

Tameside and Glossop Integrated Care NHS Foundation Trust



Redesigning Services

- The “Next Steps on the NHS Five Year Forward View (5YFV)” was published on 31 March 2017. This plan explains how the 5YFV’s goals will be implemented over the next two years.
- Urgent and Emergency Care (UEC) is one of the NHS’ main national service improvement priorities, with focus on improving national A&E performance whilst making access to services clearer for patients.
- Estimates suggest up to 3 million people who come to A&E each year could have their needs addressed elsewhere in the urgent care system.
- However patients have told us the range of alternatives available can be confusing – Walk in Centres, Urgent Care Centres, Minor Injury Units and others with local names and all with differing levels of service. So A&E is understandably the default choice for many people unsure where to turn when they need urgent care or advice.
- Commonality of service provision under the Urgent Treatment Centre (UTC) name will increasingly end the current confusing range of options and simplify the system so patients know where to go and have clarity of which services are on offer wherever they are in the country.



Redesigning Services

By December 2019 patients and the public will:

- a. Be able to access urgent treatment centres that are open at least 12 hours a day, GP-led, staffed by GPs, nurses and other clinicians, with access to simple diagnostics, e.g. urinalysis, ECG and in some cases X-ray.
- b. Have a consistent route to access urgent appointments offered within 4hrs and booked through NHS 111, ambulance services and general practice. A walk-in access option will also be retained.
- c. Increasingly be able to access routine and same-day appointments, and out-of-hours general practice, for both urgent and routine appointments, at the same facility, where geographically appropriate.
- d. Know that the urgent treatment centre is part of locally integrated urgent and emergency care services working in conjunction with the ambulance service, NHS111, local GPs, hospital A&E services and other local providers.



Redesigning Services

- During 2018 a public consultation exercise took place as part of the changes to Urgent Care Services.
- The outcome was the development of the UTC co-located with the Emergency Department at the Hospital site.
- In addition there was extended access provided at other locations across Tameside & Glossop to increase the availability of access to Primary Care (GP appointments).



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Benefits of the Scheme

£1.3m Capital Development

- Refurbishment of space to create new Orthopaedic Outpatients Department – completed December 2018.
- Creation of Urgent Care Zone adjacent to Emergency Department. Blue Zone completed December 2018.
- Increased capacity for the Emergency Department as “minors” moved into this area freeing up capacity for more cubicles in the main ED.
- GP based in Blue Zone to support streaming of patients who were attending the Emergency Department but could have been treated in Primary Care.
- Walk-in-Centre closed at Ashton Primary Care Centre and activity transferred to the new facility which is now known as the UTC – completed May 2019.



Creating the Environment

£1.3m Capital Development

- Upgraded Orthopaedic Department with better facilities.
- Improved utilisation of estate and increased capacity for urgent care.
- Creation of dedicated space for treatment of less serious conditions.
- Provided space for re-location of the Walk-In-Centre bringing Urgent Care Services together.
- Improved process for triaging and streaming for patients presenting at the Emergency Department to the most appropriate location and clinician.
- Increased capacity in the Emergency Department create more space for the sickest patients.





ASSESSMENT / TRIAGE

You may be assessed / triaged by the urgent care team and a range of questions are asked to aid clinical management and prioritisation to ensure patients with the highest needs are seen first.

During triage patients may be:

- advised to see their own GP;
- referred to an alternative healthcare provider;
- advised on self-care management;
- advised to see a local pharmacist.



URGENT TREATMENT CENTRE

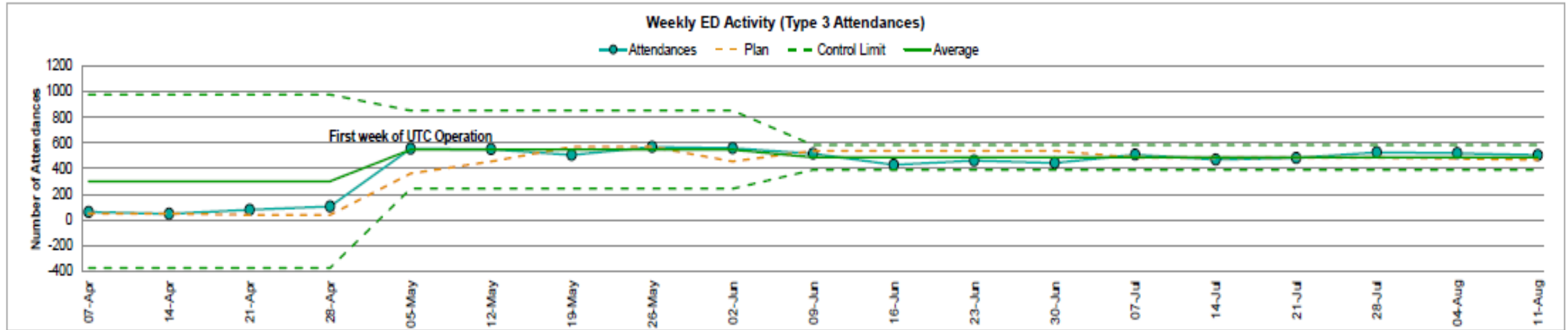
Our Urgent Treatment Centre can treat most injuries and illnesses that are urgent but not life-threatening. The team in the Urgent Treatment Centre may refer patients to the specialist team in the Emergency Department if necessary.



EMERGENCY DEPARTMENT

Please remember that the Emergency Department is here to deal with serious and life-threatening emergencies. To ensure that patients with the most serious injuries and illnesses are treated as quickly as possible other patients attending the Department may be directed to the Urgent Treatment Centre.

Attendances in UTC



Compliance with 4hr standard as @ 21/08/19

YTD – 99.89%

QTD- 100%

MTD- 100%

