

Escalation Framework 'Plan on a Page'



Why is the project needed?

- There is currently no mechanism to consistently report or monitor pressures across the whole health and social care system in Wales.
- Welsh Government 'Safety Huddles' take place 365 days a year and provide a platform for every Health Board to report current system pressures being experienced and the forecasted pressures for the next 24 hours. As well as reporting the pressures it also enables the health Boards to layout the actions being taken to mitigate any patient risk and business continuity factors as a result of the level reported.
- This project will bring the community based healthcare services into the 'Safety Huddles'. Dental and Optometry services as well as enhanced Community Pharmacy reporting will also be scoped for inclusion.

What is the scope of the project?

- The Primary and Community Services escalation framework and template are being devised as part of deliverable 6.12 under the Transformation workstream. The dental, optometry and enhanced community pharmacy escalation tools will be progressed under the Data & Digital workstream.
- Running alongside this pieces of work, it is noted that the Unscheduled Care Programme tendered for a national unscheduled care dashboard and bids have been evaluated. It is expected that primary care and community data inputs would be included within this new dashboard.
- The scope therefore within the Data and Digital Technology workstream is to coordinate the electronic collection of the escalation data and agree the format, governance and availability of the data for uploading to the national unscheduled care dashboard.

Who will be delivering the project?

- DPCC Lead: Brian Owens
- Co-Lead: Rachael Powell
- Named Project Manager: Samantha Jeffries

Last reviewed: January 2022

Key deliverables

Initial, staged deliverables include:

- Primary and Community Care escalation template and scripts.
- Scoping of Dental escalation requirements.
- Scoping of Optometry escalation requirements.
- Revision of Community Pharmacy escalation requirements.
- User requirements agreed for GMS and Community Pharmacy Escalation Tools.

Outcome/Success criteria:

- Primary and Community Care escalation template and scripts agreed and implemented.
- Optometry escalation requirements scoped and actioned.
- Community Pharmacy escalation requirements revisited and actioned.
- Submit resource to embed user requirements within the GMS and Community Pharmacy Escalation Tools.

When will the project be delivered?

- Primary and Community Care escalation template and scripts by end of August 2021.
- Community Optometry escalation requirements scoped and actioned xx/xx/xx*
- Community Pharmacy escalation requirements revisited and actioned xx/xx/xx*
- Submit resource to embed user requirements within the GMS and Community Pharmacy Escalation Tools xx/xx/xx*

(*dates tbc in Q2)

