

South Yorkshire and Bassetlaw NHS Footprint

Divert Policy July 2013

The South Yorkshire and Bassetlaw footprint consists of NHS organisations in the NHS England South Yorkshire and Bassetlaw area:

- NHS England (South Yorkshire and Bassetlaw) Area Team
- NHS Barnsley Clinical Commissioning Group
- NHS Bassetlaw Clinical Commissioning Group
- NHS Doncaster Clinical Commissioning Group
- NHS Rotherham Clinical Commissioning Group
- NHS Sheffield Clinical Commissioning Group
- Barnsley Hospital NHS Foundation Trust
- Doncaster and Bassetlaw NHS Foundation Trust
- The Rotherham NHS Foundation Trust
- Sheffield Children's Hospital NHS Foundation Trust
- Sheffield Teaching Hospitals NHS Foundation Trust

The Divert Policy should only be used when trusts have exhausted internal systems and local community-wide health and social care plans to manage demand. A total view of system capacity should be taken including acute resource, community response, intermediate care and community in-patient capacity.

Trusts with multiple sites should have locally agreed arrangements to manage patient flows, these arrangements are not part of this divert policy. Similarly, current network systems in place for the management of specialist services e.g. Neonatal and Critical Care have their own escalation systems and are outside the remit of this policy.

The process below outlines what is required by each organisation when they have to initiate and implement their escalation plans leading to invocation of this divert policy.

Principles for all Trusts

The decision to divert patients should only be taken when Trusts do not have a single bed, including an escalation bed into which a patient can be placed. Under no circumstances should it be used to protect elective beds or, to avoid excessive waits in Accident and Emergency Departments.

The decision to divert patients from acute hospital trusts, outside local established network arrangements, must be authorised by the Trust's Director of Operations or their Executive Director on-call.

Before approaching other acute hospital trusts all pre-escalation arrangements must be exhausted.

Once the decision to divert has been made, the diverting on-call Executive Director must consult and agree the parameters of the diversion with the receiving Trust on-call Executive Director. This agreement must include the timeframe for initial divert (**maximum 4 hours**) and the time of review.

Once agreement has been made between the diverting and receiving Trusts Executive Directors, the diverting Trust's Director on-call must contact and agree the diversion arrangements with the Ambulance Trust Gold on-call using the Ambulance Divert Request Form. A completed copy of this form should be sent to the appropriate ambulance service within 60 minutes of the request being initiated.

It is important that the correct Ambulance Divert Request Form is used. Barnsley Hospital Foundation Trust, the Doncaster Hospital site of the Doncaster and Bassetlaw Foundation Trust, The Rotherham Hospital Foundation Trust, Sheffield Teaching Hospitals Foundation Trust and Sheffield Children's Hospital Foundation Trust should use the Yorkshire Ambulance Service Divert Request Form (appendix 1). The Bassetlaw Hospital site of the Doncaster and Bassetlaw Hospitals Foundation Trust should use the East Midlands Ambulance Service Divert Request Form (appendix 2).

The Ambulance Service Gold on-call Director will risk assess the implications of the diversion with the diverting Trust's Executive Director on-call before agreeing to the diversion request and agreeing a timeframe for the request to be reviewed, which will be **no longer than 4 hours**. The risk assessment will include consideration of the number of diversions already in place and the impact that an additional diversion may have on patient safety and their ability to maintain a normal service.

All diverts (**intra site and inter site**) will be documented by the ambulance provider. This will include a list of individual patients who have been diverted.

Each Trust Director on-call responsible for implementing a patient diversion process should cascade information regarding this action as appropriate to **internal** policies.

Each Trust Director on-call responsible for implementing a patient diversion process should inform **external** partners via an email cascade to generic email boxes for the 5 CCGs, NHS England area team and other acute trusts as listed in Appendix 3.

If a divert cannot be agreed or there are concerns that a divert may present a significant risk, then the Trust Director on-call responsible for requesting a patient divert should contact the NHS England (South Yorkshire and Bassetlaw) Area Team 1st on-call immediately.

Clinical Commissioning Groups

The CCGs will monitor their generic email boxes and pick up issues on the next working day directly with providers.

South Yorkshire and Bassetlaw Area Team

The South Yorkshire and Bassetlaw Area Team will also monitor the frequency of diversions across the system and discuss with CCGs as appropriate.

For diversion situations that are referred to the Area Team, the 1st on-call will establish the level of seriousness of the risk, offer advice and escalate the matter to the Area Team Director on-call as appropriate.

The Area Team Director on-call will, if appropriate, advise their Local Resilience Forum partners of any significant health resilience issues that may arise as a result of any diversion.

The Area Team Director on-call will also advise NHS England (North Region) 1st on-call of any issues that may impact on NHS resilience and request support as appropriate.

NHS England (North Region)

NHS England (North Region) will only be involved in hospital diversion arrangements should the need arise for consideration of mutual aid from outside South Yorkshire & Bassetlaw.

AMBULANCE DIVERT REQUEST FORM

All requests for an Ambulance divert involving YAS must be made by the Acute Trust Executive Director Level on call by telephoning YAS on XXXX XXX XXXX asking for Gold on call manager and followed up by emailing to roc@yas.nhs.uk or faxing on XXXXXXXXXX a completed copy of this form within 60 minutes from the request.

Section A: To be completed by executive Director at the Diverting Trust	
Date	Time (24hr clock format)
Trust requesting divert	
Name of Executive Director requesting divert and contact number	Telephone:
Have all actions on the pre divert checklist been completed?	YES NO (Delete as applicable) If NO why not?
Reason for divert request	
Estimated duration of divert (4 hours maximum) and time of review	
Details of patient divert (e.g. medical adult)	
Name of receiving trust who have agreed to accept the divert	
Name of Executive Director at the receiving trust who has agreed the divert	Telephone: _____ Time: _____
Confirm email sent to CCG/NHS England/partner acute trusts.	DN: list organisations with check boxes to confirm email sent.
Section B : To be completed by YAS	
Date initial request received by YAS:	Time initial call received by YAS:
Name of YAS Gold on Call Director dealing with request	Divert agreed? YES NO (delete as applicable) Provide details on log sheet.
Name of NHS England (SY&B) First on Call Manager contacted including time of contact.	Does this affect a neighbouring Ambulance service? YES NO (Delete as applicable) if YES complete details on log sheet.

AMBULANCE DIVERT REQUEST FORM

All requests for an Ambulance divert involving EMAS must be made by the Acute Trust Executive Director Level on call by telephoning EMAS on XXXX XXXXX asking for Gold on call manager and followed up by emailing to BBDM@emas.nhs.uk or faxing on XXXXX XXXXX a completed copy of this form within 60 minutes from the request.

Section A: To be completed by executive Director at the Diverting Trust	
Date	Time (24hr clock format)
Trust requesting divert	
Name of Executive Director requesting divert and contact number	Telephone:
Have all actions on the pre divert checklist been completed?	YES NO (Delete as applicable) If NO why not?
Reason for divert request	
Estimated duration of divert (4 hours maximum) and time of review	
Details of patient divert (e.g. medical adult)	
Name of receiving trust who have agreed to accept the divert	
Name of Executive Director at the receiving trust who has agreed the divert	Telephone: _____ Time: _____
Confirm email sent to CCG/NHS England/partner acute trusts.	DN: list organisations with check boxes to confirm email sent.
Section B : To be completed by EMAS	
Date initial request received by EMAS:	Time initial call received by EMAS:
Name of YAS Gold on Call Director dealing with request	Divert agreed? YES NO (delete as applicable) Provide details on log sheet.
Name of NHS England (SY&B) First on Call Manager contacted including time of contact.	Does this affect a neighbouring Ambulance service? YES NO (Delete as applicable) if YES complete details on log sheet.

Appendix 3

List of NHS organisations and email addresses for the information cascade

NHS England (South Yorkshire and Bassetlaw) Area Team	england.syb-epr@nhs.net
NHS Barnsley Clinical Commissioning Group	mark.wilkinson7@nhs.net
NHS Bassetlaw Clinical Commissioning Group	Nicola.ryan@bassetlawccg.nhs.uk and Communications.officer@bassetlawccg.nhs.uk
NHS Doncaster Clinical Commissioning Group	enquiries@doncasterccg.nhs.uk
NHS Rotherham Clinical Commissioning Group	chris.edwards@rotherham.nhs.uk
NHS Sheffield Clinical Commissioning Group	sheccg.membershipoffice@nhs.net .
Barnsley Hospital NHS Foundation Trust	bdg-tr.switchboard@nhs.net .
Doncaster and Bassetlaw NHS Foundation Trust	Director.oncall@dbh.nhs.uk
The Rotherham NHS Foundation Trust	corporate.secretariat@rothgen.nhs.uk
Sheffield Children's Hospital NHS Foundation Trust	John.reid@sch.nhs.uk
Sheffield Teaching Hospitals NHS Foundation Trust	Richard.Parker@sth.nhs.uk
YAS	David.williams@yas.nhs.uk
EMAS	Andy.Dunn@emas.nhs.uk