



Patient Engagement Network Urgent Care

Agenda

Time	Activity
1.45pm	Refreshments and registration
2pm	Welcome Introduction, welcome and overview of the day Clare Parker and Rob Brice: Urgent Care Programme: Herts Valleys Clinical Commissioning Group
2.10pm	Urgent Treatment Centres (UTCs) <ul style="list-style-type: none">• National and local context• Our Urgent Care vision
2.30pm	From what you have heard: Do you have any feedback on our vision for urgent care? Have we missed anything?
3.00pm	Local plans for Watford, St Albans and Hemel Hempstead <ul style="list-style-type: none">• Plans for GP led UTC at front of A&E and potentially upgrading Minor Injuries Unit (MIU) in St Albans to UTC• Role of NHS 111
3.15pm	From what you have heard: <ul style="list-style-type: none">• What might stop people using NHS 111 as a first point of call?• What would encourage people to use NHS 111?• How can we raise awareness of NHS 111 and increase access to St Albans MIU (UTC)
3.50pm	Closing remarks

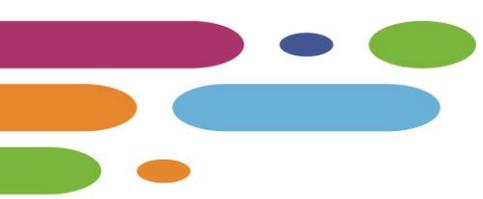
A wide ranging national review of urgent and emergency care was undertaken in 2013, led by Professor Sir Bruce Keogh. The review was in response to the large increase in emergency attendances at hospitals across the country and recognised the complex mixture of services that had been built up over time. The phase 1 report on the review states:

“All the public want to know is that if an urgent care problem ever arises, they can access a service that will ensure they get the right care when they need it. They do not want to decide whether they should go to an MIU, a WIC or A&E, or whether they should ring their GP, 111 or 999. We shouldn’t expect people to make informed, rational decisions at a crisis point in their lives.”¹

The review therefore described a much simpler model of care:

- Emergency centres and urgent treatment centres
- Consolidation of specialist services such as heart attack and stroke in a smaller number of expert providers
- Greater consistency between services driving better outcomes
- The NHS ensuring that patients are navigated to the right service for their needs.

¹ <https://www.nhs.uk/nhsengland/keogh-review/documents/uecr.ph1report.fv.pdf>



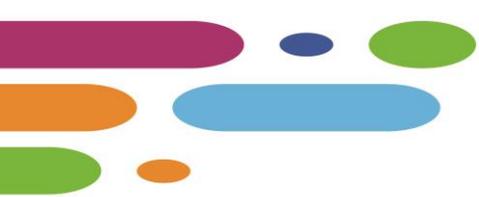
National Context (2)

UTC – Principles & Standards, published July 2017² outlines a core set of standards to establish commonality:

- Open at least 12 hours a day
- GP led service
- Access to simple diagnostics
- Appointments bookable through NHS 111
- Walk-in access retained
- Part of an integrated urgent care system with the ambulance service, NHS 111, local GPs and hospital A&E services

All existing urgent care centres, minor injuries units, walk in centres and other walk in services are expected to meet the UTC national standards by December 2019

² <https://www.england.nhs.uk/wp-content/uploads/2017/07/urgent-treatment-centres-principles-standards.pdf>



There are currently 3 hospital sites in West Hertfordshire offering urgent care & emergency services, each facing different challenges

Watford General Hospital

- Currently a Majors/Minors ED model
- Struggling to meet national 4 hour targets
- Attendances continue to grow
- Previous in-house GP incentives failed

Hemel Hempstead General Hospital

- Currently operating as a UTC
- Extended Access and Out Of Hours appointments offered on site but no integration between these services

St Albans City Hospital

- Nurse lead Minor Injuries Unit
- Doesn't meet UTC specification as can't manage minor illnesses
- Radiology Mon-Fri 9am-5pm
- Hosts Out of Hours & limited Extended Access GP services but no integration between these services



Local Context (2)

Hertsmere

- No community Urgent Care base within the locality
- Residents access services at a range of other places such as Barnet Hospital A&E, Chase Farm Hospital UCC and Edgware walk in centre

Primary Care

Most urgent care is delivered in primary care by GPs, nurses or pharmacists

Demand for primary care is increasing

GPs are finding it harder to meet that demand

Patients are finding it harder to access their GP

GPs are not able to spend as much time helping patients with long term conditions to manage their care proactively as they would like

Evidence shows that better management of long term conditions can keep people healthy for longer and stop unnecessary hospital admissions



Our Urgent Care Vision

“NHS 111, out of hours, extended access and urgent treatment centres are fully integrated and delivered by a collaboration of partners within an integrated care service. Patients can access booked urgent care on the day they need it via NHS 111. High risk patients and those with long term conditions will be prioritised to see their GP or someone else within their GP practice or wider integrated care team to ensure continuity of care. Other patients can choose to book urgent care appointments at their local urgent treatment centre as a convenient alternative to their GP. The easy access and robust booking mechanisms via NHS 111 are well understood and trusted by patients, which means that there are very few walk in patients requiring non-emergency care and patients are safely redirected to alternative services where appropriate.”

Discussion

Do you have any feedback on our vision for urgent care? Have we missed anything?

Watford & Three Rivers

- Implementing a new UTC model at front door of ED for walk in patients
- GP led, will increase capacity and reduce waiting times
- Currently out to procurement for an experienced primary care provider
- Service due to start April 2020

Dacorum

- Hemel UTC meets most of the national criteria
- Working to improve integration of existent GP services offered on site

St Albans & Harpenden

- Extending radiology hours at SACH MIU
- Testing different models to meet the national UTC specification and integrate services with out of hours and GP extended access
- Need to be able to demonstrate that we can create a cost effective, safe UTC model.

Hertsmere

- Working with Barnet CCG to develop services in Barnet, Chase Farm and Edgware
- Working with GPs to see how to improve access to primary care
- Longer term looking at options with the Elstree Way development



Role of NHS 111

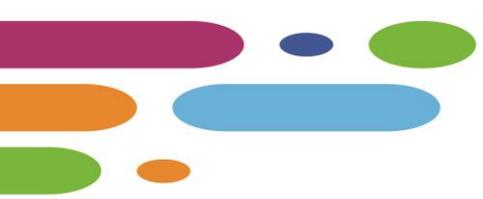
“We shouldn’t expect people to make informed, rational decisions at a crisis point in their lives”

- Available 24 hours a day 365 days a year
- Multidisciplinary specialists available to provide advice & referrals
- Process directs to the most suitable service closest to home
- Direct bookings into Extended Access and UTC
- Seen within 30 minute of appointment time at UTC
- Ambulance services available
- Starting to integrate with 999

Discussion

What might stop people using NHS 111 as a first point of call? What would encourage people to use NHS 111?

How can we raise awareness of NHS 111 and increase access to St Albans MIU (UTC)?



Closing Remarks