

# Responding to Patients' Expectations – The U&EC facilities specification

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# What do Patients expect?

Londoners have emphasised that they expect UEC services that:

Are ***available*** with shorter waiting times, longer opening hours and efficient ***coordinated*** systems;

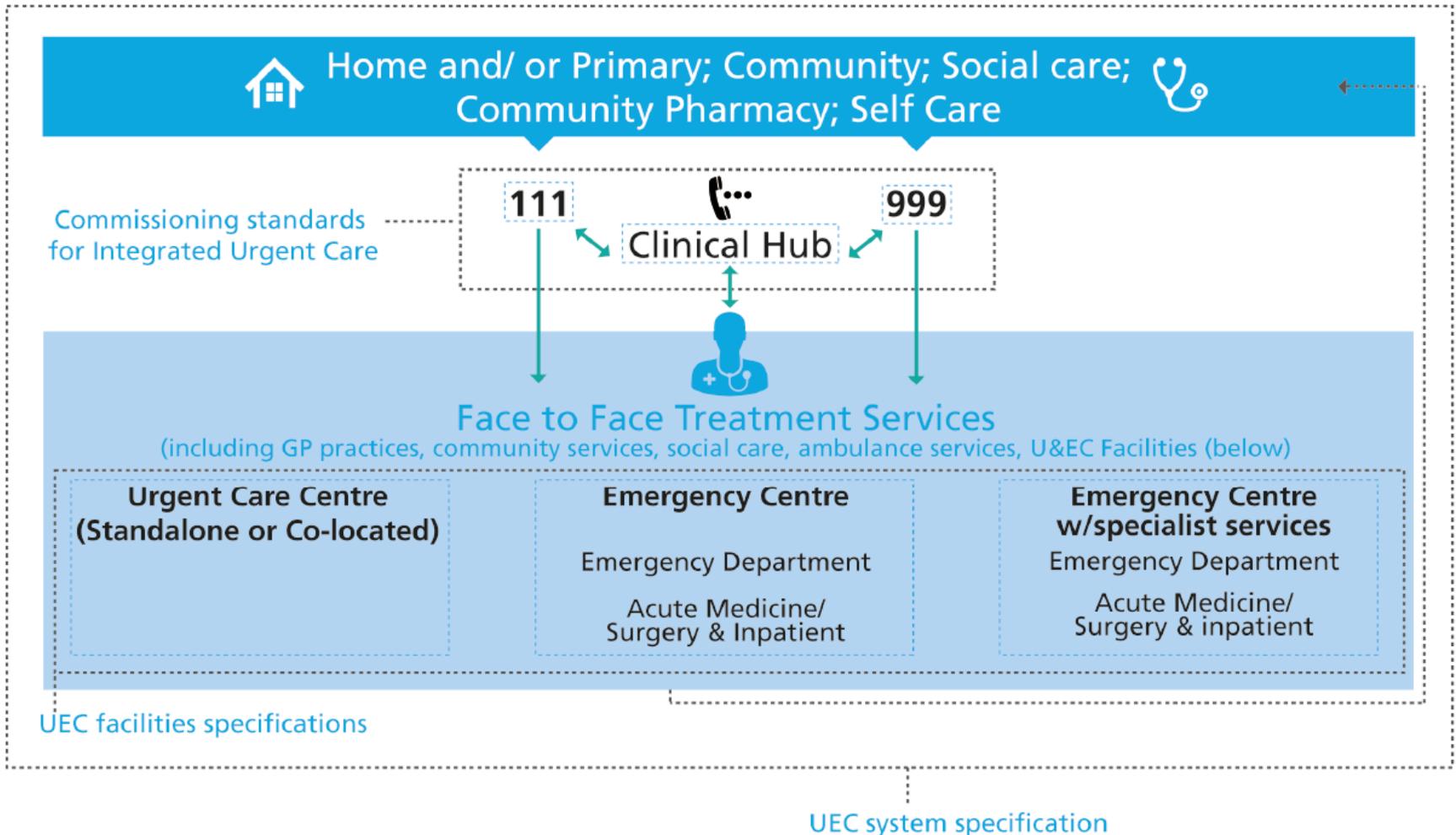
Are ***clear and consistent*** in their service offering and across the seven days of the week; and

Instil ***confidence*** by being seen by the right clinical expertise at the right time.

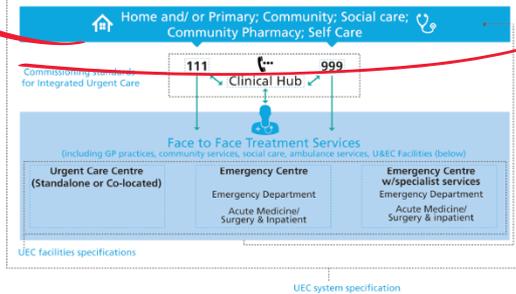


# The U&EC system

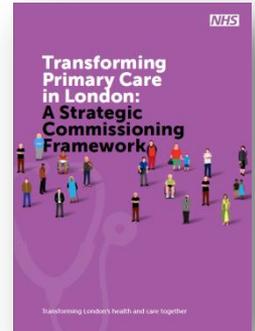
Overview of the Integrated Urgent Care Standards and U&EC Facilities and System specifications



# How does Primary Care support the vision?



The Primary Care Commissioning Framework describes standards for coordinated, proactive and accessible primary care, including:



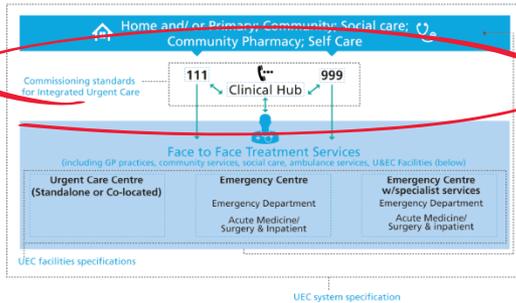
***Patient choice:*** Patients have a choice of access options and be able to decide on the consultation most appropriate to their needs.

***Contacting the practice:*** One call, click or contact in order to make an appointment.

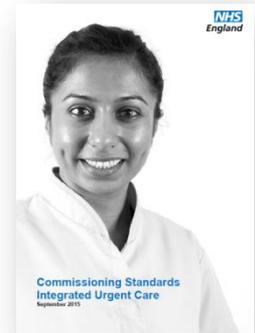
***Extended opening hours:*** Access a GP or primary care professional seven days per week, 12 hours per day (8am to 8pm or equivalent)

***U&EC:*** Skilled staff to ensure patients with U&EC needs are effectively identified and responded to appropriately.

# Commissioning Standards for Integrated Urgent Care



New Integrated Urgent Care Providers (formally NHS 111 and GP out-of-hours) will offer a 24/7 urgent care service that is the 'front door' of the NHS - providing access to treatment, advice and self care



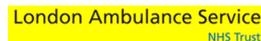
The London 111 Patient Relationship Manager (PRM) will provide patients with a personalised response where:

- **Clinicians view and follow crisis/care plans to support their decision making as part of the call**
- **Callers with care/crisis plans will be routed directly to a clinician**
- **Ambulance crews can access key crisis information from 111 en-route or at-scene**

## Care or Crisis Information /Data Suppliers



## NHS 111 London Providers



## NHS 111 London GP OOH Providers



# Developing facilities specifications for London

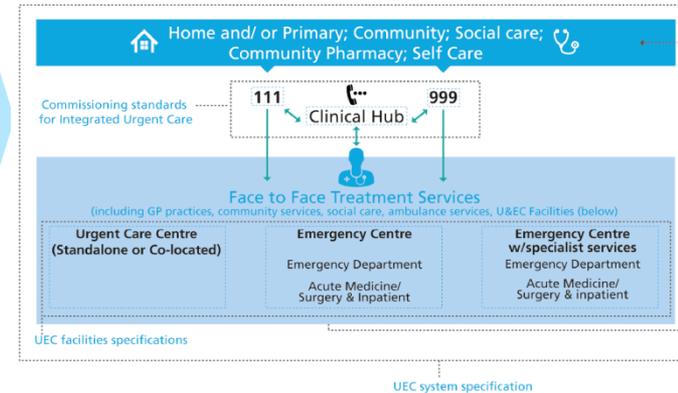
## Evidence based standards agreed in London:

- Specialist services e.g. stroke and trauma
- London Quality Standards
- MH Crisis Care Commissioning Standards

## System and facilities specifications developed based on agreed standards:

- Urgent Care Centres
- Emergency Centres
- Emergency Centres with Specialist Services

## Facilities specifications fit within wider U&EC system vision

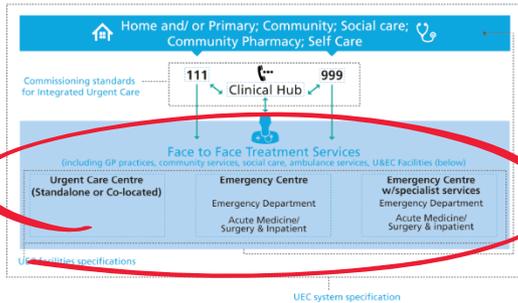


Broad engagement in development of standards

Continued engagement in development of specifications

Engagement to continue through implementation

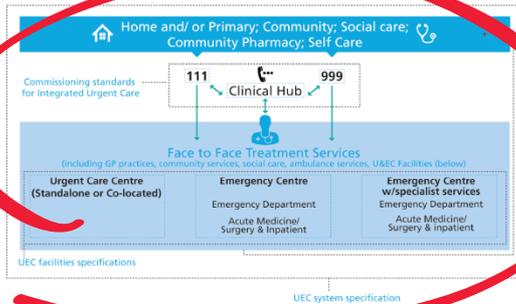
# London's U&EC Facilities Specification



For those with more serious or life-threatening emergency needs, care will be provided in centres that have the best expertise and meet the London Quality Standards to maximise chances of survival and recovery

Urgent Care Centres (UCC)	Emergency Centres (EC)	Emergency Centres with Specialist Services (ECSS)
<ul style="list-style-type: none"> <li>Compliance with London Quality Standards – Urgent Care Centres</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with London Quality Standards – Emergency Department and Acute Emergency Inpatient Standards (adults and paediatric)</li> <li>Compliance with the London service inter-dependency framework</li> <li>Compliance with inter-hospital transfer standards</li> <li>Compliance with London crisis care commissioning standards</li> </ul>	<p>As per Emergency Centres plus one or more of the following:</p> <ul style="list-style-type: none"> <li>Major Trauma Centre</li> <li>Hyper Acute Stroke Unit</li> <li>Heart Attack Centre</li> <li>Vascular Centre</li> </ul>

# One system: multiple facilities



Stakeholder engagement on facilities specification

Bringing services together

Developing a U&EC system specification

The U&EC system specification outlines the consistency in the system that is required for **equitable U&EC provision** for the public regardless of whether they access services through 111, self-presentation at any facility or 999.

It has been developed based on **clinical feedback** and builds on a number of existing service standards.

It describes the specification that is required to ensure a **joined up, seamless urgent care service that minimises confusion** and ensures **robust pathways between individual facilities**.

# Implementing the U&EC vision

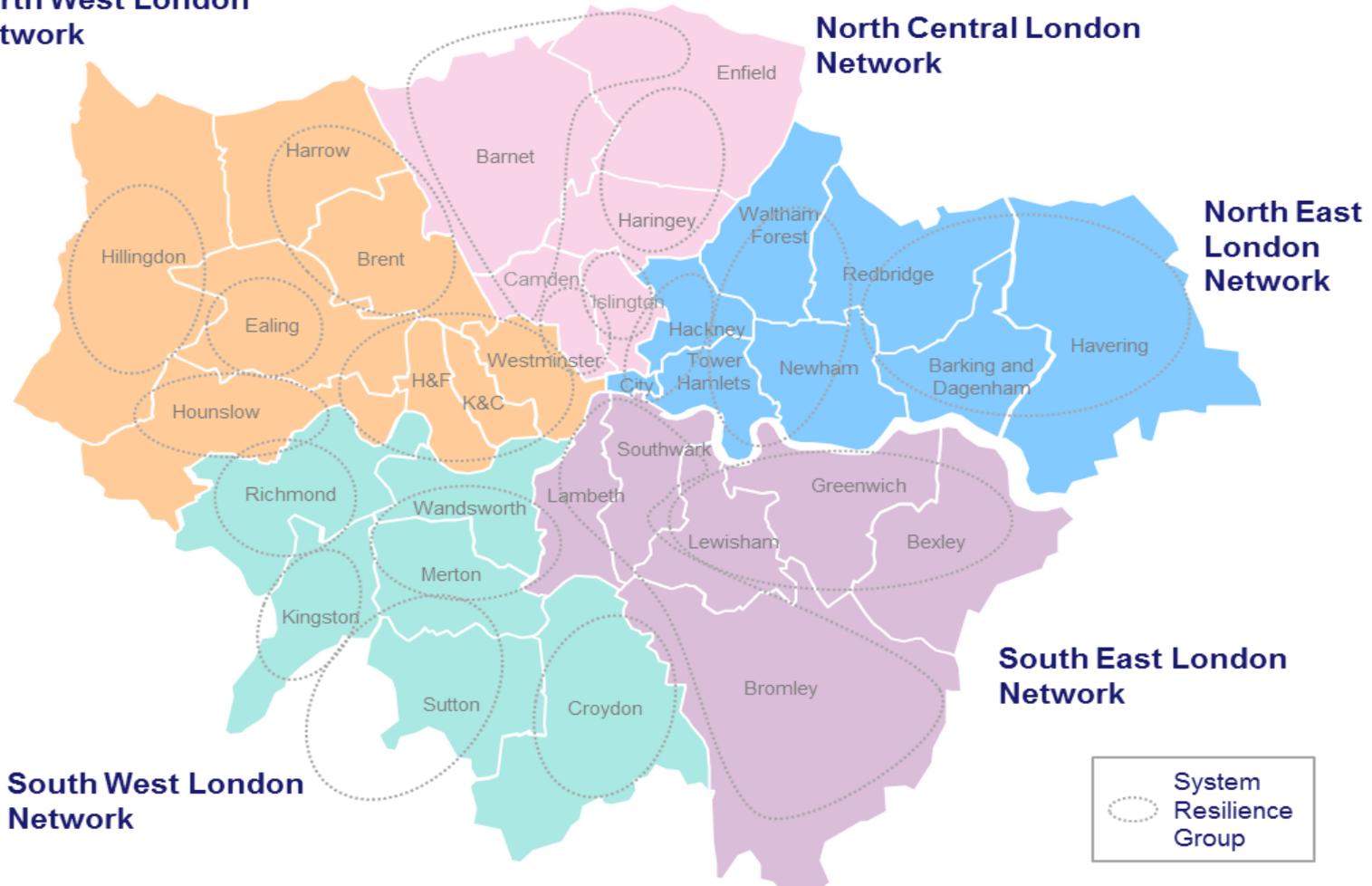
## North West London Network

## North Central London Network

## North East London Network

## South East London Network

## South West London Network



U&EC Networks are currently developing network delivery plans for whole system transformation including designation of facilities during 16/17 – making the vision for Urgent and Emergency Care a reality for Londoners

# Key focus areas for development today

## Workforce:

Identifying key workforce challenges in transforming U&EC systems and the steps to address them.



- *What are the priorities to be addressed in networks?*
- *What needs to be developed across London?*

## Patient Co-design:

Developing services together with patients and agreeing a principle of co-design for London's U&EC networks.



- *How do we co-design in networks and across boundaries?*
- *What can be done to support across London?*

## Interoperability:

Identifying and agreeing the vision and principles for interoperable IT systems to support U&EC system transformation.



- *What information do clinicians need to effectively triage patients?*
- *How do we develop and implement interoperable systems?*

## Payment Mechanisms:

Developing and piloting new models within U&EC systems to transform care.



- *How do we redesign payment mechanisms to incentivise delivery of the vision?*
- *How can Monitor and NHS England support networks?*