

The Big Conversation about urgent care – where are we now?

Briefing 6 – January 2019



Developing the options for the future of urgent care

Work is underway to develop the detailed options for the future of urgent care, taking into account what we heard from the ‘Big Conversation’ and what we know about how local people use services. We are using what we have heard to set out a number of clinical ambitions that we will look to include in any new model of care for patients seeking to access care on the same day.

You told us...	Options we are considering...
you want to see your GP first if you have an urgent need in the daytime and you support grouping services together if transport and access are carefully considered	how patients could most effectively access same day care via general practice in hours, and how minor injuries could be dealt with in local areas
access to services during evenings and weekends is important	how NHS 111 and the general practice out of hours service should support patients, providing a seamless service
if you or your young child have an urgent care need you go to the place where you will be seen on the day	how services should respond to a person that identifies they have an urgent care need and how best to provide clinical support when required
it is important for healthcare professionals and urgent care services to be able to see patient records	access to patient records for those providing care, including remotely within the patient’s own home
you would support more clinical triage	how telephone triage can be used more to ensure patients access clinically appropriate care effectively

Do you know which service to use when you are unwell?

During the ‘Big Conversation’ people told us the healthcare system is too confusing. We heard that there are too many points of entry. Analysis of patient use of our urgent and emergency care services showed us children are being taken to urgent care centres or the Emergency Department when they could be seen in an out-of-hospital setting that is more appropriate to their clinical need.

People asked for more information about accessing the most appropriate urgent NHS service. We have created a simple guide to help people work out the best place to get advice or treatment when they are unwell. This guide supports the national NHS campaign ‘Help Us, Help You - Stay Well this Winter’.

We have had a big local push to reach residents with printed copies available at GP practices, A&E, urgent care centres and pharmacies. We have also focussed on getting the message out to parents via social media; publishing the guide in the Primary Times magazine and sending copies to children’s centres, libraries, schools and to health visiting teams so they can put it inside red books.

Feeling unwell?



Frimley Health and Care



Consider the range of services available to you in East Berkshire and use the NHS responsibly



Care at home

Be prepared to care for yourself with a well-stocked medicine cabinet and plenty of rest

- cough or cold
- upset stomach
- pain or headache
- cuts and grazes
- sore throat (but if for two weeks or more contact your GP)

For health advice, visit www.nhs.uk

Average cost to NHS



Pharmacist

Ask for advice on ailments, medicines and healthier living

- queries about medication dosage, type or suitability plus urgent requests or if related to hospital discharge
- repeat prescription
- sore eyes (but if persists go to optician)
- runny nose
- diarrhoea
- bite or sting

... of being seen

£15



Call NHS 111

Call when situation is not life-threatening

- if you think you need to go to hospital
- if you don't know the most suitable place to go or call
- if you don't have a GP to call or if your GP practice is closed
- if you need advice or reassurance about what to do

Available 24 hours a day, every day

... of a call

£16



GP practice

Use patient access online or make an appointment if an illness or injury won't go away

- repeat prescription such as for back ache, the pill, etc
- urgent skin problem such as a rash that is spreading
- ear pain
- back ache

Additional evenings and weekend appointments bookable through your GP Practice

... of being seen

£36



Urgent Care or Walk-In Centre

Visit for same day, urgent, minor injuries or illness when your GP practice is unavailable

- such as sprains and suspected broken bones

... of being seen

£37



Emergency department or call 999

Only for very serious or life-threatening situations

If you are unsure, call NHS 111

... of being seen

£111

... of an ambulance

£235



Mental health

Aged between 11 -19 years old? Visit KOOTH.com for free, anonymous and confidential online counselling and emotional well-being support service.

If you are over 18 and need urgent support call NHS111 who will direct you accordingly.

Call 0300 365 0200 to make a self-referral to talking Therapies.

Call the Common Point of Entry on 0300 365 0300 if your concern is more urgent.

If you need someone to talk to, call the Samaritans **free** on 116 123 (24 hours a day, 365 days a year).

In an **emergency** or if someone is in **immediate danger** call 999 straight away.

take a photo and save on your phone



cut out and keep



Visit nhs.uk/staywell for more information. Please keep this information to hand.