

# Urgent and Emergency Care Route Map (1)

1

System Architecture	Deliverable	Supporting product publication	Timescale for implementation
<b>Establishing U&amp;EC Networks</b>	<ul style="list-style-type: none"> <li>Principles of governance to support membership structure and ToRs</li> <li>Stocktake of U&amp;EC services by networks.</li> <li>Support for overarching network U&amp;EC plan agreed with regions; Networks to develop plans.</li> <li>Networks to define consistent pathways for urgent care with equitable access</li> </ul>	<ul style="list-style-type: none"> <li>Safer Faster Better published</li> </ul>	<ul style="list-style-type: none"> <li>August 2015</li> <li>Nov 2015</li> <li>Jan 2016</li> <li>Dec 2016</li> </ul>
<b>Identifying and piloting system wide outcome metrics</b>	<ul style="list-style-type: none"> <li>Development of a single framework for measuring and reporting on system outcomes (nationally, with local trial)</li> <li>Toolkit to support measurement</li> </ul>	<ul style="list-style-type: none"> <li>Trial February 2016, Recommendations June 2016</li> <li>September 2016</li> </ul>	<ul style="list-style-type: none"> <li>2017</li> </ul>
<b>Develop a new payment system</b>	<ul style="list-style-type: none"> <li>Local payment model for pilot sites, taking into account mental health outcomes (Monitor)</li> <li>Roll-out of shadow testing model in pilot areas / vanguards</li> <li>Implementation nationally</li> </ul>	<ul style="list-style-type: none"> <li>August 2015 – Local payment example produced by Monitor</li> <li>Sites to be confirmed as part of vanguards</li> </ul>	<ul style="list-style-type: none"> <li>April 2016</li> <li>April 2018</li> </ul>
<b>Enhanced summary care record</b>	<ul style="list-style-type: none"> <li>Urgent and emergency care services to have greater electronic access to records including summary care record, end of life care records, special patient notes and mental health crisis plans (including patient held plans)</li> </ul>		<ul style="list-style-type: none"> <li>March 2017 Access = A&amp;E 66%, Community Pharmacies and Ambulance Trusts/ NHS 111 100%</li> </ul>
<b>Workforce</b>	<ul style="list-style-type: none"> <li>Underpinning work programme with Health Education England</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

2

Accessing the UEC system			
<b>Accessing the UEC System</b>	<ul style="list-style-type: none"> <li>Align or novate existing NHS111 and OOH contracts to deliver a more functionally integrated Urgent Care Access, Treatment and Clinical Advice Service model or plan for migration to full integration when contracts allow</li> <li>New NHS 111 commissioning standards published nationally</li> <li>Guidance on the establishment of clinical hubs (within standards)</li> <li>Guidance on specialist advice (within standards)</li> <li>Clinical triage of green ambulance calls established (within standards)</li> <li>Development of Access to Service Information (next generation of the DoS) for timely access to service information and the technical links with ERS to support booking across the urgent care system..</li> <li>Deliver the Clinical Triage Platform (next generation of clinical decision support) to reflect an integrated urgent care system</li> <li>NHS 111 online platform integrated into NHS Choices, with a clear expectation of digital first</li> </ul>	<ul style="list-style-type: none"> <li>Oct 2015</li> <li>Oct 2015</li> <li>Oct 2015</li> <li>Oct 2015</li> <li>OBC March 2016</li> <li>OBC March 2016</li> <li>OBC March 2016</li> </ul>	<ul style="list-style-type: none"> <li>Nov 2015</li> <li>TBD in local plans</li> <li>TBD in local plans</li> <li>TBD in local plans</li> <li>June 2018</li> <li>June 2018</li> <li>December 2016</li> </ul>

# Urgent and Emergency Care Route Map (2)

3

UEC Centres	Deliverable	Supporting product publication	Timescale for delivery
<b>Direct booking from 111 to urgent care centres</b>	<ul style="list-style-type: none"> <li>SRG to drive adoption of and greater provision of direct appointment booking into UCC, ED and primary care. National support, local delivery</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<b>Local Directory of Services (DoS)</b>	<ul style="list-style-type: none"> <li>Networks / SRGs to ensure maintenance of local DoS</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<b>Ensure UCCs provide a consistent service</b>	<ul style="list-style-type: none"> <li>Specification to support move to ensure local care centres are consistently called Urgent Care Centres and offer consistent service</li> </ul>	<ul style="list-style-type: none"> <li>Q1 2016/17 – Spec for UCC and Emergency Centres</li> </ul>	<ul style="list-style-type: none"> <li>2016 – 2020 in line with local plans</li> </ul>

4

Paramedic at Home			
<b>More patients more appropriately dealt with at home by paramedics</b>	<ul style="list-style-type: none"> <li>Clinical models to support increase in proportion of calls to 999 dealt with via 'see and treat'</li> <li>Referral pathways set between paramedics and other providers</li> </ul>	<ul style="list-style-type: none"> <li>Guidance on clinical models – Q3 2015 /16</li> <li>Guidance on referral pathways –Q3 2015 /16</li> </ul>	<ul style="list-style-type: none"> <li>In line with local implementation plans</li> </ul>
<b>Ensure a clinically appropriate response by ambulance services to 999</b>	<ul style="list-style-type: none"> <li>Ambulance dispatch on disposition evaluated and national standards reviewed</li> <li>Implementation of recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Final recommendations by Autumn 2016</li> </ul>	<ul style="list-style-type: none"> <li>Autumn 16 – Spring 17</li> </ul>

5

Emergency Centres and Specialist Services			
<b>Analytical activity</b>	<ul style="list-style-type: none"> <li>Analysis of non-elective activity and capacity</li> </ul>	<ul style="list-style-type: none"> <li>Capacity and demand tool Aug-Dec 2015</li> </ul>	<ul style="list-style-type: none"> <li>Aug- Dec 2015</li> </ul>
<b>Hospitals providing 7 day services across ten identified specialties</b>	<ul style="list-style-type: none"> <li>Compliant with 7DS clinical standards as per NHS Standard Contract</li> <li>All urgent network specialist services compliant with four mortality clinical standards on every day of the week</li> </ul>	<ul style="list-style-type: none"> <li>Standard Contract</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<b>Discharge from hospital</b>	<ul style="list-style-type: none"> <li>DTOC plans submitted</li> <li>Support packages for CCGs and SRGs</li> </ul>	<ul style="list-style-type: none"> <li>7DS standards to include discharge planning and consultant review of patients.</li> </ul>	<ul style="list-style-type: none"> <li>2017</li> </ul>
<b>Ensure patients are treated in the right networked facilities</b>	<ul style="list-style-type: none"> <li>Facility specifications and advice to support designation of network facilities and definition of consistent care pathways</li> </ul>	<ul style="list-style-type: none"> <li>Q1 2016/17 – Spec for UCC and Emergency Centres</li> </ul>	<ul style="list-style-type: none"> <li>2017</li> </ul>

# Urgent and Emergency Care Route Map (3)

6

Mental Health Crisis	Deliverable	Supporting product publication	Timescale for delivery
<b>24/7 community mental health crisis response and intensive home treatment</b>	<ul style="list-style-type: none"> <li>All crisis resolution home treatment teams resourced to provide rapid crisis response and provide intensive home treat as an alternative to acute inpatient admission.</li> <li>An equivalent model crisis and liaison developed for children and young people</li> </ul>	<ul style="list-style-type: none"> <li>Implementation guidance tools for crisis response and acute care 2017/18</li> </ul>	<ul style="list-style-type: none"> <li><b>By 2020/21</b></li> </ul>
<b>Mental health liaison in all acute hospitals.</b>	<ul style="list-style-type: none"> <li>All age mental health liaison in every acute hospital, with 50% at the minimum core 24 standard for adults (including older adults).</li> </ul>	<ul style="list-style-type: none"> <li>Implementation guidance for mental health liaison 2016/17</li> </ul>	<ul style="list-style-type: none"> <li>By 2020/21</li> </ul>
<b>Out of area treatments (OATs)</b>	<ul style="list-style-type: none"> <li>Inappropriate out of area treatments eliminated for non-specialist acute inpatient mental health care</li> </ul>	<ul style="list-style-type: none"> <li>National dataset established for OATs 2016/17</li> </ul>	<ul style="list-style-type: none"> <li>By 2020/21</li> </ul>
<b>Use of police cells as a place of safety</b>	<ul style="list-style-type: none"> <li>No children and young people detained in police cells, and they are only used in exceptional circumstances for adults</li> </ul>	<ul style="list-style-type: none"> <li>Policing and Crime Bill expected to bring in legislative</li> <li>change Implementation guidance for 'blue light' crisis response</li> </ul>	<ul style="list-style-type: none"> <li>By April 2017</li> <li>2016/17</li> </ul>

## Supporting Self Care

7

<b>Personalised care and support planning</b>	<ul style="list-style-type: none"> <li>People who are most at risk of needing emergency care, including mental health crisis care, will have the option of a person centred care and support plan</li> </ul>	<ul style="list-style-type: none"> <li>Guidance published January 2015</li> </ul>	<ul style="list-style-type: none"> <li>2017</li> </ul>
<b>Support for self-management</b>	<ul style="list-style-type: none"> <li>Supported self-management guide published with Age UK based on 11 principal risk factors associated with functional decline in older people living at home</li> <li>Consensus statement and practical guidance to support commissioners and Fire and Rescue Services to use the 670k home visits carried out annually by the FRS to keep people 'safe and well'</li> <li>Tools to support implementation of key approaches, including self-management education and peer support e.g. commissioning tool / economic model underpinned by a clear evidence base</li> <li>A series of innovative tools / training packages to support culture change for health and care professionals</li> <li>An overview and assessment of the levers, barriers and enablers of person-centred care – and a set of recommendations for the future</li> </ul>	<ul style="list-style-type: none"> <li>Published January 2015. Revision in October 2015</li> <li>Published October 2015</li> <li>Beta versions from Spring 2016</li> <li>Final products to be developed nationally Autumn 2016</li> </ul>	<ul style="list-style-type: none"> <li>2015/16 publication. 2016/17 integration within frailty pathway approach</li> <li>Implementation support from 2015/16</li> <li>Implementation in line with local plans 2016 / 2017</li> </ul>
<b>Personalised Health Budgets</b>	<ul style="list-style-type: none"> <li>CCGs are developing their local personal health budgets offer and will be introducing PHBs beyond NHS continuing healthcare in line with the 2015/16 planning guidance.</li> </ul>	<ul style="list-style-type: none"> <li>National roll out from April 2015</li> </ul>	<ul style="list-style-type: none"> <li>Implementation in line with local plans 2017</li> </ul>

# Urgent and Emergency Care Route Map (4)

8

Independent Care Sector	Deliverable	Supporting product publication	Timescale for delivery
<b>Local Commissioning Practice</b>	<ul style="list-style-type: none"> <li>Guidance to CCGs and LAs on working with the ICS, including encouraging joint winter and future capacity planning</li> <li>Clarification guidance to be made available on Continuing Healthcare processes – within Quick Guide: Improving Hospital Discharge</li> <li>Guidance for acute trusts on how to support self-funders (choice protocols)</li> </ul>	<ul style="list-style-type: none"> <li>Guidance published Q3 2015/16</li> <li>Guidance published Q3 2015/16</li> <li>Guidance published Q3 2015/16</li> </ul>	<ul style="list-style-type: none"> <li>Q3 – Q4 2015/16</li> <li>Q3 – Q4 2015/16</li> <li>Q3 – Q4 2015/16</li> </ul>
<b>Better use of care homes</b>	<ul style="list-style-type: none"> <li>Guidance for best practice clinical input required for care homes:                             <ul style="list-style-type: none"> <li>Quick Guide: Clinical input into care homes</li> <li>Phase II – long term models including cost benefit analysis</li> </ul> </li> <li>Quick Guide: Identifying local care home placements</li> <li>Quick Guide: Technology in care homes</li> </ul>	Guidance published: <ul style="list-style-type: none"> <li>Q3 2015/16</li> <li>2016/17</li> <li>Guidance published Q3 2015/16</li> </ul>	<ul style="list-style-type: none"> <li>Q3 2015/16 – Q4 2016/17</li> <li>Q3 – 2015/16</li> </ul>
<b>Improving Hospital Discharge</b>	<ul style="list-style-type: none"> <li>Quick Guide: Improving Hospital Discharge to the care sector</li> <li>Quick Guide: Sharing Patient Information</li> </ul>	<ul style="list-style-type: none"> <li>Q3 2015/16</li> </ul>	<ul style="list-style-type: none"> <li>Q3 2015/16</li> </ul>
<b>Better use of care at home</b>	<ul style="list-style-type: none"> <li>Quick Guide: Better use of care at home</li> </ul>	<ul style="list-style-type: none"> <li>Guidance published Q3 2015/16</li> </ul>	<ul style="list-style-type: none"> <li>Q3 – Q4 2015/16</li> </ul>

9

<b>Primary Care</b>			
<b>Improved access to primary care</b>	<ul style="list-style-type: none"> <li>18 million people will have access to weekend and weekday appointments, and/or different modes of accessing general practice</li> <li>Routine access to GP appointments at evenings and weekends</li> </ul>	<ul style="list-style-type: none"> <li>Phase 2 PMCF</li> <li>Primary Care Infrastructure Fund</li> </ul>	<ul style="list-style-type: none"> <li>March 2016</li> <li>2020</li> </ul>
<b>Increased role for pharmacy in urgent care</b>	<ul style="list-style-type: none"> <li>Pharmacy access to Summary Care Record</li> <li>Seasonal Influenza Vaccination Advanced Service for community pharmacy</li> <li>Quick Guide: Extending the role of Community Pharmacy in UEC</li> </ul>	<ul style="list-style-type: none"> <li>Refreshed guidance Autumn 2015</li> <li>Q3 2015/16</li> </ul>	<ul style="list-style-type: none"> <li>Autumn 2015-17</li> <li>Autumn 2015</li> <li>Q3 – 2015/16</li> </ul>
<b>Improving oral and dental health</b>	<ul style="list-style-type: none"> <li>Quick Guide: Best use of unscheduled dental care services</li> </ul>	<ul style="list-style-type: none"> <li>Guidance published Q3 2015/16</li> </ul>	<ul style="list-style-type: none"> <li>Q3 – 2015/16</li> </ul>