



<b>Meeting Details:</b>	<b>Trust Board meeting – 11 June 2020</b>																																																																														
<b>Director:</b>	Teresa Molloy – Director of Performance & Service Improvement																																																																														
<b>Topic:</b>	Performance report – highlighting the impact of COVID-19 on Trust services																																																																														
<b>Response Required</b> • <b>To note</b>	Trust Board is asked to note the briefing on: - The impact of COVID-19 on the Trust areas of operation, and - April 2020 performance																																																																														
<b>Context</b>	During the pandemic the Trust continued to prioritise treatment and contact for the acutely ill or in crisis across all services, whilst curtailing and suspending non-emergency work.																																																																														
<b>Unscheduled Care</b>	<p>During March to May 2020 access to Emergency Departments was maintained although there was a dramatic drop in attendances across all 3 sites. <b>Visits to Emergency Departments and our Urgent Care and Treatment Centre fell by 34% on average</b>, compared to the same period last year.</p> <p>The graphs in the appendix below show the decrease in attendance during the COVID-19 period compared to the prior year. It is evident however that <b>attendances at ED are beginning to increase in May 20</b>.</p> <table border="1"> <thead> <tr> <th rowspan="2">Month</th> <th colspan="3">ALTNAGELVIN</th> <th colspan="4">SOUTH WEST ACUTE</th> <th colspan="3">OMAGH</th> <th colspan="3">WH SCT</th> </tr> <tr> <th>2019</th> <th>2020</th> <th>Variance (n) &amp; %</th> <th>2019</th> <th>2020</th> <th>Variance (n) &amp; %</th> <th>2019</th> <th>2020</th> <th>Variance (n) &amp; %</th> <th>2019</th> <th>2020</th> <th>Variance (n) &amp; %</th> </tr> </thead> <tbody> <tr> <td>March</td> <td>8114</td> <td>4070</td> <td>-2044 -33%</td> <td>3093</td> <td>2508</td> <td>-585 -19%</td> <td>1580</td> <td>895</td> <td>-685 -43%</td> <td>10787</td> <td>7473</td> <td>-3294 -31%</td> </tr> <tr> <td>April</td> <td>8238</td> <td>3323</td> <td>-2915 -47%</td> <td>3343</td> <td>1861</td> <td>-1482 -44%</td> <td>1644</td> <td>634</td> <td>-1010 -61%</td> <td>11225</td> <td>5818</td> <td>-5407 -48%</td> </tr> <tr> <td>May</td> <td>8208</td> <td>4957</td> <td>-1251 -20%</td> <td>3370</td> <td>2743</td> <td>-627 -19%</td> <td>1631</td> <td>939</td> <td>-692 -42%</td> <td>11209</td> <td>8639</td> <td>-2570 -23%</td> </tr> <tr> <td>Totals</td> <td>18560</td> <td>12350</td> <td>-6210 -33%</td> <td>9806</td> <td>7112</td> <td>-2694 -27%</td> <td>4835</td> <td>2468</td> <td>-2367 -49%</td> <td>33201</td> <td>21930</td> <td>-11271 -34%</td> </tr> </tbody> </table> <p><b>The 4hr and 12 hr performance did not dramatically improve</b> and continues to be challenging. During the COVID-19 period the 4hr performance decreased by 2% to 67% as the normal pathway was disrupted due to COVID-19 for admission to assessment spaces, which were converted to COVID-19 wards. The number of patients that waited over 12 hours to be seen and treated decreased to 508 from 1260 for the comparable period last year.</p>	Month	ALTNAGELVIN			SOUTH WEST ACUTE				OMAGH			WH SCT			2019	2020	Variance (n) & %	2019	2020	Variance (n) & %	2019	2020	Variance (n) & %	2019	2020	Variance (n) & %	March	8114	4070	-2044 -33%	3093	2508	-585 -19%	1580	895	-685 -43%	10787	7473	-3294 -31%	April	8238	3323	-2915 -47%	3343	1861	-1482 -44%	1644	634	-1010 -61%	11225	5818	-5407 -48%	May	8208	4957	-1251 -20%	3370	2743	-627 -19%	1631	939	-692 -42%	11209	8639	-2570 -23%	Totals	18560	12350	-6210 -33%	9806	7112	-2694 -27%	4835	2468	-2367 -49%	33201	21930	-11271 -34%
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The below table shows the COVID-19 related position as at 11<sup>th</sup> June 2020 @10:00am.

COVID-19	TOTAL (MOA CR & CC) <sup>1</sup>	COVID-19 Confirmed (CC only)	Information Source
Number admitted to date	1,298	137	PAS
Number discharged to date	1,249	133	PAS
Number still in hospital	49	>5	PAS
Number deceased to date	29		Mortality Report

**Elective Care**

**There remains considerable impact on elective work.** The table below shows the reduction in elective activity in comparison to April 2019. During the COVID-19 period the Trust continued to treat red flag and urgent patients within available capacity.

Performance Area	Activity Delivered		Variance from previous year	Comments
	April 2019	April 2020		
IPDC Core Elective	2,199	630	-71%	<ul style="list-style-type: none"> <li>During Apr 20, of the 630 IPDC treated, 84 (35 IP's &amp; 49 DC's) were treated in NWIC and 546 on hospital sites (110 IP's &amp; 436 DC's)</li> <li>184 were Red Flags &amp; 340 Urgent (excludes Causeway)</li> </ul>
NEW Outpatients - Core	4,951	1,437	-71%	<ul style="list-style-type: none"> <li>During Apr 20, of the 1,437 NOP attendances for core specialties 622 were virtual appointments and 815 were face to face.</li> <li>During Apr 20, of the 1,437 NOP attendances for core specialties 386 were Red Flag, 815 were Urgent and 236 were Routine.</li> </ul>
REVIEW Outpatients - Core	9,153	3,530	-61%	<ul style="list-style-type: none"> <li>During Apr 20, of the 3,530 ROP attendances for core specialties 2,813 were virtual and 717 were face-to-face</li> </ul>
Endoscopy	868	59	-93%	<ul style="list-style-type: none"> <li>During April 20, of the 59 scopes carried out 18 were elective and 41 were non elective.</li> <li>Of the 18 elective scopes, 5 were red flag and 13 were urgent.</li> </ul>

The Trust has continued to adopt innovative approaches through Virtual Activity. **There has been a marked increase in virtual outpatient appointments carried out during March & April 2020.** During April 19 – February 20 there was on average 759 consultant led and 490 nurse led virtual Outpatient appointments carried out each month. During the months of March & April 2020 consultant led appointments increased to 1,730 and 3,849 respectively and nurse led increased to 678 and 1,189 respectively. See appendix for graphs on Elective and Virtual activity

<sup>1</sup> Method of Admission: COVID-19 symptoms, and COVID-19 confirmed



**Hospital cancellations:** As at 21<sup>st</sup> May 20, there have been 1,690 patients who have had their Inpatient or Day Case admission cancelled due to COVID-19. For Outpatient activity recorded on the Patient Admission System (PAS), as of 21<sup>st</sup> May 20, there have been 14,501 patients who have had their outpatient appointment cancelled due to COVID-19.

This includes both patients who have been cancelled by the Trust due to COVID-19 Pressures or patients who cancelled due to COVID-19 Fears.

It is important to note that for any patient who cancelled their admission due to COVID-19 Fears will not have their waiting time recalculated as all cancellations have been recorded as hospital cancellations on PAS. This includes appointments for Consultant Led, Nurse Led, ICAT's, GP Led, and Technician Led (*excludes AHPs see below AHP section*).

**Access:** GP referrals fell by 47% during March and April 20 as compared to the prior year.

Referral Type	1st March - 30th April 2019				1st March - 30th April 2020				Variance			
	RED FLAG	URGENT	ROUTINE	Totals	RED FLAG	URGENT	ROUTINE	Totals	RED FLAG	URGENT	ROUTINE	Totals
GP Referral	2374	3406	7122	12902	1495	1678	3053	6226	-879	-1728	-4069	-6676
All other Sources *	308	3247	3435	6990	247	2137	2002	4386	-61	-1110	-1433	-2604
Totals	2682	6653	10557	19892	1742	3815	5055	10612	-940	-2838	-5502	-9280

As a result of the decrease in referrals the total Outpatient waiting list **decreased by 975 patients** at the end of April 2020 compared to March 20. The percentage of patients waiting less than 9 weeks deteriorated to 14% compared to 22% at the end of March 20.

The overall number of patients on the Inpatient/Daycase waiting list **increased by 438** at the end of April 2020 and the number waiting greater than 13 weeks increased by 1,452. The patients still within the standard access time (less than 13 weeks) decreased to 22% from 28% at the end of March 20. Performance had been falling throughout the year due to staffing gaps, bed pressures and limited availability of WLI uptake.

The general downturn of hospital activity to prepare for and deal with COVID-19 patients and the reduction in referrals during the COVID-19 period has resulted in a **slower growth of the waiting lists however our longest waits will continue to extend.**



**Cancer Services**

**14 day Target:** During April 2020 there were 127 patients seen of which **94% were seen within 14 days** of referral against a predicted 95%. 8 patients waited >14 days with the longest wait of 20 days, these patients were cancelled in March 20 by the Trust due to COVID-19 and given a further appointment for 1<sup>st</sup> April 20.

**31 day Target:** During April 2020 there were 90 patients treated of which **97%** received their first definitive treatment within 31 days of a decision to treat against a predicted 99%. There were 3 patients who breached the standard.

**62 day Target:** During April 2020 there were 51.5 patients treated of which **51%** received their first definitive treatment within 62 days of being referred against a predicted 75%. There were 25.0 breaches which equates to 31 patients, the majority of which were urology and lower GI, of which 12 were ITT's.

Pathway	April 2019	April 2020
<b>14 Day - Breast Total Number of Patients Seen</b>	290	135
<b>31 Day Total Number of Patients Treated</b>	164	90
<b>62 Day Total Number of Patients Treated</b>	76.5	51.5

During the COVID-19 time period Chemotherapy and Radiotherapy services continued, but there had been a **40% reduction** in chemotherapy delivered. During the first 4 months of this year (Jan – Apr 20) there were **more patients who received Radiotherapy treatment** (373) compared to same period last year (357).

A number of services were stood down during the COVID-19 period and will continue to impact on Cancer Services going forward including endoscopy, as described below, and where some patients choose to not attend for their appointments or services have been reduced or stood down during this period. Cancer services are working with the Patient Access Manager on a weekly basis to ensure appropriate patients receive their surgery in the North West Independent Clinic as part of the regional plan for elective surgery on non-COVID-19 sites.



<p><b>Diagnostics</b></p>	<p>Due to the reduction of activity and number of referrals during the COVID-19 period, at end of April 2020 the percentage of patients waiting less than 9 weeks for a diagnostic test <b>reduced to 44%</b> from 79% at end April 19. The number of <b>patients waiting more than 9 weeks increased</b> to 6,397 from 2,147 and those waiting more than 26 weeks increased to 579 from 296 (compared to the prior year).</p> <p>Throughout the year the Trust has not been able to undertake enough activity to keep up with <b>demand for endoscopy</b> which has largely been due to a range of gaps in the medical and nursing workforce and lower than normal uptake of Waiting List Initiative.</p> <p>In March this was exacerbated by the impact of COVID-19. As a result <b>waiting lists have increased</b> from 2,439 in April 2019 to 3,760 in April 2020 and waiting times have increased considerably. The number of red flag referrals waiting longer than 21 days has increased from 160 in April 2019 to 950 in April 2020.</p>
<p><b>Allied Health Professional (AHP) Services</b></p>	<p>During March and April 2020, in total there was a <b>50% reduction</b> (4,327) in AHP referrals received by the Trust compared to the previous year. Of these, urgent referrals reduced by 990. The main specialties that had a reduction in Urgent referrals were Physiotherapy (-647), Occupational Therapy (-214) and Dietetics (-95).</p> <p><b>Access:</b> The position in all AHP specialties <b>has declined</b> in April 2020. In particular the numbers of patients breaching have increased significantly in Physiotherapy (+704), Podiatry (+335) and Occupational Therapy (+217).</p> <p>There has been a significant increase in <b>virtual outpatient appointments</b> carried out during March &amp; April 2020. From April 19 – February 2020 there was on average 489 virtual AHP Outpatient (<i>New and Review</i>) appointments carried out each month. During March &amp; April 20 this has increased to 3,767 and 4,524 respectively, and shows the considerable shift on how services have delivered contacts with their patients over this period.</p> <p>As at 30<sup>th</sup> April 20 9,551 AHP Outpatient appointments were cancelled due to COVID-19.</p>
<p><b>Mental health services</b></p>	<p><b>Adult Mental Health Services:</b> During March/April 2020 there was <b>reduction of 42%</b> in referrals received by the Trust the most of those were routine referrals. The level of emergency referrals stayed broadly the same and urgent referrals also fell.</p>

Referral Source	1st March - 30th April 2019				1st March - 30th April 2020				Variance			
	Emergency	Urgent	Routine	Total	Emergency	Urgent	Routine	Total	Emergency	Urgent	Routine	Total
GP	10	437	739	1186	1	220	345	566	-9	-217	-394	-620
Other Sources*	14	94	256	364	20	115	205	340	6	21	-51	-24
<b>Total</b>	<b>24</b>	<b>531</b>	<b>995</b>	<b>1550</b>	<b>21</b>	<b>335</b>	<b>550</b>	<b>906</b>	<b>-3</b>	<b>-196</b>	<b>-445</b>	<b>-644</b>

**\*Note:** Validation checks are being completed by the service.

**Access:** The number waiting more than 9 Weeks at April 2020 (676) has increased (+199) compared to March 2020 (477). During the early COVID-19 mid March/April 2020 period, Adult Mental Health Service continued to deliver routine reviews via telephone consultations and facilitated a small number of face to face contacts. From 18<sup>th</sup> March – 30<sup>th</sup> April 20, the service delivered a total of 2,373 contacts (new 383 and review 1,990) **this was reduction by 28%** compared to the same period last year.

As at 30<sup>th</sup> April 20, there have been **271** (210 new / 61 review) **appointments cancelled** due to COVID-19.

**Dementia Services:** The total number of people waiting have marginally increased (+25) from March 2020 reflecting a significant decrease in referrals received during March and April 2020.

During March/April 2020 there was a **reduction of 61** Dementia Referrals received by the Trust and most of these routine referrals. The level of urgent referrals increased marginally (+3).

Referral Source	1st March - 30th April 2019				1st March - 30th April 2020				Variance			
	Emergency	Urgent	Routine	Total	Emergency	Urgent	Routine	Total	Emergency	Urgent	Routine	Total
GP	0	7	108	115	0	5	45	50	0	-2	-63	-65
Other Sources*	0	0	24	24	0	5	23	28	0	5	-1	4
<b>Total</b>	<b>0</b>	<b>7</b>	<b>132</b>	<b>139</b>	<b>0</b>	<b>10</b>	<b>68</b>	<b>78</b>	<b>0</b>	<b>3</b>	<b>-64</b>	<b>-61</b>

**Access:** The number Waiting more than 9 Weeks at April 2020 (309) has increased (+92) compared to March 2020 (217).

During the COVID-19 period the Memory Service was stood down with the exception of emergency assessments, urgent referrals and crisis reviews were carried out by consultants and keyworkers via telephone



appointments. From 18<sup>th</sup> March – 30<sup>th</sup> April 20, the service delivered a total of 221 contacts (new 22 and review 199).

As at 30<sup>th</sup> April 20 there have been **62** outpatient (new and review) **appointments cancelled due to COVID-19**.

**Psychological Therapies:** The total numbers of patients waiting have marginally increased (+40) from March 2020 reflecting a decrease in referrals received during March and April 2020.

During March/April 2020 there was a **reduction of 37%** in (-166) Psychological Therapy Referrals received by the Trust, and the majority of the reduction was in routine referrals.

Referral Source	1st March - 30th April 2019				1st March - 30th April 2020				Variance			
	Emergency	Urgent	Routine	Total	Emergency	Urgent	Routine	Total	Emergency	Urgent	Routine	Total
GP	0	3	40	43	0	2	29	31	0	-1	-11	-12
Other Sources*	2	22	377	401	1	16	230	247	-1	-6	-147	-154
<b>Total</b>	<b>2</b>	<b>25</b>	<b>417</b>	<b>444</b>	<b>1</b>	<b>18</b>	<b>259</b>	<b>278</b>	<b>-1</b>	<b>-7</b>	<b>-158</b>	<b>-166</b>

During the COVID-19 period, face to face assessments have been temporarily stood down in Psychological Therapy services with the exception of emergency and urgent referrals. Review consultations, directed conversations, therapy and group work are being undertaken via telephone contact across all service areas.

This variation to service model may impact temporarily on chronological management within some Psychological Therapy services.

From 18<sup>th</sup> March – 30<sup>th</sup> April 20, across all Psychological Therapy Services a total of 1,670 (99 new and 1571 review) contacts was delivered this was a **reduction of 11%** reduction compared to the same period last year.

As at 30<sup>th</sup> April 20 there have been **261 Outpatient** (115 new and 146 review) appointments cancelled due to COVID-19.

**Children's Services**

**Child and Adolescent Mental Health Services (CAMHS):**

During March/April 2020 there was a **52% reduction** (-230) in CAMHS Referrals received with most of the reduction in routine referrals with smaller, but non the less significant, reductions in emergency and urgent referrals.

**Access:** Despite the fall in referrals, the number waiting more than 9 Weeks at April 2020 (488) has increased very significantly (+130) compared to March 2020 (358).



Referral Source	1st March - 30th April 2019				1st March - 30th April 2020				Variance			
	Emergency	Urgent	Routine	Total	Emergency	Urgent	Routine	Total	Emergency	Urgent	Routine	Total
GP	3	79	254	336	4	39	79	122	1	-40	-175	-214
Other Sources*	31	9	63	103	19	14	54	87	-12	5	-9	-16
<b>Total</b>	<b>34</b>	<b>88</b>	<b>317</b>	<b>439</b>	<b>23</b>	<b>53</b>	<b>133</b>	<b>209</b>	<b>-11</b>	<b>-35</b>	<b>-184</b>	<b>-230</b>

During the COVID-19 period emergency, urgent and specialist complex appointments continued to be delivered face to face with appropriate COVID-19 triage, social distancing, PPE and strict infection control measures. Emergency appointments were facilitated within the Rivendell and Woodlea bases, which were established as “**Hubs**” instead of at Acute Hospital sites. Routine reviews have been maintained with all other active clients via telephone consultation.

From 18<sup>th</sup> March – 30<sup>th</sup> April 20, the service delivered a total of 1,291 contacts (new 119 and review 1,172) this was an **increase of 15%** on the same period last year, however that period had been operating at reduced capacity and not in line with the required demand at that time.

As at 30<sup>th</sup> April 20 there have been **293** outpatient (65 new and 228 review) **appointments cancelled** due to COVID-19.

The number of **Looked after children** has marginally increased to 664(+12) from March 2020 and reflects a 1% increase compared to April 2019 and the number of children on the **Child Protection register** April 2020 (622) reflects a 24% increase from April 2019 (503).

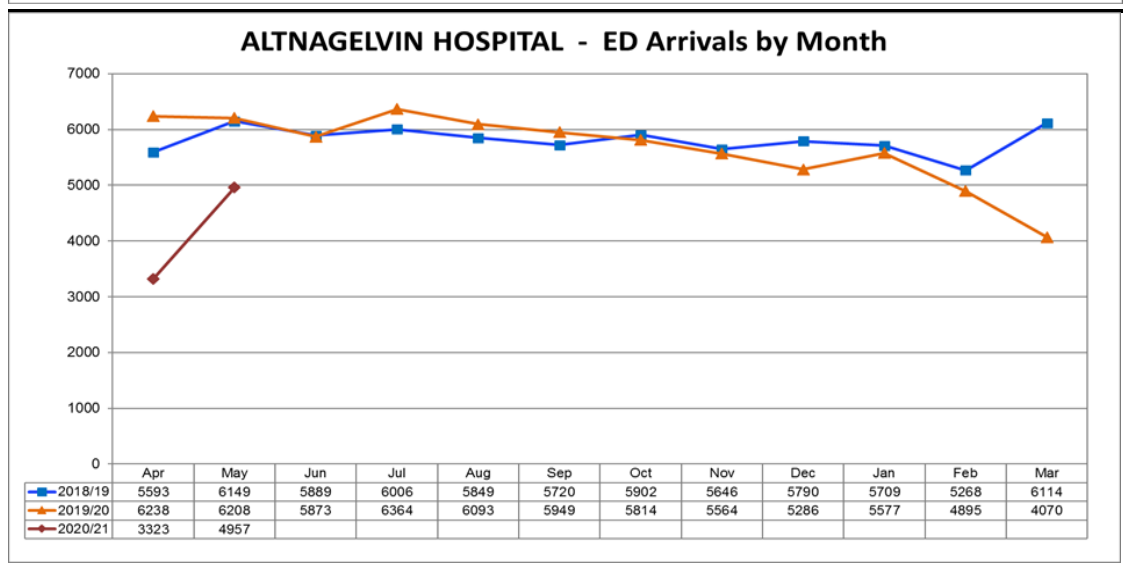
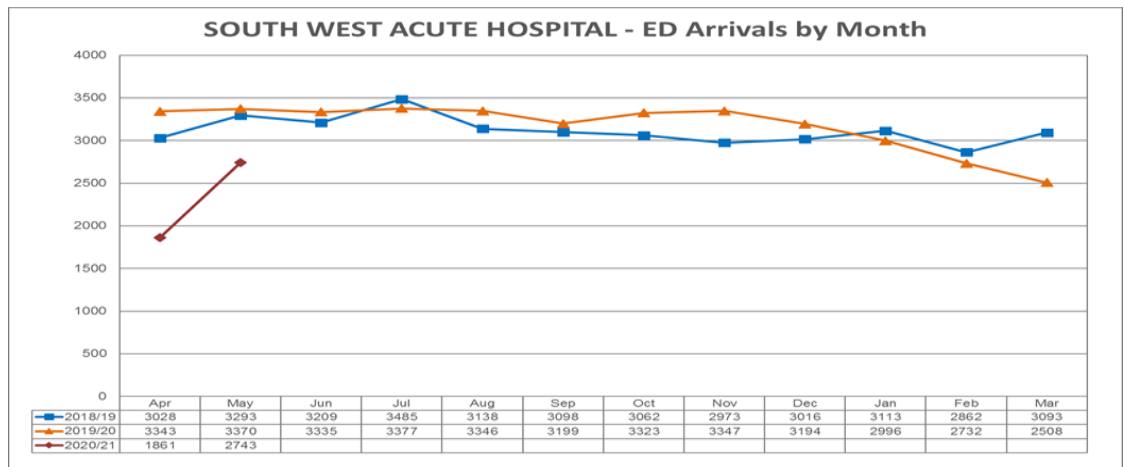
**Other issues to note**

The Trust continues to lead the multi-agency programme of work focussing on supporting those most vulnerable and isolated in our communities (**VIPs**). To date, 1,527 shielded people have received support, this is part of over 5,000 referrals made to council hubs for support for interventions mostly including Food and Mental Health support. During recent weeks, follow up calls have been initiated to continue to support the most vulnerable in our communities through Health Improvement, our social work teams and Pathfinder.





**Unscheduled Care** – the pattern of ED attendances from April 2019 to April 2020





# Western Health and Social Care Trust

## Elective Activity

