



Greater Manchester Weekly Winter Stakeholder Briefing

18th January 2024 – Issue 8

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.....	3
Hospital discharge data	4
Useful information.....	4



Media statement

Mark Fisher, chief executive of NHS Greater Manchester

“We are now two weeks into January and as expected all our services are extremely busy, with several hospitals and primary care practices being particularly pressured – thanks to the usual illnesses associated with the winter months now being exacerbated by the very cold weather.

“Our highly skilled and committed NHS and social care staff are dealing with peak winter demand, and despite these challenging circumstances, we are continuing to see more people, and maintaining all services.

“We are continuing to emphasise the message for the public and staff to make sure they take extra care to look after themselves at this time of year, and to use NHS 111 and their local pharmacist as their first port of call for non-emergencies.”

Weekly narrative

A few sites remain particularly pressured with long waits at local emergency departments. Ambulance pressures are significant across the patch, attributed to a rise in seasonal illnesses, cold weather and poor road conditions. Mental health providers continue to experience challenges with bed capacity and high number of no-criteria-to-reside. Calls to NHS 111 remain high.

Case study

NHS Community Pharmacist Consultation Service

The Community Pharmacist Consultation Service (CPCS) aims to relieve pressure on urgent and emergency care services. The service allows patients who attend emergency departments (A&E) or urgent treatment centres with minor injuries such as a sprained ankle, minor aches and pains, coughs, or need urgent access to their usual medicine to be referred to a community pharmacist.

Community pharmacists can assist people with expert advice, provide over-the-counter medicine, arrange a non-urgent GP appointment if needed or signpost to a suitable service, and provide urgent repeat prescription medication.

The urgent and emergency care CPCS has been running in Rochdale since the start of September 2023 with 28 patients referred in the first week. Between 4th September and 5th December 2023, 96 patients who attended the urgent treatment centre in Rochdale were referred to a community pharmacy. Patients who require additional care are referred on to other healthcare



services or if needed, a small number can be referred to the urgent treatment centre again. However, 82 of the 96 patients referred since September received all the care and treatment they needed within the pharmacy. The remaining 14 patients either did not attend the pharmacy or when the pharmacy contacted the patient, they had decided to see an alternative healthcare professional, or explained they felt better.

Tariq Jamal, who runs a community pharmacy in Rochdale, said:

“As a community pharmacist, I want to help those in my local community stay healthy and support them in accessing appropriate health care.

“Being part of the Community Pharmacist Consultation Service for urgent and emergency care, means that I can help patients with minor conditions and illnesses get the treatment they need without having to wait at A&E. This makes it more convenient for them and helps ease the pressure in hospitals by freeing up time for A&E staff to attend to more complex cases.

“I have helped patients who originally attended A&E with issues such as skin conditions or rashes, sore throat, and eye infections. We can offer reassurance, advice, and over-the-counter medication if necessary.”

Primary care data

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

- ✚ Dentistry – of 232 practices reporting, 32% of dental practices are feeling a significant or very significant increase in demand, with a further 20% of practices facing extreme demand.
- ✚ General practice - of 274 practices reporting, 29% of GP practices are feeling a significant or very significant increase in demand, with a further 2% 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 113 pharmacies reporting, 24% of sites are feeling significantly challenged and 10% 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.nhs.uk/statistics/urgent-and-emergency-care-daily-situation-reports-2023-24).



- ✚ For the week 8th to 14th January 2024, there were 24,872 attendances; of which type 1 attendances were 17,402. Attendances are higher than the previous report, however, type 1 attendances are slightly lower.
- ✚ Hospital bed occupancy across Greater Manchester acute trusts has been on average for the period 91.2%, with one day peaking at 92.1%.
- ✚ Paediatric services remain challenged, but bed occupancy has seen a recent reduction from the previous position.
- ✚ 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 4,245 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 931 people medically fit for discharge from acute trusts as of 17th January.
- ✚ This week (11th January to 17th January) there were 821 admissions to hospital across Greater Manchester and 838 discharges.

Useful information

- ✚ Cold weather can have a serious impact on health. Older people and those with heart or lung conditions can be particularly at risk. Advice on staying well this winter can be found on the NHS website: [Seasonal vaccinations and winter health - NHS \(www.nhs.uk\)](https://www.nhs.uk/seasonal-vaccinations-and-winter-health).
- ✚ Warm spaces are somewhere you can go to stay warm, well, and safe this winter. Many warm spaces host activities, bring people together, and offer support and help with signposting to advice and health services. In some, you'll also be able to get refreshments, charge devices and access the Internet. You can find local warm spaces through the charitable organisation Warm Welcome Spaces: [Warm Welcome Campaign](#) or through your local council website.