

Urgent Care

Presentation to Parish Councils in South Holderness

August-October 2018

Schedule:

Topic
Introduction
What is available
What is not available
How to access services
Patient pathways
Question and answer session

Where to go for the right medical care

999 For life threatening emergencies

CALL 111 If you need medical help fast but it's not a 999 emergency, call NHS 111 for clinical advice, assessment and for direction to the most appropriate services for treatment.

GP Pharmacy For less urgent health needs, contact your GP or local pharmacist. You can also access NHS advice at www.nhs.uk

STAY WELL THIS WINTER For more information and advice visit www.nhs.uk/staywell

Introduction

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- Invited to come and talk to you by Councillors Tucker and Healing
- Aiming to help you to better understand the services that have been commissioned by the CCG for your urgent care needs
- Clarity to you what is available and what is not
- How you can access the services
- Examples of a patient pathway or journey
- Responding to your questions

What is Available (Urgent Care)

- Self Care
- NHS111/NHS111 Online
- Pharmacy
- GP Surgery
- Out of Hours GP
- Urgent Treatment Centres
- Urgent appointments for the assessment and treatment of **some** minor injuries at Withernsea and Driffield

What can be seen/managed (Urgent Care Services)

- Any symptoms or conditions that are **not** considered to be an EMERGENCY can be assessed by NHS111
- Urgent treatment centres can see a range of urgent injuries or illnesses
- Urgent appointments at Withernsea and Driffield can see and treat some low level minor injuries
- The Rapid Response Service can see and treat some minor injuries and illness

What is Available (Urgent Treatment Centres)

How/when	Symptoms/Conditions
<ul style="list-style-type: none"> • Walk-in or appointment via NHS111 • 7am – 11pm 365 days a year 	<ul style="list-style-type: none"> ▪ Those as detailed in the ‘Choose Well’ booklet: <ul style="list-style-type: none"> ▪ Cuts and grazes ▪ Sprains and strains ▪ Simple broken bones ▪ Wounds and wound infections ▪ Minor burns and scalds ▪ Minor head injuries ▪ Insect and animal bites ▪ Minor eye injuries ▪ Minor back injuries ▪ Emergency Contraception ▪ Skin infections/rashes/allergic reactions ▪ Raised temperature/fever

Clinical symptoms that fit under the headings above can sometimes require a higher level of care and treatment that is only established when an initial assessment is completed. If this is the case the clinician may direct a patient to an alternative service. Examples of this include:

- Cuts that are suspected to have tendon damage or significant tissue damage
- Minor head injuries where complications are suspected
- Insect and animal bites where increased complexity of medication is required
- The urgent need is identified as requiring ‘specialist intervention’

What is Available (Urgent Appointments at Withernsea & Driffield)

How/when	Symptoms/Conditions Included	Symptoms/Conditions Excluded
<ul style="list-style-type: none"> • Contact NHS111 where assessment is completed • Presenting symptoms will be assessed as identifying that the condition is suitable to be treated by an urgent appointment being made in an 8-8 centre • NHS111/CHCP make the appointment with the patient <p>NB: Appointments will be offered/made on the basis of clinical need. Where self care is appropriate patients will be provided with advice and guidance.</p>	<ul style="list-style-type: none"> ▪ Those as detailed in the 'Choose Well' booklet: <ul style="list-style-type: none"> ▪ Cuts and grazes ▪ Sprains and strains ▪ Wounds and wound infections ▪ Minor burns and scalds ▪ Minor head injuries ▪ Insect and animal bites 	<ul style="list-style-type: none"> ▪ Minor eye injuries ▪ Minor back injuries ▪ Emergency Contraception ▪ Skin infections/rashes/allergic reactions ▪ Urine infections ▪ Raised temperature/fever

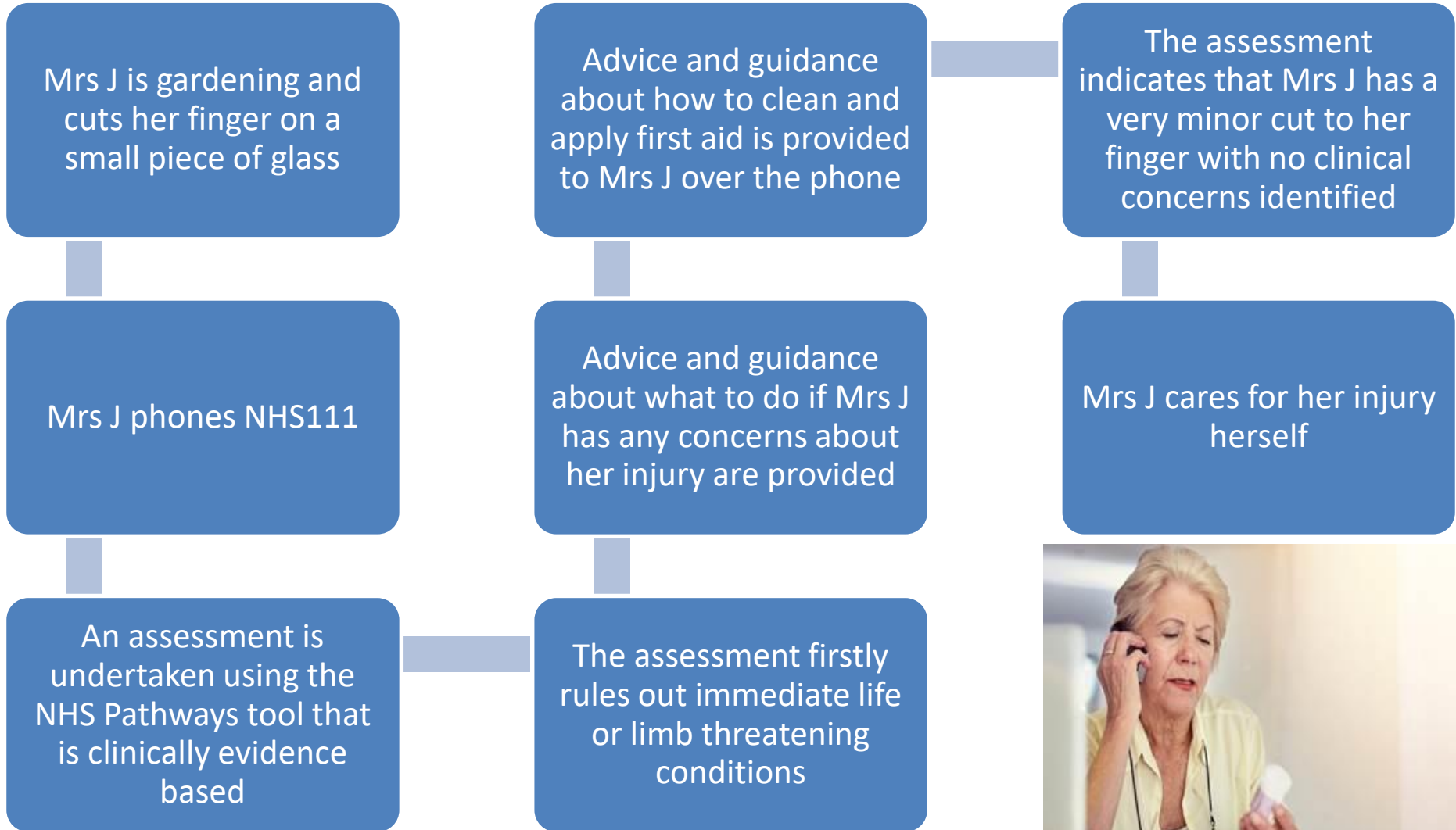
Clinical symptoms that fit under the headings above can sometimes require a higher level of care and treatment that the staff in the 8-8 centre are not trained to deliver. If this is the case the clinician may direct a patient to an alternative service. Examples of this include:

- Cuts that are suspected to have tendon damage
- Minor head injuries where complications are suspected
- Insect and animal bites where increased complexity of medication is required e.g. tetanus injections
- The urgent need is identified as requiring 'specialist intervention'

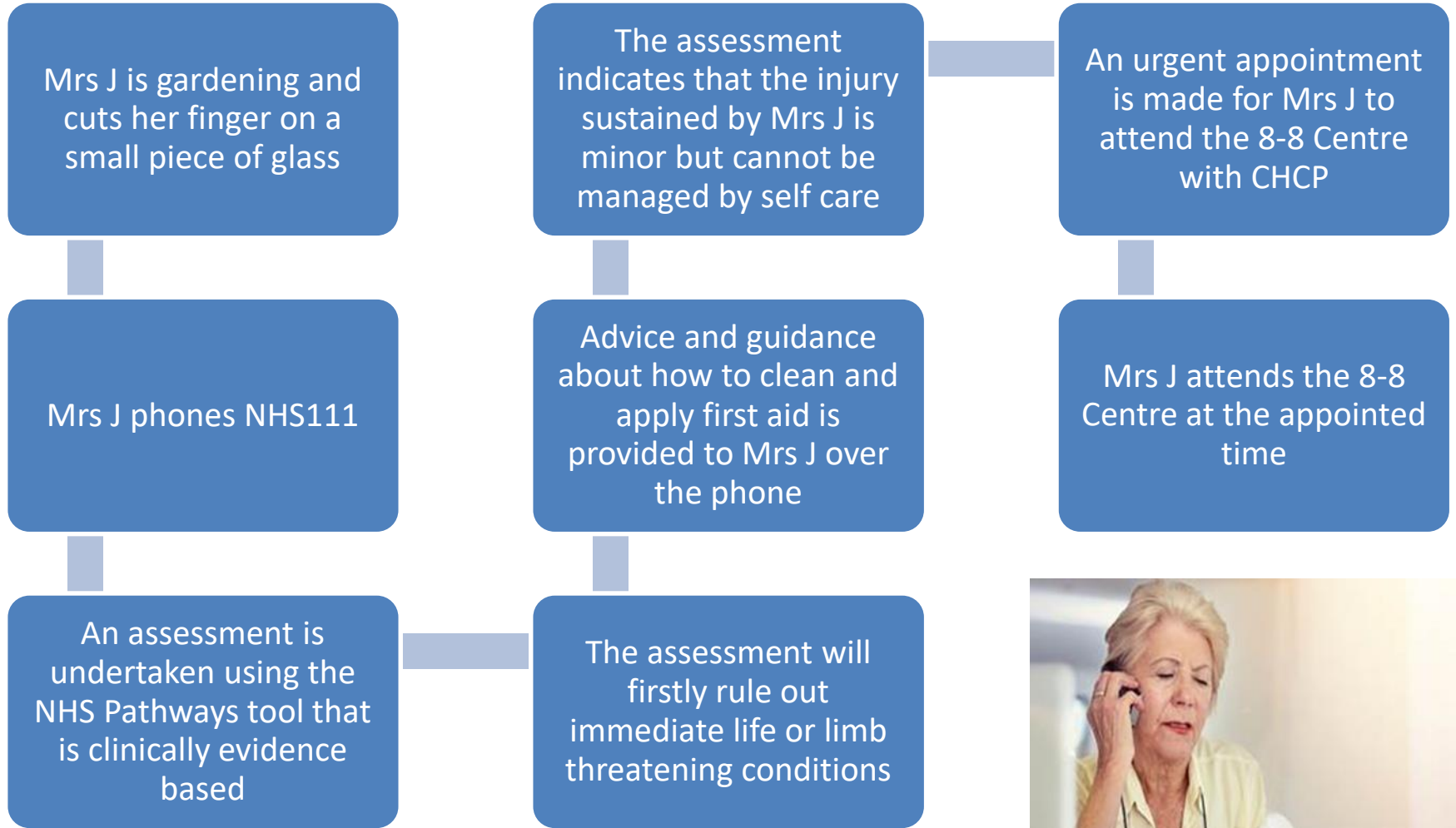
What is not available (Urgent Care)

- Minor injuries assessment and treatment is not delivered by all GP Practices
- Walk in for Urgent Care assessment and treatment at Withernsea and Driffield
- A checking/reassurance service
- Clinical assessment/treatments that clinicians are not trained or hold competencies to deliver
- Specialist interventions

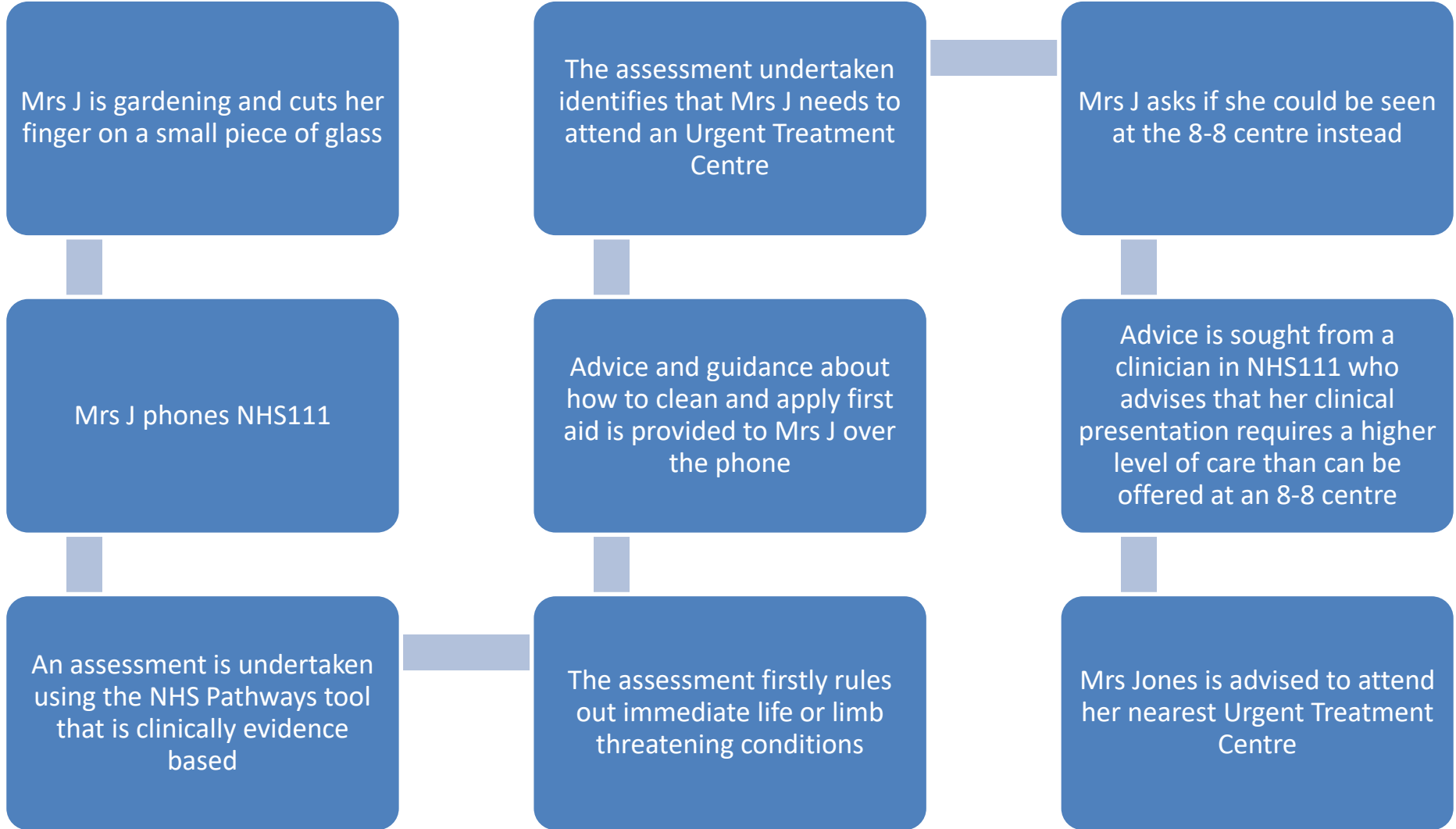
Patient Pathway Self Care



Patient Pathway Urgent Appointment at Withernsea or Driffield



Patient Pathway Urgent Treatment Centre (1)



Patient Pathway Urgent Treatment Centre (2)



Patient Pathway Key Messages

- Every clinical presentation can be different
- The NHS Pathways tool is clinically validated and safe
- The time taken for the assessment to be completed will vary depending on the clinical condition and the answers provided
- Where a higher level of clinical intervention is required this cannot be delivered in an 8-8 Centre and in some cases not in an Urgent Treatment Centre
- Decisions taken about urgent care are based on clinical need, safety and quality

Patient Pathway Key Messages

Where people have had experiences that they believe were not based on clinical need, safety or quality:

Please make contact with our Patient Complaints/Concerns team and provide your consent for us to complete an end to end review of your case.

The CCG's patient relations team can be contacted directly via 01482 672047 or via email ERYCCG.ComplaintsAndConcerns@nhs.net.

From this we can see what changes it may be necessary for us to make to improve the services that are available.

Feedback and questions?

