

SHREWD enables the CCG to provide the overall operational pressures the system is facing and using it **will ensure the pressure in primary care is recognised.**

SHREWD shows the Primary Care Operational Pressures Escalation Level (OPEL) status and is included alongside 111, ambulance, community and hospitals (who all input their status daily) and the dashboard shows an 'at a glance picture' of the pressures in the system. This then reports a collated picture for primary care (based on how ever many practices input the daily update), and then shows by PCN / Practice.

As always your responses will help the CCG recognise how we can pick up and support discussions about further resilience or support practices who are struggling or are in any crisis situations; as well as helping the rest of the system appreciate the pressure in primary care.

The escalation levels for Primary Care are in the table below:

Locality General Practice Escalation Triggers		
Level	Description	
Level 1	Attendances within expected levels with appointment availability sufficient to meet demand	Staffing levels as expected
Level 2	Attendances higher than expected levels putting pressure on appointment availability	Some unexpected reduced staffing numbers. Lower levels of staff available but sufficient to maintain services
Level 3	Attendances significantly higher than expected levels. Unable to meet demand.	Significant, unexpected reduced staffing numbers affecting service provision
Level 4	Attendances significantly higher than expected levels. Unable to meet all urgent demand. Pressure at a level that compromises service provision/patient safety	Significant, unexpected reduced staffing numbers affecting service provision at a level that compromises patient safety
<p>How to use:</p> <p>The descriptors in the table above are designed to help give an indication of what is happening in general practice each day.</p>		

Log onto the SHREWD user account, and reply with the Level that **best describes your practice using the descriptors as a guide.**

Your answer will help to support the picture of what is happening across the whole health and care system in BaNES, Swindon and Wiltshire on that day.