Urgent and emergency care
Learning from the vanguards on improving the coordination of services
From Cottage Industries to Professional Organisations

- Social Enterprises
  - “Urgent” – Delivering to patients
  - “Important” – Raising governance standards
Commissioning and Providing

- Contract monitoring
- Understanding the local health economy
- Taking opportunities
A competent effective urgent primary care service working up stream, with patients with complex needs, having early access to senior clinicians, for example GPs and Advanced Nurse Practitioners, facilitates the risk management needed to keep more of these patients in the community and reduce transfers to hospital.
Clinical Hubs

- a group of clinicians working together as a defined entity with a common purpose, acting as a point of contact for patients and health professionals in the urgent care space. *Clinical Decision Support System CDSS*
Are they missing the point?

- the experience, skills and infrastructure already exist
- a multidisciplinary clinical service and widening skill mix
- Well developed clinical governance systems
- technology along with the skills to service and develop the required extras
- virtual services
- Senior management teams with the experience, competencies and connections to the wider health economy
Social Enterprise in the NHS

- Not for profit, no distribution of dividend, no shareholders
- Business Methods for Social Benefit
- Independent legal entities
- Share the values of the NHS
To Do

1. co-location of Accident and Emergency Departments with primary care
2. embrace technology, such as telehealth solutions
3. the principle of self-empowerment given greater prominence. Patients taking control of managing their conditions, combined with timely and effective support
4. 24/7 access to diagnostic services, with a focus on Near Patient Testing.
5. robust processes for hospital discharge and support in the community
6. the workforce challenges
7. enhanced access to patient records and special patient notes
8. contract in a more financially realistic way.
The Out of Hours Services

- groups of patients whose complex health needs require a more sophisticated approach
- those where appropriate health care advice or treatment from the OOH service means that their illness does not get worse or at least can continue to be managed in the community
- as a result they do not go to AE, they do not take up secondary care resource
- and they are provided with care closer to home
The Out of Hours Services

- well commissioned Out of Hours services
- sharing the values of the NHS
- deliver a keystone in healthcare that needs recognised and supported
- If under resourced or under developed the risk is high to the rest of both urgent and emergency care and the scheduled care sector of the NHS