

ACTIVITY ESCALTION PLAN – PRUH UCC

To determine status column 1 plus one other should apply

Between 07:00 and 22:00 Monday to Friday

RAG Status	Number of patients in the UCC 1	Rapid Assessment Time for Children 2	Streaming time for adults 3	Time to treatment 4	Other 5	Action
Green	Up to 30	15 minutes or under	Less than 20 Minutes	Below 2 hours		No Action required
Amber	Between 30 and 35	More than 15 minutes	More than 20 minutes	Over 2 hours	15 or more patients booked in over a one hour period	Amber Action required
Red	Exceeds 35	More than 15 minutes	More than 30 minutes	Over 3 hours	15 or more patients book in over a one hour period for two consecutive hours	RED Action required

Between 07:00 and 22:00 Saturday and Sunday

RAG Status	Number of patients in the UCC 1	Rapid Assessment Time for Children 2	Streaming time for adults 3	Time to treatment 4	Other 5	Action
Green	Up to 35	Under 15 minutes	Less than 20 minutes	Below 2 hours		No Action Required
Amber	Between 35 and 40 patients	More than 15 minutes	More than 20 minutes	Over 2 hours	20 Patients or more book in over a one hour period	Amber Action required
Red	Exceeds 40	More than 15 minutes	More than 30 minutes	Over 3 hours	20 patients or more book in over a one hour period for two consecutive hours	RED Action Required

See over for Night Escalation Plan

Between 22:00 and 07:00

RAG Status	Number of patients in the UCC 1	Rapid Assessment Time for Children 2	Streaming time for adults 3	Time to treatment 4	Other 5	Action
Green	Up to 20	Under 15 minutes	Less than 20 minutes	Below 2 hours		No Action Required
Amber	Between 20 and 25 patients	More than 15 minutes	More than 20 minutes	Over 2 hours	10 Patients or more book in over a one hour period	Amber Action required
Red	Exceeds 25	More than 15 minutes	More than 30 minutes	Over 3 hours	10 patients or more book in over a one hour period for two consecutive hours	RED Action Required

Appropriate Escalation is crucial to the safe management of the UCC. The lead nurse should ensure she is aware of the status of the department at all times and complete a Sitrep if the department is not in a Green position.

Actions should be followed and documented on the sitrep form.

ACTIVITY ESCALTION PLAN – BB UCC

Between 08:00 and 21:00 Tuesday to Friday

RAG Status	Number of patients in the UCC	Rapid Assessment Time for Children	Streaming time for adults	Time to treatment	Other	Action
Green	Up to 20	15 minutes or under	20 Minutes or under	Below 2 hours		No Action required
Amber	Between 20-25	More than 15 minutes	More than 20 minutes	Over 2 hours	15 or more patients booked in over a one hour period	Amber Action required
Red	Exceeds 25	More than 15 minutes	More than 30 minutes	Over 3 hours	15 or more patients book in over a one hour period for two consecutive hours	RED Action required

Between 08:00 and 21:00 Saturday to Monday

3 or more triggers in any section will activate either amber or red status

RAG Status	Number of patients in the UCC	Rapid Assessment Time for Children	Streaming time for adults	Time to Treatment	Other	Action
Green	Up to 25	15 Minutes or under	20 minutes or under	Below 2 hours		No Action Required
Amber	Between 25 and 30 patients	More than 15 minutes	More than 20 minutes	Over 2 hours	20 Patients or more book in over a one hour period	Amber Action required
Red	Exceeds 30	More than 15 minutes	More than 30 minutes	Over 3 hours	20 patients or more book in over a one hour period for two consecutive hours	RED Action Required

ESCALATION PLAN – ACTION CARD

Amber Actions:

The Shift Lead Nurse to assess the workload and capacity and ensure that the workforce is distributed to deal with the demand

The Nurse Shift Lead to consider immediate actions:

1. Moving additional ENP/GP to streaming
2. GP's to assist with injuries
3. ENPs to assist with illnesses: initial assessments, observations and urine dips to support GP's
4. Eye ball the waiting room: identify patients who may be deteriorating, needing analgesia, repeat observations when needed etc.
5. Ensure patients are being sent for X-ray at triage when appropriate
6. Assess the ENP off duty and the GP rota and establish if staffing levels are sufficient to deal with the current situation.
7. Look at the possibility of extending the working hours of the GPs/ENPs if necessary
8. Must inform the waiting room of the delay being as accurate as possible with waiting times.
9. Patient Champion / Receptionist to use all available Hub appointments

The Shift Lead Nurse must brief the GPs, reception staff and the streaming nurse that their treatment time **is over 2 hours** and that patients will be prioritised depending on their presenting complaint.

In hours - The shift Lead Nurse must inform the UCC Service Manager (or deputy) on site.

Out of hours – If the issues cannot be resolved the UCC on-call Manager should be informed and Sitrep form should be completed and handed over so that a decision can be made.

Drinking water must be available at all times in the UCC. If patients wish to leave the department to go to the restaurant/coffee shop this should be permitted advising approximately how soon they should return.

The safety of the waiting patients is paramount and observation of the waiting room should be on going throughout the shift.

ESCALATION PLAN – ACTION CARD

Red Actions:

If the volume of patients triggers the red escalation plan, the Shift Lead Nurse to assess the workload and capacity and ensure that the workforce is distributed to deal with the demand.

The Nurse Shift Lead to consider immediate actions:

1. Moving additional ENP/GP to streaming
2. GP's to assist with injuries
3. ENPs to assist with illnesses: initial assessments, observations and urine dips to support GP's
4. Eye ball the waiting room: identify patients who may be deteriorating, needing analgesia, repeat observations when needed etc.
5. Ensure patients are being sent for X-ray at triage when appropriate
6. Assess the ENP off duty and the GP rota and establish if staffing levels are sufficient to deal with the current situation.
7. Look at the possibility of extending the working hours of the GPs/ENPs if necessary
8. Must inform the waiting room of the delay being as accurate as possible with waiting times.
9. Consider see & treat for minor injuries and minor illnesses.
10. The ED Shift Lead should be informed that the UCC is in Red escalation.
11. Patient Champion / Receptionist to use all available Hub appointments

The Shift Lead Nurse must brief the GPs, reception staff and the streaming nurse that their treatment time **is over 3 hours** and that patients will be prioritised depending on their presenting complaint.

In hours: The shift Lead Nurse should assess the staffing levels and discuss with the UCC Service Manager.

Out of hours: The UCC Service Manager should be informed if the situation is not resolving within 90 minutes.

Drinking water must be available at all times in the UCC. If patients wish to leave the department to go to the restaurant/coffee shop this should be permitted advising approximately how soon they should return.

The safety of the waiting patients is paramount and observation of the waiting room should be on going throughout the shift.

Management and Reception staff can be redeployed to undertake other tasks within their capability where necessary.