

Urgent Care Centres

**Presentation
19th November 2007**

What is an Urgent Care Centre?

- 65% of what is currently seen in A&E departments are minor injuries and ailments – Urgent care centres will see these patients
- Urgent care centres will focus their urgent care provision on patients who, though may need urgent treatment, do not have life threatening illness or injury
- Centres will include diagnostics and treatment areas for wound stitching, sprains and minor fractures
- A&E departments will focus on the more seriously ill and injured patients, enabling A&E doctors to be used where they are most effective

Most appropriate treatment facilities

Problem	Major A&E	Urgent Care Centre	Minor Injuries Unit	GP surgery
Major accidents and trauma	✓			
Serious medical problems such as a heart attack	✓			
Patients requiring resuscitation	✓			
Minor injury		✓	✓	
Minor illness (in-hours)		?		✓
Minor illness (out-of-hours)		✓	✓	

Location of Urgent Care Centres

- One at each of the 4 General Hospitals
- Plus at least 3 smaller Urgent care centres across Hertfordshire

The Four As

Access

Knowledge of what services

Assessment

Fast and accurate to the right place

Availability

- What is available ?
- Consistent and equitable level of diagnostics

Appropriateness

Managing access

7 or 8 Urgent Care Centres?

- During the consultation period it became evident that there was much support for eight urgent care centres across Hertfordshire, although the initial consultation question was a choice of Hertford County Hospital or Cheshunt Community Hospital.

7 or 8 Urgent Care Centres?

A number of descriptors have been used to compare the two sites including:

- Ownership of estate
- Current usage of the estate supporting patients/residents with minor injuries and illnesses
- Existing facilities available to support a smaller urgent care centre

7 or 8 Urgent Care Centres?

- Accessibility for the populations
- Numbers of residents/patients anticipated to use a smaller urgent care centre
- Costs to deliver the proposed services
- Potential opening times reflecting demand, peaks and troughs

Children

- Less seriously ill children could be treated at an urgent care centre
- The development of urgent care centres will need to take account of the needs of the majority of local children who are less seriously ill or have relatively minor injuries
- Staff will have the appropriate skills to assess sick children and, where clinically appropriate, to arrange their rapid transfer to specialist paediatric services on major sites

How will I get an appointment there?

- Walk in
- Telephone
- Non emergency ambulance, once ambulance personnel have decided where you should attend

Who will see me?

- A range of professionals consisting of GPs, emergency nurse practitioners, physiotherapists and emergency care practitioners (ECPs)
- Links and integrated working with secondary care clinicians e.g. A&E consultants, elderly care physicians, social workers, mental health services and paediatric workers

Our Aims

- Anyone who perceives they have an urgent care need will be assessed and treated in the right place at the right time to meet their individual need.
- People will be supported as close to home as cost effectively and safely as possible.

Our Aims

- To achieve this vision all services providing rapid access or urgent / emergency care will have to work together in an integrated whole system.
- This partnership approach will be key to making integrated urgent care service work effectively for patients.

Thank you & Questions