



One Gloucestershire
Integrated Care System (ICS)

Working with you through winter

2023/24

Contents

| | |
|--|----|
| Forewords | 1 |
| This winter in context | 2 |
| What is in this winter plan | 3 |
| Primary Care | 4 |
| First Response Services | 6 |
| Community and mental health services and hospitals | 8 |
| Cheltenham General Hospital and Gloucestershire Royal Hospital | 11 |
| Social Care | 13 |
| Support in your community | 14 |
| What can you do to help? | 15 |
| Glossary | 16 |
| Terms and acronyms | 17 |



Forewords

It is my privilege, as your long serving community representative, to pen this introduction to One Gloucestershire's Winter Plan 2023/24.



Albert Weager

Chair of the Urgent and Emergency Care Patient and Public Involvement Network

Born out of the principles underpinning 'Your Health, Your Care', it has been designed and co-produced by the organisations across Gloucestershire's Integrated Care System (ICS). It offers concise information about accessing and using our health and care services over the winter months and makes pledges to us, the residents of the county, over this period. You can find information about these organisations near the end of this plan.

These pledges and the partnership working of the ICS organisations offer a framework for the provision of our care in a timely, effective and

appropriate way, from wherever people need to interact with health and care services to the best available point and place of delivery.

This plan is very much about what 'the system' will do for us, the people of Gloucestershire. What can we do, as a thoughtful population, to give it every chance of success? Can we make our own pledges, in supportive communities, to best care for ourselves, our families and neighbours, to prevent or reduce a need for health and care services?

A significant challenge to all of us! Can we rise to it?

As a consultant doctor in Gloucestershire's Accident and Emergency (A&E) department, I know first-hand that winter is a time that represents great challenge for the NHS and social care, and particularly for Urgent and Emergency Care services.



Faye Noble

Urgent and Emergency Care Clinical Lead for One Gloucestershire ICS

More recently, seasonal variation has become far less pronounced, with most services working at capacity throughout the year, not just peaking in the winter months.

Our plan to deliver the best care we can through winter aims to be responsive to you, the people and communities of Gloucestershire. It aims to be realistic for our staff who work in our busy health and social care services, who have already worked so tirelessly throughout this year.

We have real opportunities through working together as health and care organisations – and with your help – to create a plan for winter that truly represents our shared priorities.

In this regard the sum is far greater than the parts, and we pledge to do our very best to rise to the challenge that Albert describes above, with you and for you.

Our 2023/24 Winter Plan is clear and simple. We will work together to deliver joined up urgent and emergency services, focussing on our goals of ensuring care is safe, timely and centred on you and the people in your life. I am confident that this plan offers us a real opportunity to address the challenges that face Urgent and Emergency Care as we go into next year and lays the foundation for our exciting 'Working As One' improvement programme.

This winter in context

Our plan to handle the pressures we know come at this time of year is more important than ever, and reflect the priorities faced by the whole country. The last couple of years have seen some unprecedented levels of need for health and care services, especially during the 'winter period' which extends from October through to spring.

The NHS faces recognised challenges in staffing numbers that the pandemic and its subsequent impact on waiting times added to, and we have had a year of various industrial action periods. Last winter we faced the challenges of the Strep A outbreak and saw an expected rise in COVID-19 illness - as we face this coming winter, we know that COVID-19 infections are on the rise, and waiting lists for routine and planned care are increasing.

Our main priorities will be to:

- ✓ Prepare for the kind of seasonal respiratory challenges we know come around this time of year; for example by providing vaccination for a range of common illnesses.
- ✓ Improve the resilience of NHS 111 and 999 services.
- ✓ Improve the speed in which 999 Category 2 (i.e. urgent, but not emergency) responses happen, and keep reducing how long it takes for ambulance crews to transfer people into hospital care. This is better for patients and ensures ambulances can get to the next priority call.
- ✓ Improve peoples' experience by using a range of alternatives to A&E which means more people who need urgent (but not emergency) care will be able to be seen without going to one of the main hospitals. This will also improve the experience of people who do need emergency care in our A&E departments by reducing crowding and waiting times.

- ✓ Reduce how busy our hospitals are including through 'virtual wards' where patients receive excellent care in their own home, and by making sure moving through our services is as smooth and timely as possible.
- ✓ Ensure people can be discharged safely and quickly from all our health settings, working ever more closely with social care and implementing nationally recognised improvement actions.
- ✓ Provide better support for people at home, giving support to those who have complex care needs or access our hospital services frequently.

Most importantly, our communities and you, the residents of Gloucestershire, are key to how well we manage this winter. We present this plan and our pledges to you and ask for your help and support to use the right services at the right time for your needs.



In the autumn we launched **Working as One**, a programme to transform how we carry out our Urgent and Emergency Care services. The COVID-19 pandemic showed us that, on a day-to-day basis, the health and care organisations in Gloucestershire are stronger and better when we work more closely together.

We have a shared commitment and determination that people are cared for in the right place at the right time, to ensure that they can achieve the best health outcomes.

This exciting programme starts this winter with putting into place improvements to how we work across all parts of the health and care system. That will provide a strong foundation for further transformation work in the medium and long term as we build ever-improving urgent care services for the people of Gloucestershire.

What is in this winter plan?

This winter plan is focused on concisely informing you, the people and communities of Gloucestershire, of our pledges about how each part of our health and care 'system' will rise to the challenge of the winter period.

It provides the key contact and access information you might need for each area, and also sets out how you can make a difference to keeping these services working best for people that need them, and to care for your own health and wellbeing.



Primary Care
4



First Response Services
6



Community and mental health services and hospitals
8



Cheltenham General Hospital and Gloucestershire Royal Hospital
11



Social Care
13



Voluntary, Community and Social Enterprise Sector (VCSE) and wider system support
14



Primary Care

Community Pharmacies

Local pharmacies support and underpin many other parts of healthcare in Gloucestershire. We are introducing the national *Community Pharmacist Consultation Service* approach with NHS 111, GP Surgeries, and our Urgent and Emergency Care (UEC) services¹.

These services will be able to refer patients to community pharmacies for minor illnesses, emergency prescriptions, contraception services, discharge medicines, and hypertension.



¹<https://www.england.nhs.uk/primary-care/pharmacy/community-pharmacist-consultation-service/>

GP Surgeries

Our GP Surgeries, with community pharmacies, are the foundation of local healthcare services in Gloucestershire. In recent years we have seen more and more surgeries move into new premises, improving access and the experience of patients whilst keeping them at the heart of our communities.

Primary Care teams work incredibly closely with every other part of the health and social care system and have the most detailed up to date information about your health and care.



If you don't have your GP Surgery details to hand, use the Gloucestershire ASAP website (www.asapglos.nhs.uk/) with your postcode to find their contact details and opening times.



Dental Services

We are aware that access to NHS dentistry in Gloucestershire is challenging. We are actively working with dentists in Gloucestershire, with help from patient representatives, to secure more appointments for patients with urgent needs, and we have written to all 77 NHS dental practices in the county inviting them to take on more NHS work.

If you have a dental emergency, there are arrangements in place to ensure that anyone who does not have a dentist and has an urgent dental need can access an urgent appointment by contacting NHS 111.

Primary Care Pledges

- ✓ We will provide as much pharmacy-based care as possible appropriate to people's needs, including using the *Community Pharmacist Consultation Service* for a number of common conditions. We can also take your blood pressure, and if it is too high (hypertension) and needs treatment, we can refer you to your GP.
- ✓ We will provide vaccinations at the heart of our local communities to those who are eligible, such as people with 'at risk' clinical conditions, and people in areas of known health inequalities.
- ✓ We will further support people where possible with their medicines when they are discharged from hospital. We will do this by increasing direct referrals from hospitals to a patient's Community Pharmacy on discharge to at least 500 per month for appropriate situations.
- ✓ GP surgeries will work together to offer additional appointments on weekday evenings and Saturdays, matching your needs to the relevant healthcare professional.
- ✓ We will refer people as appropriate to our Acute Respiratory Infection (ARI) Hubs. Through to March we will provide over 10,000 appointments to help avoid hospital attendance and care for people closer to home.





First Response Services

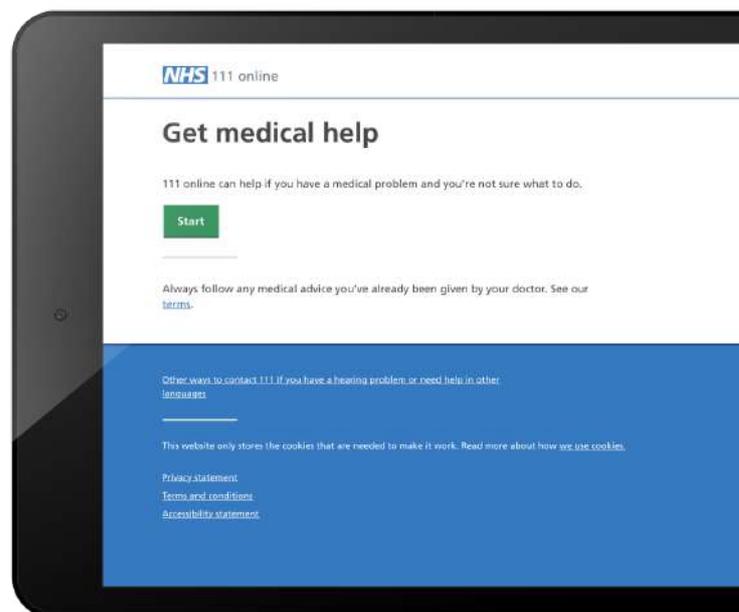
NHS 111

NHS 111 helps people get the right advice and treatment when they urgently need it, be that for their physical or mental health, 24 hours a day, 7 days a week.

Nearly half of all calls to NHS 111 are resolved by the initial call handler who can help people with self-care advice or to find the service they need.

To get help from NHS 111, you can:

- ▶ Go online to 111.nhs.uk if the person is 5 years or older.
- ▶ Call 111 for free from a landline or mobile phone for people of any age.



Out-of-hours (OOH)

Our Out Of Hours service provides primary care outside normal GP surgery hours (18:30 to 08:00 Monday to Friday, and all day Saturday, Sunday and Bank Holidays).

When you contact Out Of Hours, you will be advised by them how to use the service – that may include having your needs dealt with over the phone, being directed to one of our Out Of Hours locations around the county or having a visit at home.

To get help from Out Of Hours:

- ▶ **Call 111 for free from a landline or mobile phone.**

South West Ambulance Service NHS Foundation Trust (SWASFT)

The ambulance service provides paramedics and vehicles to accidents and emergencies, and much more besides. As well as taking people to hospital Accident and Emergency (A&E) departments if needed, the ambulance service carries out 'hear and treat' responses over the phone and provide 'see and treat' paramedic services in people's homes, avoiding taking people to hospital when it's not needed.



In our hospital A&E we have a Hospital Ambulance Liaison Officer (HALO) available every day from midday to midnight, who assists with quicker flow into hospital to reduce ambulance handover delays and improve patient experience, for example by identifying which patients could be cared for by Same Day Emergency Care (SDEC) alternatives once at A&E.

Please – only call 999 if you have an emergency or life-threatening situation, and use the ASAP app or website (www.asapglos.nhs.uk/) or call your GP Surgery, NHS **111**, or our Minor Injury and illness Units (**0300 421 7777**).



What is a medical emergency?

A critical or life-threatening situation, such as:

- ▶ Loss of consciousness
- ▶ Fits that are not stopping
- ▶ Severe chest pain or signs of stroke
- ▶ Breathing difficulties
- ▶ Severe bleeding that cannot be stopped
- ▶ Severe allergic reactions
- ▶ Severe burns or scalds
- ▶ Major trauma such as a road traffic accident.





Community and mental health services and hospitals

Gloucestershire Health and Care NHS Foundation Trust (GHC) provides mental health, physical health, and learning disability services to people of all ages. We do this in community hospitals and other buildings and, primarily, in people's own homes.

Physical health care

Our six Minor Injuries and Illness Units (MIUs), based in our community hospitals, are for walk-in patients and appointments booked through the NHS 111 service or GPs, or by calling **0300 421 7777** directly.

MIUs are open every day 8.00am to 8.00pm
(final appointment and walk-in at 7.30pm)

- ▶ Cirencester Hospital
- ▶ Lydney and District Hospital
- ▶ North Cotswolds Hospital (Moreton in Marsh)
- ▶ Stroud General Hospital
- ▶ Tewkesbury Community Hospital
- ▶ Vale Community Hospital (Dursley)

| What our MIUs <u>can</u> treat: | What our community hospitals <u>cannot</u> treat: |
|--|---|
| Sprains | Head injuries with loss of consciousness |
| Simple fractures needing x-rays and plasters | Persistent, severe chest pains |
| Simple wounds that may need suturing (stitches) | Pain that is not relieved by simple pain killers |
| Minor burns | Sudden confused state of mind |
| Emergency contraception | Breathing difficulties |
| Minor head injuries with no loss of consciousness | Stroke or suspected stroke |
| Minor illness, earache, sore throat, etc | Alcohol-related problems |
| Skin problems such as rashes, bites, stings and infections | Overdoses |
| Eye conditions including foreign bodies and conjunctivitis | Complicated or serious injuries |
| | Major or long-standing illnesses |

We do other important work to support people to remain independent at home, including:

- ▶ Providing a ‘falls response’ service across the county to people falling in their own homes, including care homes, reducing ambulance calls and hospital attendances.
- ▶ Identifying 999 calls that can be dealt with by our community Rapid Response Team, instead of an ambulance.
- ▶ Providing assessment and treatment beds at community hospitals that GPs can refer patients to rather than sending them to Cheltenham General or Gloucestershire

Royal Hospitals; similarly we provide a range of services that prevent people deteriorating and help them to recover and become able to care for themselves.

- ▶ Our ‘Home First’ service that can get people out of hospital and back into their own home with appropriate care as soon as possible.

There are also Minor Injury Units provided by other organisations:

- ▶ **Tetbury Hospital**
 - ▶ 8.30am to 6pm, last walk-in at 5.30pm
 - ▶ Monday to Friday, not open on public holidays)
 - ▶ Or call **01666 502336** and ask for the Minor Injuries and Illness Unit
- ▶ **Winchcombe Medical Centre**
 - ▶ 8.15am to 6.30pm
 - ▶ Monday to Friday, not open on public holidays
 - ▶ Call **01242 602 307**

Community Health services winter pledges



- ✓ We will work with the ambulance service to guide people into community services, to provide care closer to home to avoid A&E visits when appropriate and safe to do so.
- ✓ We will build on the success of our Frailty Team working on ‘Virtual Wards’, to care for people at home that would otherwise have been admitted to hospital – we plan to increase Frailty Virtual Ward spaces from 10 last year to 45 over this winter.
- ✓ We will focus on prevention of both ill-health and the need for hospital attendance.

Mental Health care

Winter can be a hard time for people's mental health too. There are many ways the NHS, and the voluntary sector, work together to care for people with mental health concerns and crises:



Where to go for help:

- ▶ www.bewellglos.org.uk
- ▶ Mental Health Crisis team - **0800 169 0398** available 24 hours a day, 7 days a week. Use the following options:
 - ▶ Option 1 for Stroud and Cotswolds
 - ▶ Option 2 for Gloucester and Forest
 - ▶ Option 3 for Cheltenham, Tewkesbury and North Cotswolds
 - ▶ If you are hearing impaired, please TEXT:
07775 510 693 – 7am – 9.30pm
07768 776 863 – 9.30pm – 7am
- ▶ Samaritans, if someone is experiencing feelings of distress or despair – **116 123** (free)
- ▶ The *Stay Alive App* (www.stayalive.app), packed full of useful information and tools to help you stay safe in crisis
- ▶ Gloucestershire Self Harm helpline - **0808 801 0606** or text **07537 410 022**
- ▶ Shout – 24/7 text service for anyone in crisis – **text 85258** (free on all major mobile networks)
- ▶ Childline – **0800 11 11** (free)
- ▶ The Silver Line (supporting older people – **0800 470 8990** (free)
- ▶ GP surgeries work with dedicated primary care Mental Health workers.



Mental Health services winter pledges

- ✓ We will provide or support mental health care in as many points of contact with the NHS as possible, including through GP surgeries, in hospitals, and through our own wide range of services.
- ✓ We will provide a mental health crisis line 24/7 (0800 169 0398) so that there is always someone to reach out to; support is also available through NHS 111.
- ✓ We will work with charities and other local organisations to support care for peoples' mental health in their own communities.





Cheltenham General Hospital and Gloucestershire Royal Hospital

In our two main hospitals this winter we will do all we can to ensure only the people who really need Accident and Emergency (A&E) services are in the department. We will do everything possible to keep the length of time people spend waiting in A&E as short as possible and will also reduce the chance that someone will be admitted for an overnight stay when they don't need to.

To take pressure off A&E we will make as much use as possible of surgical, trauma, frailty and paediatric assessment areas, guiding people to the best place in the hospital for their care.

We want as many people as possible to be treated and sent home safely on the same day. Where people do need to stay one or more nights, we do all we can to ensure safe and timely decisions about what each patient needs, and where, to keep A&E running smoothly for the next person.

Care in our hospitals

- ▶ Patients will have their conditions and care reviewed by the most appropriate experts, including doctors, nurses and therapists, every day of the week. We will ensure as much diagnostic testing is requested earlier in the day, to make timely decisions about the best place for people's ongoing care or whether they are ready to go home.
- ▶ If unavoidable, we will restrict visits to wards if there are risks of infection, notably from flu, norovirus (vomiting bug) or other seasonal illnesses including COVID-19. These illnesses can make patients more ill, and also impact the health and availability of our staff.
- ▶ We will work hand-in-hand with our colleagues in the community and social care to ensure people can go home or to a more appropriate place to finish their recovery.



Hospital winter pledges



- ✓ We will use our range of *Same Day Emergency Care (SDEC)* services as much as possible every day of the week to reduce pressure on A&E. This will also help how quickly we transfer people from ambulances into A&E to ensure they get the most appropriate care as soon as possible, and to help ambulances get to the next person that needs them.
- ✓ We will ensure people with specific conditions are cared for by the right people as quickly as possible. For example, by guiding people to facilities such as:
 - ▶ Anyone attending A&E with mental health concerns (regardless of physical health issues) will be able to access a specialist assessment within 45 minutes on average. This service, one of only three of its kind in England, is available 07.00 – 19.00 every day; during the winter we have an ambition to increase this towards a full 24/7 service.
 - ▶ ‘Virtual Wards’ (increased from 50 spaces last year to 223 by December), notably for people affected by frailty and respiratory conditions, and people who have had a stroke.Similarly we will ensure children and pregnant people are directed to the most appropriate area if not A&E.
- ✓ We will focus on increasing our discharges across all seven days of the week and will prepare discharge information and medication as early as possible in the day.



Social Care

The Hospital Discharge and Assessment Team (HDAT) work in various locations in the county, notably in our hospitals, Charlton Lane Mental Health Hospital, and assessment bed units across the county. Our innovative 'Care Navigators' provide support and information when people are admitted to hospitals and work alongside the *Complex Care at Home teams*, the North Cotswold Frailty Team, and Community Hospitals across Gloucestershire.

From late November, HDAT will operate an Admission Avoidance advice telephone line seven days a week, offering support to the Accident and Emergency departments by advising health colleagues about appropriate alternatives to hospital admissions.

Our key priorities this winter are:

- ▶ To provide informed, quality advice and guidance to prevent avoidable admissions and to support timely hospital discharges every day.

- ▶ To support and advise decision-making in the hospitals and sharing our Social Care knowledge around complex situations.
- ▶ To support the needs of those entering short-term assessment beds to aid safe and timely discharges.
- ▶ To support health partners in our 'Home First' principles and reduce how much bed-based care people need after leaving hospital.
- ▶ To champion prevention of ill-health and connect people with services in their communities.
- ▶ Support, information and care for Carers.

Full information about social care services and support can be found at www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/finding-the-right-information-and-support/



www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/finding-the-right-information-and-support/

Social Care winter pledges

- ✓ We will support the flow of people through all of Gloucestershire's health and care services and ensuring speedy access to the most appropriate next stage of care, by prioritising assessments and ensuring home and bed-based care is provided based on people's needs. We support and assess people in up to 200 beds at any one time on leaving hospital, and assess peoples' needs (where required) within their own home.
- ✓ We will work closely with broad range of private, independent and voluntary sector providers from around the county and beyond to support our overall response to the challenges of winter.
- ✓ Social Workers will be working in the two large hospitals to help avoid unnecessary hospital stays and to support planning for post-hospital care. This is provided through our Social Care Hub Monday to Friday 9.00 to 17.00, in A&E and on hospital wards. We also support at the weekends via telephone referral.





Support in your community

The cumulative impact of health inequalities, the impact of COVID-19 on health and livelihoods, and the risks to health and wellbeing arising from the cost-of-living crisis have focussed our attention on the strength of communities and the nature of our partnership with the Voluntary, Community and Social Enterprise (VCSE) sector.

Health inequalities have a significant bearing on whether a person needs to access urgent of emergency care. With the cost-of-living crisis anticipated to affect a greater number of households this winter - including some of the people who make up our workforce - we expect to see these needs increase.

Our shared focus this winter is to work alongside communities to reduce peoples' need for health and social services. Our VCSE partners are the real front line in supporting carers, people's other needs beyond healthcare, as well as the response to the cost-of-living crisis as they were during the COVID-19 pandemic. We will continue to work with them this winter to identify and handle risks to safe and secure communities that help keep people well, and at home where it is possible to do so.

You can access lots of information about these services and support at www.youcircle.org.uk, an online directory provided by Gloucestershire County Council.



Many people in Gloucestershire also care for someone else in their life. We recognise the

amazing care they provide every day, which is supported by a wide range of resources, training and offers from Gloucestershire Carers, who can be contacted on 0300 111 9000, or via their website at (www.gloucestershirecarershub.co.uk)



Community support winter pledges

- ✓ Voluntary and community sector partners provide some follow-up services to ensure people are supported to remain at home after leaving hospital.
- ✓ We will offer our *Warmth on Prescription* service, helping those in need with long-term cardiovascular and respiratory conditions to pay their energy bills and stay healthier; we will also promote how to *Stay Well This Winter* at all times, supporting people to eat well, stay active, access vaccinations and care for their mental health.
- ✓ We will ensure our *Click or Call First* and *ASAP* services are kept up to date with the latest information people need to care for themselves and access the right services when they need them.



What can you do to help?

Unless it's a genuine accident or emergency we recommend that you access the Gloucestershire ASAP website (www.asapglos.nhs.uk/, smartphone apps also available for download). ASAP helps you to search by both adult and child conditions, or by service.



▶ Keep yourself as well as possible



Please ensure you, any children in your care, your older loved ones and carers have all vaccinations up to date (www.nhsglos.nhs.uk/your-health-services/community-and-hospital-care/vaccination/), including flu and COVID-19. Keep warm and hydrated and try to avoid travelling in bad weather.

▶ Community Pharmacies

Before contacting your GP ask your local pharmacy for help. They can offer confidential consultations for many common ailments and advise you about the best non-prescription medicines they can provide, especially to reduce our reliance on antibiotics. Your pharmacy will also be able to advise you what the best service to contact is if not them.

▶ GP Surgeries

Try to use other services than GP surgeries as much as possible, especially first thing in the morning when people with urgent needs may be calling in. Most of all see if your local pharmacy can help or signpost you to another service. Don't assume that you need antibiotics for minor ailments such as coughs and colds; pharmacists will advise if you need to get a GP prescription.

▶ NHS 111

Visit your local pharmacy for help with minor ailments; they will advise who else could help, which may include directing you to NHS 111. Use NHS 111 for as much as possible instead of calling 999, which should be used only for real emergencies that could be life-threatening.

▶ Ambulance service

Only call 999 if you really need to. There are lots of alternatives to a 999 call for situations that, while urgent and important, can be helped appropriately and quickly by one of our other services. Please help us prioritise our ambulances for real emergencies and accidents that need them.

▶ Minor Injuries and Illness Units (MIUs)

Use the community hospitals' MIUs wherever possible for problems that are not genuine emergencies; NHS 111 and GPs can book you directly into appointments at the MIUs, and you can call them directly on 0300 421 7777.

▶ Mental Health services

If you or someone you know needs help in a mental health crisis, call our 24/7 crisis teams on 0800 169 0398. If you are hearing impaired, please text 07775 510 693 (7.00am to 9.30pm) or 07768776863 (9.30pm to 7.00am)

▶ Accident and Emergency departments

Use other services as much as possible before considering visiting one of the A&E departments, for example local pharmacies, GP surgeries, NHS 111, and Minor Injury and Illness Units (MIU's). This helps prioritise the most unwell patients for the kind of specialist and emergency care that hospital A&E's provide. Please also support your family and friends who may be in our hospitals to return home or their usual place of residence as soon as possible so that we can care for more people sooner.



Glossary

The organisations that provide your health and social care and support:

| Organisation | What they provide | Where they provide it |
|---|---|---|
| GP surgeries | Broad diagnosis, treatment and care of non-urgent illness. Support and decisions to refer patients to specialist services in other organisations. Long-Term Care and supporting self-care | Through GP surgery premises across the county, and their branch sites Via the Out of Hours service More help available at: www.asapglos.nhs.uk |
| Gloucestershire Health and Care Foundation NHS Foundation Trust (GHC) www.ghc.nhs.uk | District nursing Health services, clinics and therapies Inpatient care, rehabilitation and Minor Injury and Illness Units Mental Health assessment, treatment and care services | In people's homes. At NHS clinic sites around the county At community hospitals At mental health specialist centres and hospitals |
| Gloucestershire Hospitals NHS Foundation Trust (GHT) www.gloshospitals.nhs.uk | Specialist medical treatment and care, and diagnostics A&E departments for the most urgent and serious accidents and illness | At Cheltenham General Hospital and Gloucestershire Royal Hospital |
| Gloucestershire County Council (GCC) www.gloucestershire.gov.uk/health-and-social-care/ | Social care services Domiciliary care visits Carer assessments | In people's homes At social care units around the county Via independent sector units |
| South West Ambulance NHS Foundation Trust (SWAST) www.swast.nhs.uk | 999 call handling Ambulance and paramedic prioritisation and despatch Transfer of patient care appropriate for other services | Ambulance main hub, local ambulance stations, a range of ambulance vehicles and in people's homes |
| Voluntary, Community and Social Enterprise (VCSE) organisations www.glosvcsalliance.org.uk/ | Ranges from small community-based groups/schemes through to larger registered Charities that operate locally, regionally & nationally | Within communities and peoples' homes and health and social care facilities |
| E-zec e-zec.co.uk/our-services/ | Non-emergency patient transport services | Non-emergency ambulance vehicles |
| Gloucestershire Integrated Care Board (ICB) www.glosnhs.nhs.uk | Oversight and commissioning (purchasing) of all health and care services for Gloucestershire. Gloucestershire Integrated Brokerage | |

Terms and acronyms

Not all of these terms appear in this document; however you may see or hear them referenced if you use our Urgent and Emergency Care services this winter:

| | |
|----------------|---|
| A&E | Accident & Emergency, operated from our acute hospital Emergency Department |
| ARRS | Additional Roles Reimbursement Scheme, expanding types of roles in primary care |
| ASC | Adult Social Care, a function of Gloucestershire County Council |
| CATU | Community Assessment & Treatment Unit (Older Person) |
| CGH | Cheltenham General Hospital, one of our two acute hospitals |
| CPG | Clinical Programme Group |
| CYP | Children & Young People |
| D2A | Discharge to Assess |
| DTA | Decision To Admit (to hospital) |
| DoS | Directory of Services |
| EAC-I | Enabling Active Communities and Individuals – promoting healthy lifestyles |
| ED | Emergency Department, dealing with the most serious injuries and illness |
| EPR | Electronic Patient Record |
| FAU | Frailty Assessment Unit – a dedicated unit to assess underlying frailty |
| G-care | Online point of clinical reference for Gloucestershire clinicians |
| GP | General Practitioner |
| GRH | Gloucestershire Royal Hospital, one of our two acute hospitals |
| HALO | Hospital Ambulance Liaison Officer – a dedicated function to enable flow |
| HAT | Homeward Assessment Team |
| HIU | High Intensity User – patients who have complex and frequent health issues |
| HOSC | Health Overview & Scrutiny Committee (GCC) holding organisations to account |
| IAPT | Adult Improving Access to Psychological Therapies, a key mental health service |
| ICS | Integrated Care System, now enshrined in law |
| IPC | Infection Prevention and Control |
| LA | Local Authority (Gloucestershire County Council) |
| LoS | Length of Stay, a key measure in hospital-based care |
| MDT | Multi-Disciplinary Team, an approach to care that looks after all a patient’s needs |
| MH | Mental Health |
| MiDOS | My Directory of Service; electronic signposting to the most appropriate care |
| MIIU | Minor Injury & Illness Unit, based on community hospitals |
| NEPTS | NHS funded Non-Emergency Patient Transport Service |
| NHS 111 | Free telephone and online service for patients to access urgent health care advice |
| NHSE | National Health Service England, the national body that oversees delivery of services |
| OOH | Out Of Hours (usually in reference to primary care services at night and weekends) |
| OPEL | Operational Pressures Escalation Levels (1, 2, 3, 4) |
| POC | Package of Care |
| ReSPECT | Recommended Summary Plan for Emergency Care and Treatment |
| SDEC | Same Day Emergency Care |
| SHREWD | Single Health Resilience Early Warning Database |
| ToCB | Transfer of Care Bureau |
| UEC | Urgent & Emergency Care |
| VCSE | Voluntary, Community and Social Enterprise |

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One Gloucestershire Integrated Care System (ICS),
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