



Greater Manchester Weekly Winter Stakeholder Briefing

2nd February 2024 – Issue 10

This weekly briefing is intended to update stakeholders on how services in Greater Manchester are performing and how we work together to manage demand and provide care and support to the public.

Contents

Media statement	2
Weekly narrative	2
Case study.....	2
Primary care data	3
Urgent and emergency care data.....	4
Hospital discharge data	4
Useful information.....	4



Media statement

Mark Fisher, chief executive of NHS Greater Manchester

“All services remain busy across the NHS in Greater Manchester and staff are working hard to manage sustained demand.

“You can get support for urgent medical worries by going to [NHS 111 online](#). This should also be your first port of call if you’re unsure what to do.

“Don’t forget GPs and pharmacies can also help. Speak to a pharmacist for advice on medicines or common problems like coughs, colds, earaches, and advice on your medicine.

“Please continue to come forward for your free flu jab if eligible.”

Weekly narrative

Attendances remain high and several hospital Trusts are seeing high numbers in emergency departments, but this has improved over the last couple of days. Ambulance turnaround remains challenged however is improved. All community services remain busy and are seeing significant demand.

Case study

Paramedic acute visiting service: supporting patients stay well at home

Ally is part of a team of six acute visiting service paramedics in Bury. Since June 2022, Ally and colleagues have been helping improve access to care, and relieving some of the pressure felt by GPs, by visiting patients - most of them housebound - in their own homes.

Acute visiting paramedics visit those who have been referred to the service after contacting their GP. They offer same-day appointments, using their experience managing urgent and emergency incidents to treat patients with a range of different illnesses and conditions, such as minor injuries, breathing problems and chest infections.

Each paramedic can see around seven patients a day. From December 2022 to November 2023, Ally and her team have completed 3,831 home visits. Most patients are referred to the service because they have difficulty leaving their house and then struggle to get to GP appointments. The service is particularly valuable during winter, as the temperatures drop, and pavements and roads can become slippery making it harder for those with mobility issues to get around. The service also helps to reduce inappropriate hospital attendances and helps people be cared for at home



when it is clinically safe to do so.

Visiting a patient's home environment can often be beneficial in supporting people's health and wellbeing. This could be noticing that a person's home isn't very well heated, so signposting them to services that could help with costs and giving tips on keeping their home warm; or spotting medication has been left and isn't being taken as prescribed. Often patients can feel more at ease in their own home and talk about symptoms or health problems they haven't previously discussed with their GP, leading to previously unknown health conditions or illnesses being treated, following a referral into appropriate services.

Ally Harris, acute visiting service paramedic, said:

"The NHS is under increasing pressure. I think our service is a way to offer more face-to-face contact with some of our most vulnerable patients.

"During the colder months, we can sometimes be a lifeline for patients who can't risk going out in the cold, snow, ice, or wind.

"We pride ourselves on going the extra mile, taking a patient-centred approach and work to ensure that each person's needs are met both from a health point-of-view, and socially. Our patients always seem happy and relieved to see us and I get huge job satisfaction from helping them get the care they need at home."

You can watch a short video with Ally by following this link to the NHS Greater Manchester website: [Who's who at your GP practice | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](https://www.gmintegratedcare.org.uk) and clicking on the link under "I'm an acute visiting service paramedic".

Primary care data

There are approximately 1,800 primary care providers, with a workforce of around 22,000.

- ✚ Dentistry – of 233 practices reporting, 30% of dental practices are feeling a significant or very significant increase in demand, with a further 21% of practices facing extreme demand.
- ✚ General practice - of 275 practices reporting, 29% of GP practices are feeling a significant or very significant increase in demand, with a further 3% of practices facing extreme demand.
- ✚ Optometry - of 84 practices reporting, 7% of optical sites are feeling a significant or very significant increase in demand, with a further 2% of practices facing extreme demand.
- ✚ Pharmacy – of 118 pharmacies reporting, 25% of sites are feeling significantly challenged and 8% are feeling challenged but coping.

Note, work is underway to encourage more practices to use the pulse check so that support can be provided where appropriate.



Urgent and emergency care data

NHS England publish a weekly online report each Thursday showing verified data across provider organisations including all hospital trusts. You can access the latest urgent and emergency care 'sit rep' here: [Statistics » Urgent and Emergency Care Daily Situation Reports 2023-24 \(england.nhs.uk\)](https://www.england.nhs.uk/statistics/urgent-and-emergency-care-daily-situation-reports-2023-24).

- ✚ For the week 22nd to 28th January 2024, there were 27,525 attendances; of which 19,411 were Type 1 attendances. Attendances are higher than the previous reporting period including for Type 1.
- ✚ Hospital bed occupancy across Greater Manchester acute trusts has for this period been on average 92.8%, with the peak at 94.2%.
- ✚ Paediatric services remain challenged and bed occupancy has seen a recent increase during this reporting period.
- ✚ Attendances at emergency departments for mental health conditions have remained stable however the system is significantly constrained by a lack of mental health bed capacity in Greater Manchester, as well as nationally.
- ✚ Ambulance activity has been high with 4,177 ambulances attending Greater Manchester hospitals.
- ✚ Definitions on types of attendance can be found using this [link](#).

Hospital discharge data

The discharge figures are a snapshot in time provided for the weekly brief to illustrate both demand and pressure. These figures will be shared weekly.

- ✚ There were 895 people medically fit for discharge from acute trusts as of 31st January.
- ✚ This week (25th January to 31st January) there were 778 admissions to hospital across Greater Manchester and 800 discharges.

Discharge data may reflect variation in average length of stay per bed and discharge location.

Useful information

- ✚ Important information about signs and symptoms of measles, getting a vaccine and what to do if you think someone you know may have it is available on our dedicated webpage: [Measles Don't let your child catch it | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](https://www.gmintegratedcare.org.uk/measles-dont-let-your-child-catch-it).
- ✚ Patients in Greater Manchester will be able to get treatment for seven common conditions at their high street pharmacy without needing to see a GP, as part of a transformation in the way the NHS delivers care. You can read more on the NHS England website: [NHS England » Over 10,000 NHS pharmacies begin treating people for common conditions](https://www.nhs.uk/news/2023/12/over-10000-nhs-pharmacies-begin-treating-people-for-common-conditions). Local pharmacy teams are invited to a series of online drop-in sessions held



over the lunchtime period. Community Pharmacy Greater Manchester (CPGM) and NHS Greater Manchester will be available to answer any queries. You can find the dates for these sessions on the CPGM website here: [Pharmacy First Drop-In sessions for Pharmacy Teams – Community Pharmacy Greater Manchester](#).

- ✚ New NHS App features to support patients and elective recovery: patients can see an estimated waiting time for their hospital treatment on the NHS App. NHS App users can also view their hospital referrals and appointments in one place and see a single point of contact for their appointments. For more information about the app, visit www.nhs.uk/nhs-app.
- ✚ More information on the flu vaccine can be found on our website: [Flu vaccination programme 2023-24 | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](#).