



Greater Manchester Weekly Winter Stakeholder Briefing

28th December 2023 – Issue 5

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
Campaigns and shareable content	3
Case study.....	3
Primary care data	4
Urgent and emergency care data.....	4
Hospital discharge data	5
Industrial action	5
Industrial action media statement	6
Useful information.....	6



Media statement

Mark Fisher, chief executive of NHS Greater Manchester






“NHS staff and volunteers go above and beyond to spread some festive cheer for people in hospital over Christmas. Thousands of staff across Greater Manchester were giving care and support for those who needed it on Christmas Day – caring for people round-the-clock, doing urgent tests including blood and urine, delivering babies, performing emergency surgery, and dishing up thousands of meals to name just a few roles.

“Staff are also preparing for a further round of industrial action by junior doctors from 7am on Wednesday, January 3rd to 7am on Tuesday, January 9th. Coming at what’s usually the busiest time for the health service, significant service disruption is expected. As ever, we encourage people to come forward for care when they need it, using 111 as their first point-of-call; keeping 999 and A&E for emergencies only.

“May I take this opportunity to wish people a Happy New Year and all the best for 2024.”

Weekly narrative

All services have remained busy throughout the festive period, though paediatric pressures have reduced a little across Greater Manchester. Calls and contact with NHS 111, including the online service, were high on Boxing Day (reducing on Wednesday) with the top five reasons for being in touch as below:

-  Emergency prescription
-  Cough
-  Cold / flu symptoms
-  Sore throat
-  Breathing problems

If you rely on medication for long-term conditions, please get your repeat prescription ordered in advance. Do not wait until you run out. Running out of medicine can have serious consequences for some people and have a knock-on effect on other health services. More information from North West Ambulance Service here: [North West Ambulance Service sends out a reminder about repeat prescriptions. – NWAS – North West Ambulance Service.](#)

The quickest and easiest way to order repeat prescriptions is through the NHS app. If people are unable to use the above, they can also complete a prescription slip or at their GP practice.

Work continues to speed up discharge from hospital where appropriate and safe to do so ahead



of planned industrial action. If you have a loved one who is ready to be discharged from hospital, you can assist by helping to get them home as soon as practically possible.

Campaigns and shareable content

- ✚ **Protect & Prevent.** This campaign aims to specifically target people with long-term health conditions and encourage them to have their flu and Covid-19 vaccines for the best protection this winter. It uses trusted voices from local health and care professionals including a nurse practitioner, GP, and hospital consultant.

The messaging highlights how this group are at higher risk of developing serious complications if they catch flu or Covid, combined with a clear call to action of 'Get Vaccinated'. You can also find information, toolkits and assets for all our latest campaigns on the [Campaigns page on the NHS Greater Manchester website](#).

Please tag NHS GM in your social media posts – X @NHS_GM and Facebook @NHSGreaterManchester.

Case study

Service in Oldham preventing falls and helping get to patients quicker

Last year, NHS Greater Manchester undertook a piece of work in Oldham to understand why people living in care homes may need to be taken to hospital as an emergency attendance. Falls were identified as one of the main reasons for hospital attendances for care home residents.

Falls and the consequences of falls can significantly impact a person's wellbeing, mobility, and confidence. Many falls are preventable, and a fall is nearly always due to one or more risk factors. Recognising these and then removing or reducing an individual's risk factors can often prevent a fall. A new training package on falls management was delivered to care home staff to learn more about risk factors and how to prevent falls and fractures.

Staff were also given guidance on how to use the 'falls safety cross tool' which is a data collection template to provide real-time reporting; helping to spot risks, reduce falls and promote good practice. As an example, this may detect that falls keep happening in the same part of a building so installing better lighting would make it safer and reduce the number of falls.

Training was delivered to 41 carers from 14 care homes across Oldham on new tools and information, giving staff the confidence to know when and how to safely lift a person who has fallen; when to contact other services in Oldham such as the Urgent Care Hub or Falls Pick Up team for assistance; or when a call to 999 was needed. The training was well received and will now be delivered across Oldham every six months.

The Falls Pick Up Service, part of Oldham's two-hour urgent community response team led by



the Northern Care Alliance NHS Foundation Trust offers a non-injury fall lifting service which aims to get to people within one hour. Lifting patients correctly after a fall is critical to prevent further injuries so not everyone will be suitable for this service. The fully trained professionals who attend after a fall will check those who have fallen for any injuries and call an ambulance or alert other community services. The service helps take the pressure off ambulance crews by reducing unnecessary calls, allowing them to respond to more complex incidents; yet still providing reassurance to older people.

This service runs from 8am till 8pm, seven days a week; outside of these hours, people are supported by the North West Ambulance Service.

Primary care data

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

- ✚ Dentistry – of 225 practices reporting, 31% 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 271 practices reporting, 29% of GP practices are feeling a significant or very significant increase in demand, with a further 1% of practices facing extreme demand.
- ✚ Optometry - of 78 practices reporting, 9% of optical sites are feeling a significant or very significant increase in demand, with a further 1% of practices facing extreme demand.
- ✚ Pharmacy – of 100 pharmacies reporting, 31% of sites are feeling significantly challenged and 9% 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 19th to 25th December 2023, there were 23,939 attendances; of which type 1 attendances were 17,451.
- ✚ There has been a significant reduction in attendances when compared to the previous week, however this is to be expected given industrial action and the Christmas period during this week and is comparable with the previous year average.
- ✚ The average hospital bed occupancy across Greater Manchester (acute trusts) was around 85.6%, which is around 7% lower than the same period last year.
- ✚ Paediatric services have seen a reduction in their attendances, as well as improved occupancy rates which are now around 85%.



- ✚ Attendances at emergency departments for mental health conditions have remained stable.
- ✚ 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 668 people medically fit for discharge from acute trusts as of 27th December.
- ✚ This week (21st December to 27th December) there were 833 admissions to hospital across Greater Manchester and 711 discharges.

Figures may be affected by the Bank Holidays.

Industrial action

Junior doctors are taking industrial action on these days:

- ✚ 7am on 3rd January 2024 to 7am on 9th January 2024.

The strike will be a full walk-out by junior doctors.

The NHS in Greater Manchester has tried and tested plans in place to mitigate risks to patient safety and manage disruption due to industrial action.

Our emergency, urgent care and maternity services will be available for patients who need them. We are prioritising resources to protect emergency treatment, critical care, neonatal care, maternity, and trauma, and ensure we prioritise patients who have waited the longest for urgent elective care and some cancer surgery.

It is important that the public do not hesitate to come forward to access care if they need it. NHS 111 online should be their first port of call if they need urgent health advice on days of strike action.

More information is available on our dedicated industrial action webpage: [Information for the public on industrial action \(strikes\) | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](https://gmintegratedcare.org.uk).

Patients with appointments at hospitals and GP practices are asked to attend these as planned unless they are told otherwise. People do not need to contact their NHS service or team in advance, the team will contact patients directly if an appointment needs to be rescheduled. If you are not contacted, please attend your appointment as planned. This includes at GP practices and dental surgeries.



Industrial action media statement

Mr Dilraj Sandher, executive medical director for Tameside and Glossop Integrated Care NHS Foundation Trust on behalf of NHS acute medical directors in Greater Manchester, said:

“Whilst respecting colleagues’ right to strike, we regret the severe disruption industrial action will cause to the public at a time when demand for NHS services is expected to be significantly higher and many staff are on pre-arranged leave over the festive period. We are working hard as a network of health and care providers to minimise disruption wherever we possibly can.

“It’s important that the public do access care if they need it during the strikes and over the Bank Holidays, making use of local urgent eye and dental services, pharmacies, and mental health helplines. NHS 111 online can quickly advise you where to go and what to do next and can help with urgent health advice on days of strike action.

“Some people with appointments during this time may be contacted to rearrange them. Those patients will hear from hospitals or GP practices directly, so unless people hear otherwise, they should come to appointments as planned.”

Useful information

- ✚ **Stay safe in a storm – be prepared, stay safe and protect property:** useful information from the Met Office [Stay safe in a storm - Met Office](#) and from the British Red Cross: [Prepare for a storm or thunderstorm | British Red Cross](#).
- ✚ **Greater Manchester Bank Holiday Pharmacy Opening Hours:** You can view the opening times for all pharmacies which have shared information with NHS Greater Manchester here: [Bank Holiday pharmacy opening hours | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](#).
- ✚ **Urgent dental care:** The Greater Manchester Urgent Dental Care Service is available from 8am to 10pm every day including weekends and Bank Holidays for severe dental pain and infection. People can call **0333 332 3800** to be assessed by a healthcare professional, who can provide self-care advice or book a face-to-face appointment, if needed.
- ✚ **Urgent eye care:** Free urgent eyecare is available across all 10 areas of Greater Manchester. If you have a sudden and urgent problem with your eyes, you can contact a local practice to get an appointment: [NHS Greater Manchester Community Urgent Eye Care Service \(CUES\) - Primary Eyecare Services](#).