

Appendix A

Responses relating to the implications and feasibility of the recommendations proposed by the review.

	Recommendation	Lead agency	Comments and update
1.	CCG be requested to continually review hospital discharge performance and that performance be presented to the SCHHOSC on a quarterly basis	Bedfordshire Clinical Commissioning Group (BCCG)	
2.	That a report be presented to a future meeting of the Social Care, Health and Housing OSC by BCCG to provide greater clarity of its plans for the system redesign of acute and emergency care pathways.	BCCG	
3.	That the Ivel Valley Locality Team be asked to review performance in relation to hospital discharge at the Lister Hospital and the numbers of delays of discharge for Central Bedfordshire residents.	BCCG	
4.	That a report be sent to other LAs to consider whether a review of performance by scrutiny was necessary.	CBC Scrutiny and Policy Manager	The report was circulated to other relevant local authorities several of whom have recently undertaken their own reviews of hospital discharge performance or, in the case of one authority, are considering undertaking one later in the year. Hertfordshire County Council have asked to be kept informed of any response in relation to recommendation 3.
5.	That Bedford Hospital employ a person specifically to communicate between the hospital and community healthcare services to support more effective discharges from hospital by ensuring that equipment is available for patients and that appropriate community healthcare needs	Bedford Hospital	

	Recommendation	Lead agency	Comments and update
	are met.		
6.	That Bedford Hospital ensure staff fully understand the discharge pathway so that there is a consistent approach and that accurate expected dates of discharge can be provided.	Bedford Hospital	
7.	That Bedford Hospital put appropriate procedures in place to ensure a consistent approach to hospital discharge across the week, including the weekends to ensure that unnecessary delays do not occur just because it is Saturday or Sunday.	Bedford Hospital	
8.	That Bedford Hospital provide one named person who is responsible for an individual patient's entire hospital pathway to ensure that all aspects of that persons care have been considered, including appropriate transport and equipment being available at the other end once they had been discharged.	Bedford Hospital	
9.	That Bedford Hospital provide a single point of contact when discharging patients from hospital and proactively encourage patients to use this single point of contact if they have any issues in the two week period after discharge.	Bedford Hospital	
10.	That Bedford Hospital hold patient information on one central system so that persons need only ring one number in order to obtain any relevant information on that patient.	Bedford Hospital	
11.	That Bedford Hospital seek input from Carers using the Carer Lounge as to whether staff strike the right balance between engaging carers at an early stage and finding the appropriate	Bedford Hospital	

	Recommendation	Lead agency	Comments and update
	time to discuss an issue.		
12.	That the CCG encourage hospitals from whom it commissions services to standardise hospital discharge forms with a view to creating one familiar form that contained all the necessary information in one place to support effective planning for hospital discharge speeding up the process and making it more efficient.	BCCG	
13.	That a review be undertaken of the Clinical Navigation Team (CNT) to determine whether it has delivered against its objectives and whether its role remains suitable. In light of this review it should be considered whether the CNT or another appropriate body could be responsible for the following:- <ol style="list-style-type: none"> 1. making available a greater quantity and quality of information for patients on the services provided by community organisations and others. 2. providing a visible interface for communication between the Council, the NHS and community organisations, particularly to encourage more detailed discussion between providers in the north and south of Central Bedfordshire. 	Central Bedfordshire Council (CBC)	<p>Due to the historical nature of this report it is felt that these recommendations should now be incorporated into the work and preparation of the Better Care Fund (BCF).</p> <p>The implementation of these recommendations need to take into account the BCF proposals and also be considered within the context of the Strategic Review and in relation to the re-commissioning of community health services.</p>
14.	RECOMMENDED that more effective coordination be undertaken between the discharge planning team, rapid intervention team and the district nurses and that the roles of these teams be considered to provide greater clarity.	CBC	See comments above regarding Recommendation 13