

West Herts Urgent Care Strategy

17/18

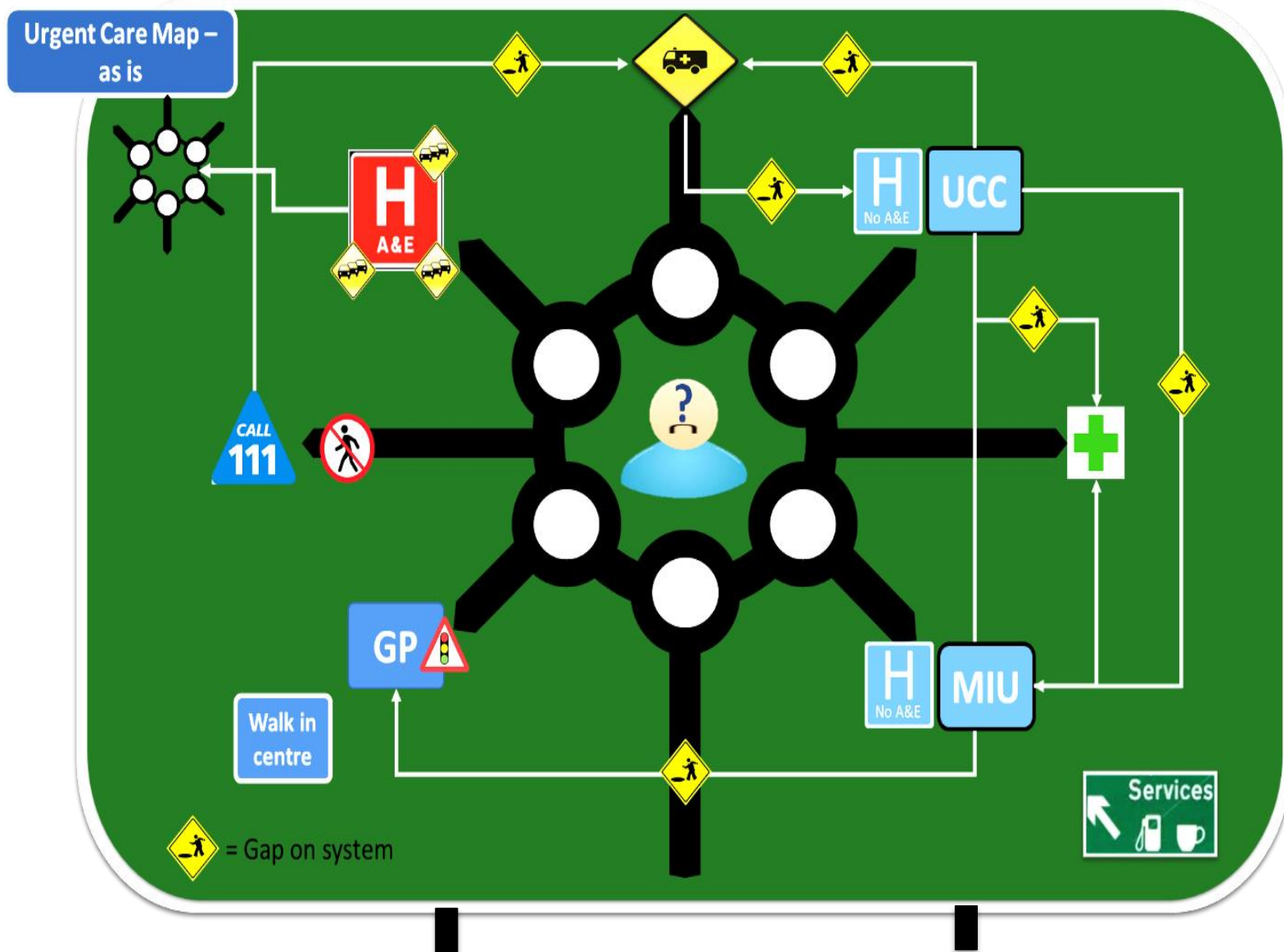
What are we trying to achieve?

Local access to urgent care needs

- National forward view for urgent care services
- A coordinated approach across all service providers
- Managed by GP's and provided by multi-disciplinary team
- A GP service that provides access to urgent care treatment in house, OOH and /or via booked appointments at Urgent Treatment Centres
- Available closer to home
- NHS 111 acting as the pivotal point of access
- Joint protocols across providers ensuring a cohesive and standardised response

Rationale: *Why are we doing this?*

Current model

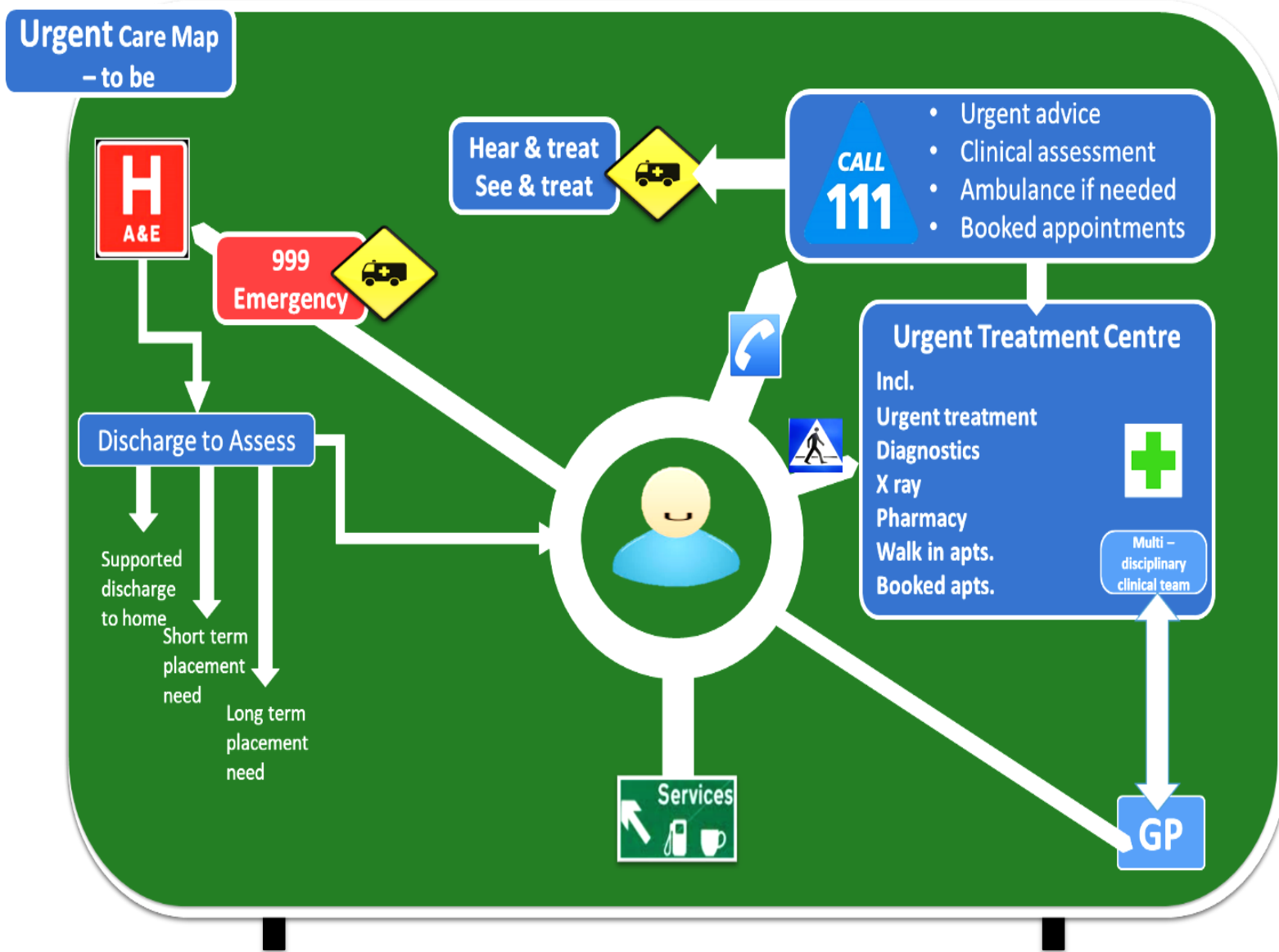


Why?

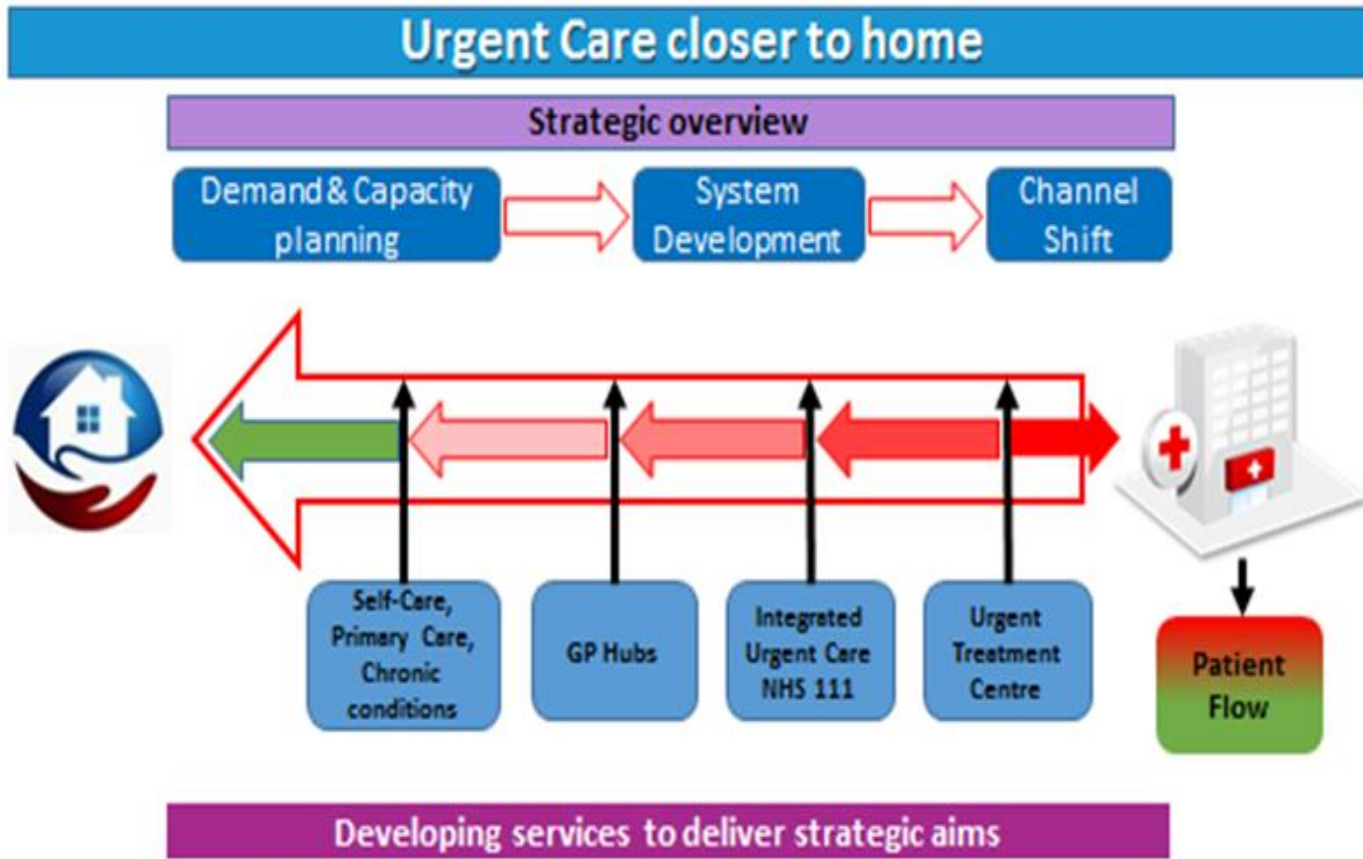
- To create greater local access
- To remove the pressure of people attending A&E
- Creating improved response for real emergencies
- Linking up current services to deliver a more effective response
- Reduce the confusion over where people should go to access the treatment they need
- Improve the NHS 111 and clinical assessment service to incorporate the ability to book appointments for people

Aims: *What are we trying to achieve?*

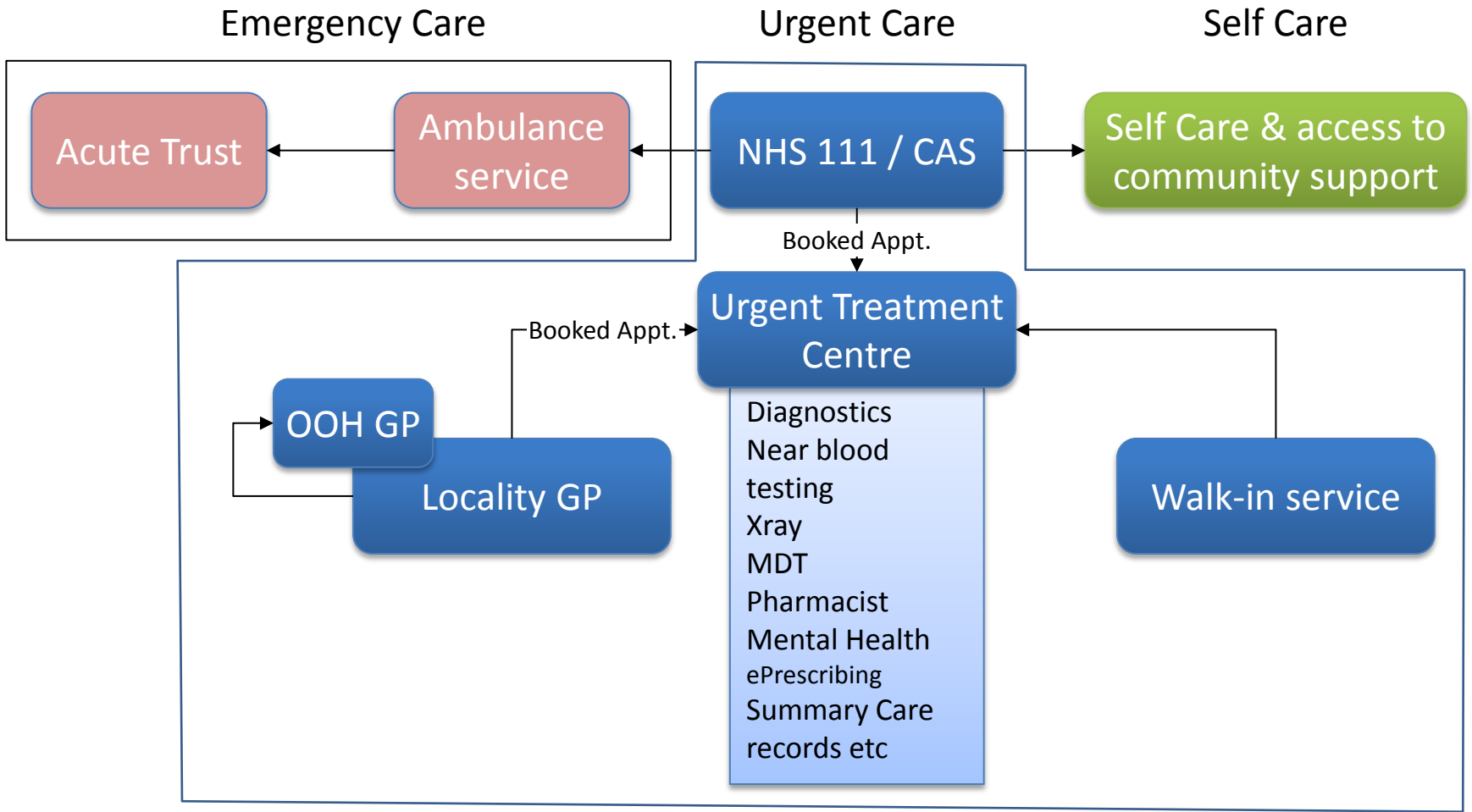
Future model



Urgent Care Strategy - Approach



ACTIONS: How are we going to do this?



Public Health & Prevention services – Link to HCT community services & Social Care – Community pharmacy. GP's etc