

# Integrated Urgent Care – (Including NHS111 & OOH)

## November Update

Following on from the presentation to all localities in the summer regarding the Integrated Urgent Care Service this flyer will give an update on the national position and the model which will be presented to the Governing Body/Board. The national Commissioning Standards for Integrated Urgent Care were published on 15<sup>th</sup> October and the key messages are:

### Streamlined

#### Single entry point

To fully integrate urgent care services through NHS 111. Organisations will collaborate to deliver high quality clinical assessment, advice and treatment.

*'The smart call to make'*

### Access

#### Multi Clinical Assessment Service

Will provide clinical advice to patients and support to clinicians either physically or virtually. Clinical expertise to include: GPs, prescribing pharmacists, nurses, mental health, dental nurses, and other MDTs.

### Integrated

#### Interoperability and online platform

Hertfordshire system of choice will support sharing of patient notes especially for long term conditions and end of life.

#### What are the advantages to Hertfordshire GPs and their patients?

- Streamlining access points into urgent care – 2 key numbers to remember – *GP telephone number & NHS111 (24 hours)*
- 999 for Emergency Care
- Strengthening the call centre offer with a Multi- Clinical Assessment Service – *access to earlier clinical input*
- Services collaborating & integrating with new ways of working – *Seamless care*
- Access to patient notes to enable coordinated complex care planning especially for long term conditions and end of life – *right care first time*

#### What are the risks if we do not integrate?

- Duplication of services and costs
- A complex urgent care system for users to navigate
- Silo working
- Extended Patient Journeys and organisation boundaries to cross

#### Locality feedback (May – June 15)

- Currently felt a good service
- Earlier clinical intervention
- Less signposting to GP, Ambulances and A&E
- Greater integration with other services

#### Patient survey – face-to-face & online (August - October 2015)

- 45% of patients would contact NHS111 in OOH non-emergency situation
- Most calls for pain management, rashes, sickness and falls
- A quick response with good advice was seen as key

#### Informed by

- Local requirements
- National & Local ambition to redesign urgent care services
- Feedback from engagement events (Patient & GP)
- Five Year Forward View (5YFV)
- The Urgent and Emergency Care Review
- Your Care Your Future
- National Commissioning Standards for Integrated Urgent Care

#### Next steps

**Board paper to ENHCCG Governing Body and HVCCG Board in December.**