusts invited to participate

# Site visits (2)...

- Framework to ensure consistency
- Themes
  - Information and the way it is used
  - Clinical teamwork in the emergency department
  - Medical pathways
  - Corporate leadership and coping strategies
  - Whole systems healthcare community
- Peer review approach
  - More rounded view of performance
  - Encourages future networking / liaison outside own health economy
  - Promotes individual as well as collective learning

# Event structure...

- Findings to date
- Case study presentations
- Poster displays
- Participation by health economies
  - Contribution to final report
  - Key actions you will take prior to winter 2009/10
- Feedback
  - Flipcharts – comments / suggestions
  - Evaluation sheets

Opportunity for learning and networking across entire NW region  
Available via NHS NW web site