



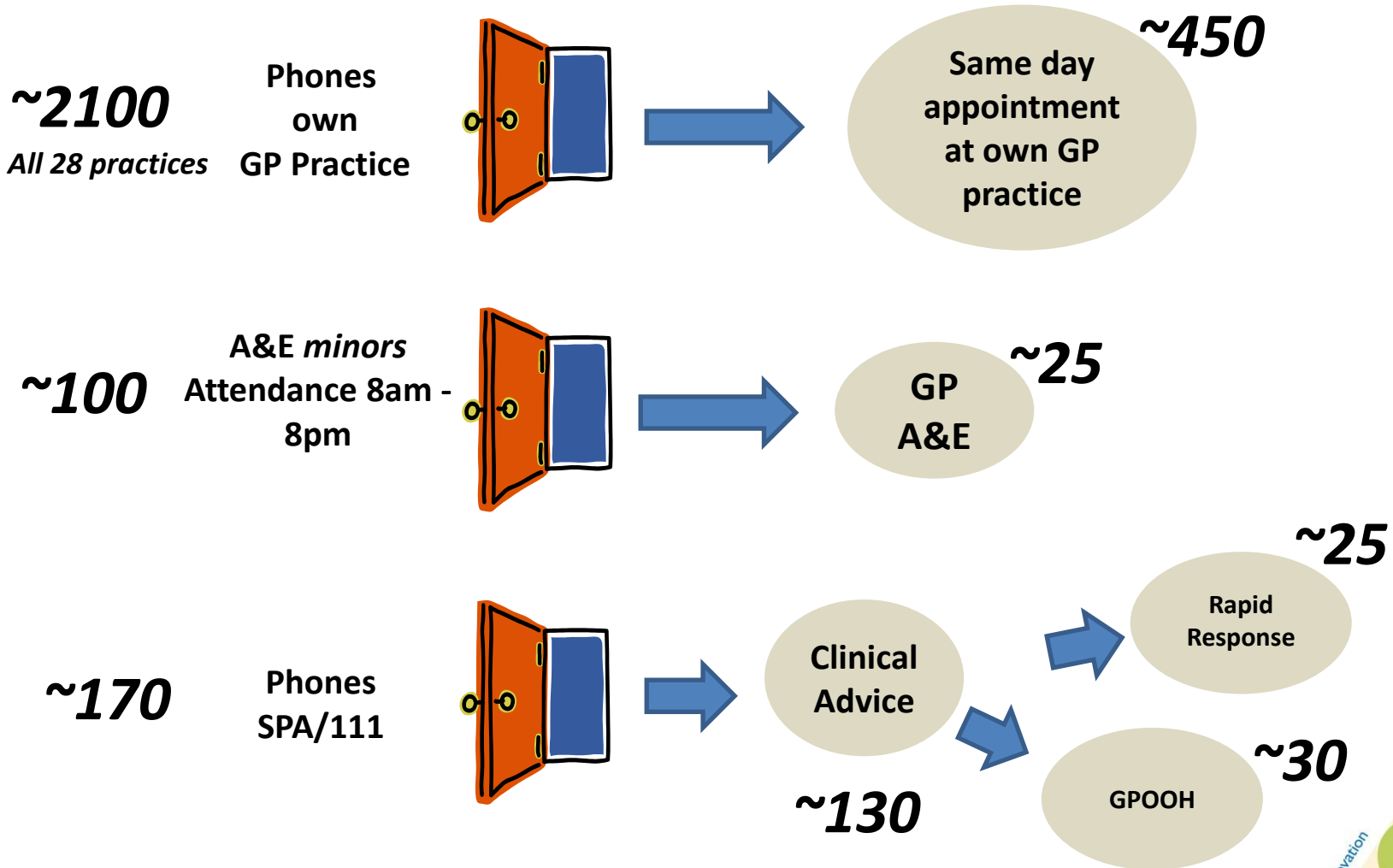
Urgent Care

| | |
|-------------|-------------------------------|
| Andy Ombler | Service Lead Unplanned Care |
| Anne Hames | Community Lead Unplanned Care |
| Dr Pathak | Clinical Lead Unplanned Care |





Urgent Daily Activity (weekdays)

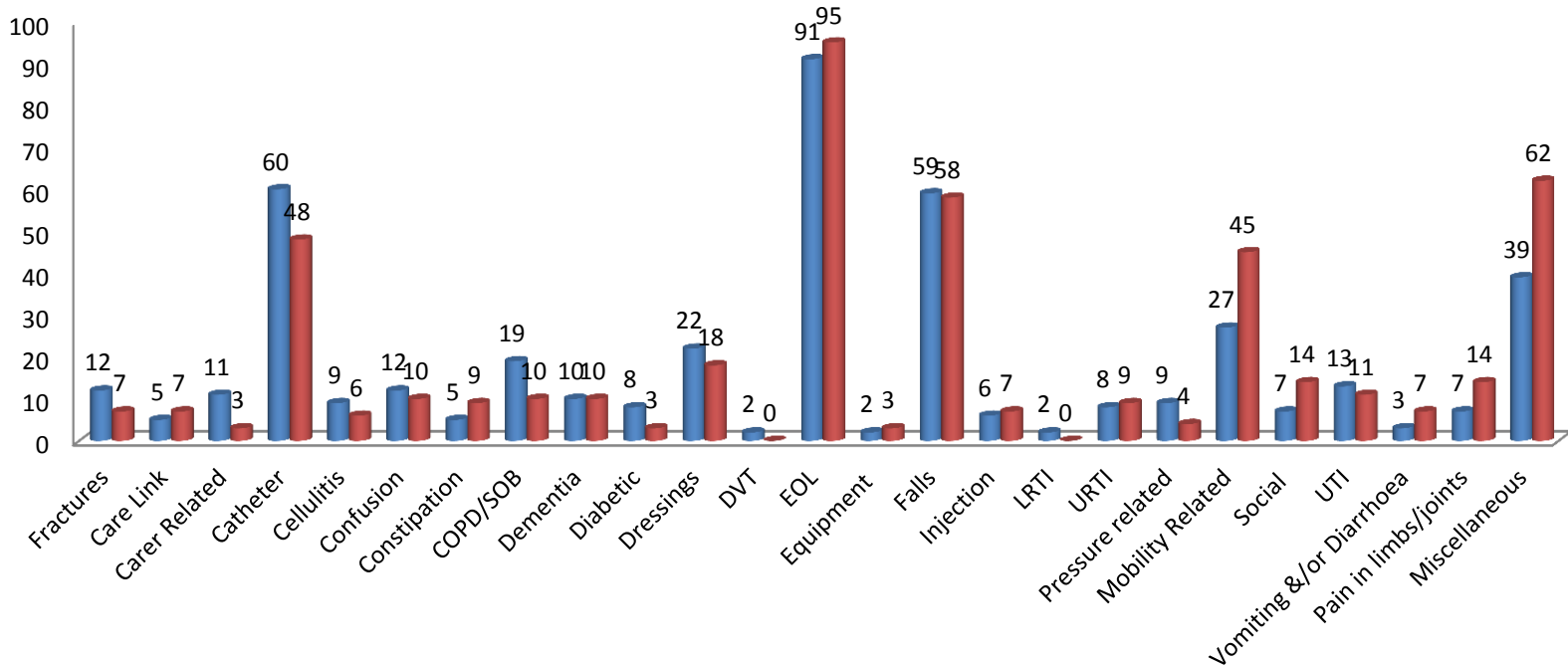


Delivering joined up solutions

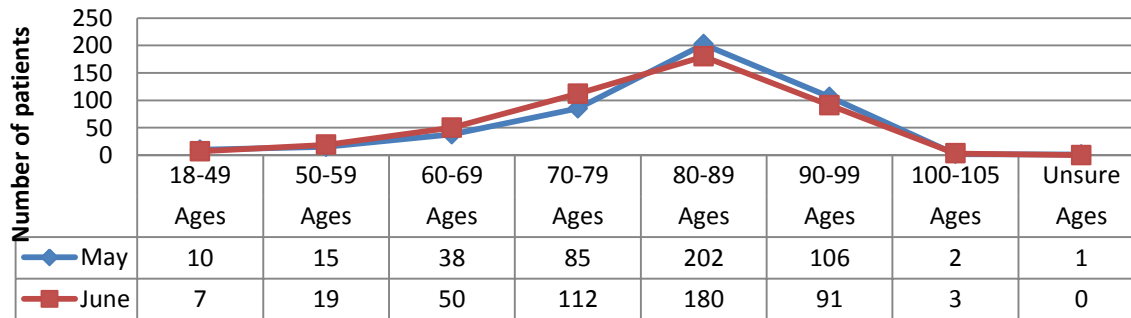




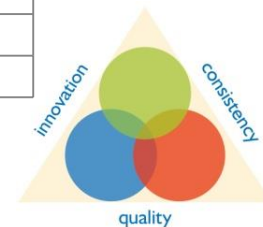
2 month Snapshot of Rapid Response activity



Numbers Accessing the Service by age



Delivering joined up solutions

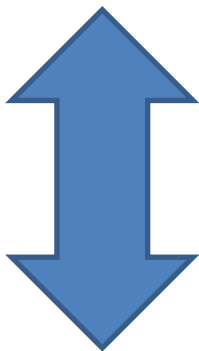




Phone first (SPA/111) “Consult & complete”

Urgent not emergency, not sure, GP closed

On one call



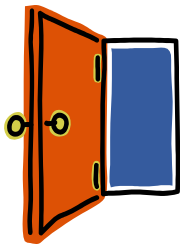
- Speak to a clinician (Nurse and GP if needed)
- Advised what to do if considered an emergency
- Given advice for self-care
- Sign-posted to pharmacy
- Electronic prescription arranged
- Appointment booked into GPOOH/Rapid response



Urgent Treatment Centres

Being defined nationally to:

- Remove confusion (MIU's, walk-in centres, Urgent Care Centres) by using one name and standardising what's offered!
- Ensure there is a viable and appropriate alternative to attending A&E for those who don't need hospital accident & emergency services



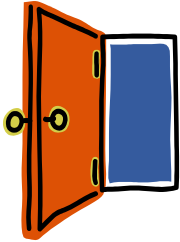
How does this fit in NEL?

- Geography?
- Existing Primary Care services co-located with DPoW?



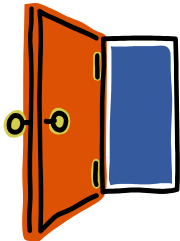
Questions & Discussion?

Phone First (SPA/111)



How to we persuade the public of the value of phoning first to reduce walk-in activity

Urgent Treatment Centre (UTC)



Where should UTC be in NEL?

- Affordability
- Clinical – links to emergency care if required
- Accessibility

