

Frimley Health & Care STP

East Berkshire CCG

Future Plans for Urgent and Emergency Care Services

Frimley Health
& Care STP



Health & Wellbeing



Care & Quality



Finance & Efficiency

Where we are now

Each day in East Berkshire:-

- 337 patients attend A&E
- 102 patients are admitted to hospital as an emergency
- 180 patient phone 999
- 684 patients phone 111 (across Berkshire)

Per year in East Berkshire:-

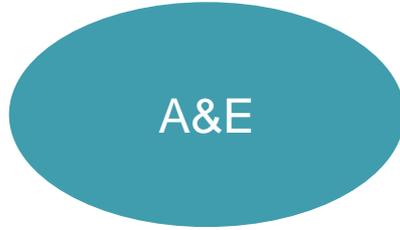
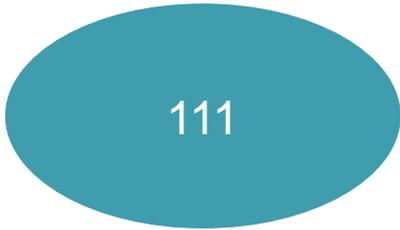
- 1,323, 500 GP appointments per year
- 441,000 home visits per year
- 229, 000 telephone contacts per year
- 574,000 nursing team contacts per year

The annual growth in demand for these services is:-

	15/16	16/17	%
A&E Attendance	148,086	152,334	2.86%
Non-Elective Admissions	39,915	42,683	6.93%

How we plan to meet growing demand and improve services in East Berkshire

Our approach: Right care, right time, right place

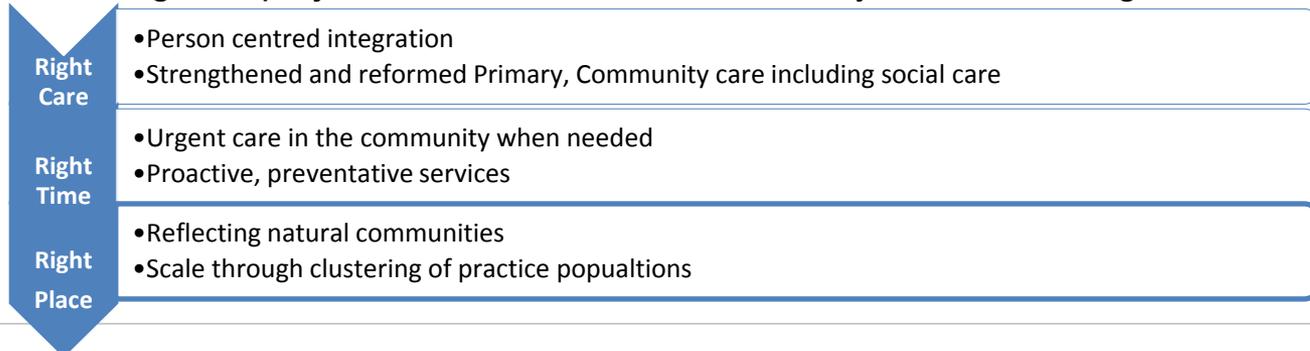


From a public perspective there will only be 4 points of access to urgent and emergency care services:

- 111
- GP
- 999
- A&E

Regardless of the point of access there will be a consistent approach dependent on the level of need. For example if a patient attends A&E with same day primary care needs they will be redirected through a same day appointment to a primary care integrated response service.

Transformational investment will enable us to accelerate redesign of local out of hospital services to ensure our residents receive the **“Right care, at the right time, in the right place”**. The priority design features of our out of hospital investment requirements are summarised below and detailed in the next sections. This will allow us to continue to deliver and improve on performance targets such as A&E 4 hours, delayed transfers of care and ambulance response times against projected increases of overall activity in a ‘do nothing’ scenario.



UEC – Summary of the seven priorities to deliver transformation

- **Improved 11 1 Service** - In September 2017 we will launch a new 111 service across Thames Valley which will increase the percentage of calls receiving clinical advice and patients will start to be booked directly into services. Throughout 2017/18 we will be testing online facilities that enable patients to enter their symptoms online and receive advice online or a call back, including clinical input as appropriate.
- **Improve access to GPs** By March 2019 people will have access to evening and weekend appointments with general practice and an improved response from an integrated team supporting the most appropriate provision of care.
- **Access to Urgent Care** - We will develop Urgent Treatment Centres which will provide same day access through booked appointments, and doctors, nurses and other professionals in a way that the public can feel confident meets their needs.
- **Improvements to the ambulance service** - The ambulance service will offer a more equitable and clinically focussed response that meets patients needs in an appropriate time frame with the fastest response for the sickest patients
- **Improvements in Hospitals** In Emergency Departments we will develop new approaches prioritising the needs of the sickest patients. Our frail and elderly patients will get specialist assessments at the start of their care and those patients who could be better treated elsewhere will be streamed to those settings.
- **Improvements to discharge** - We will speed up the assessment process and ensure that patients are sent home as soon as possible and if home is not the best place for their immediate care they will be transferred promptly to the most appropriate setting for their needs.

Workshop Session:-

How do you currently access urgent care?

How can we help the public to choose the right place to go for their urgent care needs?