

Update from the Healthy London Partnership - *Healthy London Partnership is a collaboration between all London CCGs and NHS England London region to support the delivery of better health in London and meet the challenges set out in the NHS Five Year Forward View & London Health Commission*



Headlines from the London Urgent and Emergency Care Programme Board

Update from the Programme Board on 25th November 2015

Programme Update

Patrice Donnelly, U&EC Programme Lead, and Eileen Sutton, Integrated Urgent Care Programme Lead, gave progress updates on the U&EC and Integrated Urgent Care programmes.

Patrice Donnelly also gave an update on a London U&EC event held on 17th November. 253 stakeholders, including commissioners, providers and service users, attended and over 50 posters were presented. Plenary sessions included the national U&EC review, findings from public engagement, how the U&EC facilities specifications respond to findings, mental health crisis care and an overview of the BHR vanguard. Workshops were held on patient co-design, workforce, interoperability and payment mechanisms. **All resources from the event can be found [here](#).**

Urgent and Emergency Care Network Development

Network Leads from each of the U&EC networks present gave an update on progress within their networks since the previous meeting.

A draft template from the National UEC team to support Networks develop delivery plan was discussed and feedback collated. The template included logic models to present areas of Network activity and an example route map to capture all Network activity, including timelines. Further clarity in regards to the timelines, content and next steps following completion of the template was asked for by members of the board. They highlighted the challenge in completing the template to a sufficient level of detail and quality by January and asked whether what is delivered by this date can be reviewed.

Urgent and Emergency Care Designation Guidance

Chris McNicholas, U&EC Project Manager, presented initial draft guidance for U&EC Networks on designating facilities following the publication of the [London U&EC facilities and system specifications](#).

The draft guidance outlined that the designation process should seek to ensure that, across a network, UEC facilities provide optimum service provision in regards to quality, access, value for

money, deliverability and strategic coherence. It should also seek to verify the ability of services to provide the care described within the UEC facilities specifications.

Recognising that designation may initiate service change, build on existing agreed UEC strategic plans or change existing UEC strategic plans, a decision algorithm to support a consistent approach to designation across Networks was also presented.

The U&EC board feedback included suggestions to include governance arrangements required for designation, for specific additions/ amendments to the Network level designation sub-principles and to stress-test them.

Urgent and Emergency Care Behaviour Insights report

Patrice Donnelly presented the key findings from a behaviour insights project undertaken across five A&E departments in London during September 2015. Over 800 people were interviewed in the project. The findings were also presented at the U&EC event and can be found [here](#).

Further analysis will be undertaken to cross tabulate findings and gain further insights. To inform this, members of the Board were asked to send nominations for representatives to sit on a small working group to develop the questions for further analysis.

Integrate Urgent Care – PRM update

Eileen Sutton updated on the Patient Relationship Manger (PRM) initiative. The PRM initiative is an integrated solution that allows clinicians to see real time crisis care/care plan information in real time to support decision making in 111. This allows an improved level of personalisation within 111 and means patients calling back 111 will not need to repeat their information.

A business case for the evaluation of PRM was discussed and feedback provided to develop further.

Mental Health Crisis Care

Dr Simon Eccles, Consultant in Emergency Medicine at Guy's and St Thomas' Hospital NHS Foundation Trust and joint Clinical Lead for the U&EC programme, gave an update on the mental health crisis care section of the programme. There are three main areas of focus:

- Health Based Place of Safety (HBPoS): Understanding the current HBPoS provision in London and developing a facility specification for them.
- ED Crisis Care Pathway: Defining the emergency department pathway for a mental health crisis and guidance to support a better, more consistent approach to London.
- Crisis Care System Coordination: Establishing a crisis care coordination function to increase transparency, alignment and learning across the crisis care system.

U&EC Progress Report and 2016/17 Planning

Patrice Donnelly and Eileen Sutton presented updated 2016/17 plans for the U&EC programme. The U&EC board signed off the plans which include the following areas of work:

- *U&EC*: Supporting Development and Delivery of Network Delivery Plans; Sharing Learning and Good Practice; Support via Enabling programmes; Pan London Pathway Development; and continuation of Mental Health Crisis Care programme.
- *Integrated Urgent Care*: Support for the procurement & mobilisation of Integrated Urgent Care services; Supporting access to Crisis Records (Patient Relationship Manager Delivery & Evaluation), Digital Delivery and Interoperability; and step change improvement and expansion of the Directory of Services, including 'Mobile' DOS Access.

The next Urgent and Emergency Care Programme Board is scheduled for 10am – 12pm on Tuesday 19th January 2016.

For further information on U&EC programme activities or details of papers and minutes of the U&EC Programme Board, please contact: england.serviceredesign@nhs.net

Healthy London Partnership – ***“Transforming London’s health and care together”***

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