

# Urgent care services review



**Enfield CCG is reviewing local urgent care services to make sure they are meeting the needs of our local population. We want to hear your views on how you access and use urgent care services.**

Urgent care services are the services that are there to look after you when you have an injury or an unplanned illness and you need immediate advice and support. Enfield CCG commissions a range of urgent care services so that patients in Enfield can access care for non-life threatening illnesses and injuries 24 hours a day, seven days a week.

This document explains more about local urgent care services and this review. If you need more information or you require this document in another format, please contact [communications@enfieldccg.nhs.uk](mailto:communications@enfieldccg.nhs.uk) or call 0203 688 2814.

**Please fill in our survey and tell us more about your experience of local urgent care services: <http://www.smartsurvey.co.uk/s/PH6F8/>**

**This review begins on 19 February 2016 and ends on 3 April 2016.**

## **Clinical Commissioning Group**

### **What is urgent care?**

By urgent care we mean the range of health services that people can access immediately for advice, diagnosis and treatment when they have a non-life threatening illness or injury. Urgent care services help people that have unplanned health needs 24 hours a day, seven days a week.

Excluded from the definition of urgent care is emergency care which supports 'immediate or life threatening conditions, or serious injuries or illnesses'. Accident and Emergency (A&E) and the London Ambulance Service are emergency care services – NOT urgent care services. However, they are often used inappropriately for urgent care needs.

### **About urgent care in Enfield**

Enfield CCG is responsible for commissioning urgent care services for our local population of 320,524 people (ONS mid 2013 estimates). We commission a range of services from different providers to ensure that patients can access urgent care 24 hours a day, 365 days of the year.

### **Why we are reviewing urgent care services**

Over the last few years, demand for NHS services has been rising across the country, particularly for services with faster access like urgent or emergency care services. We have decided that we would like to review local urgent care services to make sure they are meeting the needs of our local population. We want to find out more about how local people access urgent care services and their experience of them. We will use this information to guide our future commissioning decision on local urgent care services.

The current issues that this urgent care review will explore are:

- Growing demand and how this could be managed
- The range of urgent care and if there is any duplication of services.
- How patients choose when to use urgent care services and why, as well as how they navigate the system

### **What's involved in this review?**

The CCG will be reviewing performance and other internal data available to us as commissioners to build a picture of how urgent care services are being currently being used. During this review we also will ask people how they decide what services to access and what their experience was via a survey. <http://www.smartsurvey.co.uk/s/PH6F8/>

We have included reference to emergency services in the survey as we recognise that some people are visiting Accident and Emergency services instead of other available services and we want to know why this is happening. However it is important to note that this report will not make any recommendations for changes to local emergency services.

We will publish a report of the urgent care review with a summary of all the data collected at the end of the review period.

## **Clinical Commissioning Group**

### **Aims of the Urgent Care Review**

- To commission services that are efficient and can meet demand appropriately.
- To minimise the number of different organisations and handovers involved in delivering care as far as practicable, to ensure safe, high quality patient care.
- To develop information on the urgent care system for by members of the public and professionals, particularly how and where to access services appropriately.
- Development of an Urgent Care framework with the aim of integrating services to provide a single urgent care system making it easier to navigate for patients
- A single simplified 24-hour Urgent Care System to ensure that the patient is given the right care in the right place by those with the right skills, first time.
- To assess the future impact of any proposed alternative models from a commissioning, contracting and finance perspective.

### **We hope that this review will have the following benefits:**

- Simpler navigation of the urgent care system for patients in the long term
- Reducing inappropriate attendances at A&E by better understanding behaviour of patients and learning
- Understanding where overlaps and gaps are in the system and developing an evidence base for any changes needed.

### **Working with local partners**

We recognise patients in Enfield use urgent care services in other areas, and we also want to understand how patients in other boroughs access urgent care. As a CCG we work in partnership with four other CCGs in North Central London and this review will support more collaborative working. Camden and Islington CCGs have already reviewed local urgent care services and we have reviewed the feedback from this project to inform the structure of our review. We welcome opportunities to talk to local stakeholders during this review and groups or individuals can contact [communications@enfieldcccg.nhs.uk](mailto:communications@enfieldcccg.nhs.uk) or call 0203 688 2814 to request a meeting.

### **Urgent care across London**

Early in 2015 NHS England and London's 32 Clinical Commissioning Groups (CCGs) launched a plan to make London the world's healthiest global city. This followed on from the work of the London Health Commission, which was an independent review of health established by the Mayor, Boris Johnson and led by Professor Lord Darzi. The Commission's report Better Health for London contained 10 aspirations for London and over 64 recommendations on how to make London the world's healthiest city.

Following the London Health Commission report, [Healthy London Partnership](#) was established to improve health services and deliver changes to health in the capital. The aim is to take London from seventh in the global healthy city rankings, to the number one spot using a transformation programme. One of the 13 Programmes being managed by Healthy London Partnership is the transforming London's urgent and emergency care system.

## ***Clinical Commissioning Group***

The Healthy London Partnership is committed to implementing the national vision for urgent and emergency care by:

- Establishing urgent and emergency care networks to oversee the planning and delivery of the U&EC system.
- Designating urgent and emergency care facilities to ensure London quality standards are met, seven days a week.
- Improving and expanding the NHS 111 system to direct patients to the most appropriate care setting to receive the right care, first time.

You can find out more at <https://www.myhealth.london.nhs.uk/healthy-london>

### **Next Steps**

**The review will begin on 19 February 2016 and end on 3 April 2016.**

The review findings will be considered at a Governing Body meeting and will be published on Enfield CCG website.