

# How Worcestershire is preparing for Winter

## Reducing Demand on Hospital Services

### Neighbourhood Teams



14 local teams of health and social care professionals working together to focus on supporting elderly patients in the community and avoiding unnecessary hospital admissions wherever possible.

These Neighbourhood Teams are also helping to identify elderly patients in hospital and support their discharge to the most appropriate community settings.

### Improved Access to GP Appointments



GP practices are working together to provide additional GP and nurse appointments outside of normal working hours. Almost 1,000 extra pre-bookable appointments are available in the evenings on week days and at specific times over the weekend.

### Falls Response Service



The Falls Response service responds to pendant holders who have fallen, preventing avoidable ambulance callouts and A&E attendances where appropriate to do so.

### Urgent Treatment Centre (UTC)



The Urgent Treatment Centre at the Alexandra Hospital treats patients with minor injuries and illnesses that will otherwise have unnecessarily attended the A&E departments. It is open from midday until 9pm to support waiting times and to provide a clear and consistent approach to minor injury and illnesses.

## Increasing Capacity of Hospital Services

### Additional hospital beds



Increasing the capacity to care for patients at Worcestershire Royal Hospital and in the community by opening up additional beds at Evesham Community Hospital. We are also building a bridge to link the Aconbury unit to the main Worcestershire Royal Hospital site.



### Increasing Mental Health Support

We are expanding the mental health liaison service to cover all wards in the acute hospitals with staff who can support patients who have an underlying mental health condition.

### Frailty Assessment Unit

The Frailty Assessment Unit will be open 7 days per week, 12 hours per day and will assist frail patients by supporting them with a number of assessments.



### Ambulatory Emergency Care (AEC)

The provision of same day emergency care to patients who arrive at A&E. Patients are assessed, diagnosed, treated and are able to go home on the same day without being admitted overnight, meaning more hospital beds are kept available for seriously ill patients who need them the most.



Find out more at: [www.worcestershire.nhs.uk/winter](http://www.worcestershire.nhs.uk/winter)

**Produced on behalf of:**

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG, NHS Wyre Forest CCG, Worcestershire Acute Hospitals NHS Trust, Worcestershire Health and Care NHS Trust, Worcestershire County Council