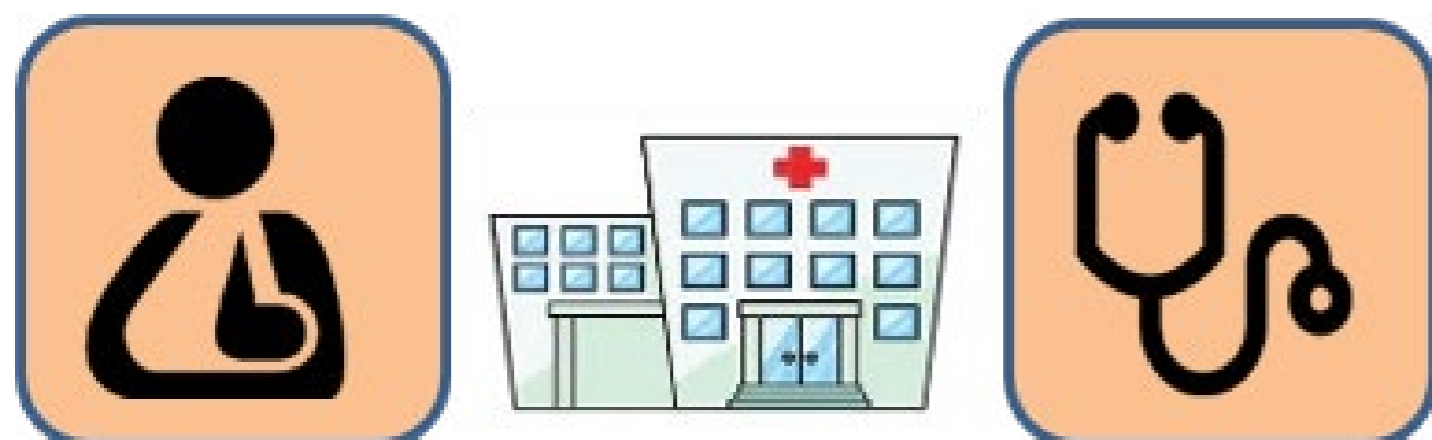


INTRODUCTION

The CCG is nationally required to commission a Primary Care Led Urgent Treatment Centre (UTC) to ensure that those people with more serious or life threatening emergency needs receive treatment in centres with the right facilities and expertise.



PROJECT DESCRIPTION

Patient engagement in influencing and designing the front facing implementation of a UTC that:

- Is open at least 12 hours a day, GP-led, staffed by a range of clinicians.
- Have a consistent route to access urgent appointments offered within 4hrs and booked.
- A walk-in access option which is part of locally integrated urgent and emergency care services working in conjunction with the ambulance service, NHS111, local GPs, hospital A&E services and other local providers.

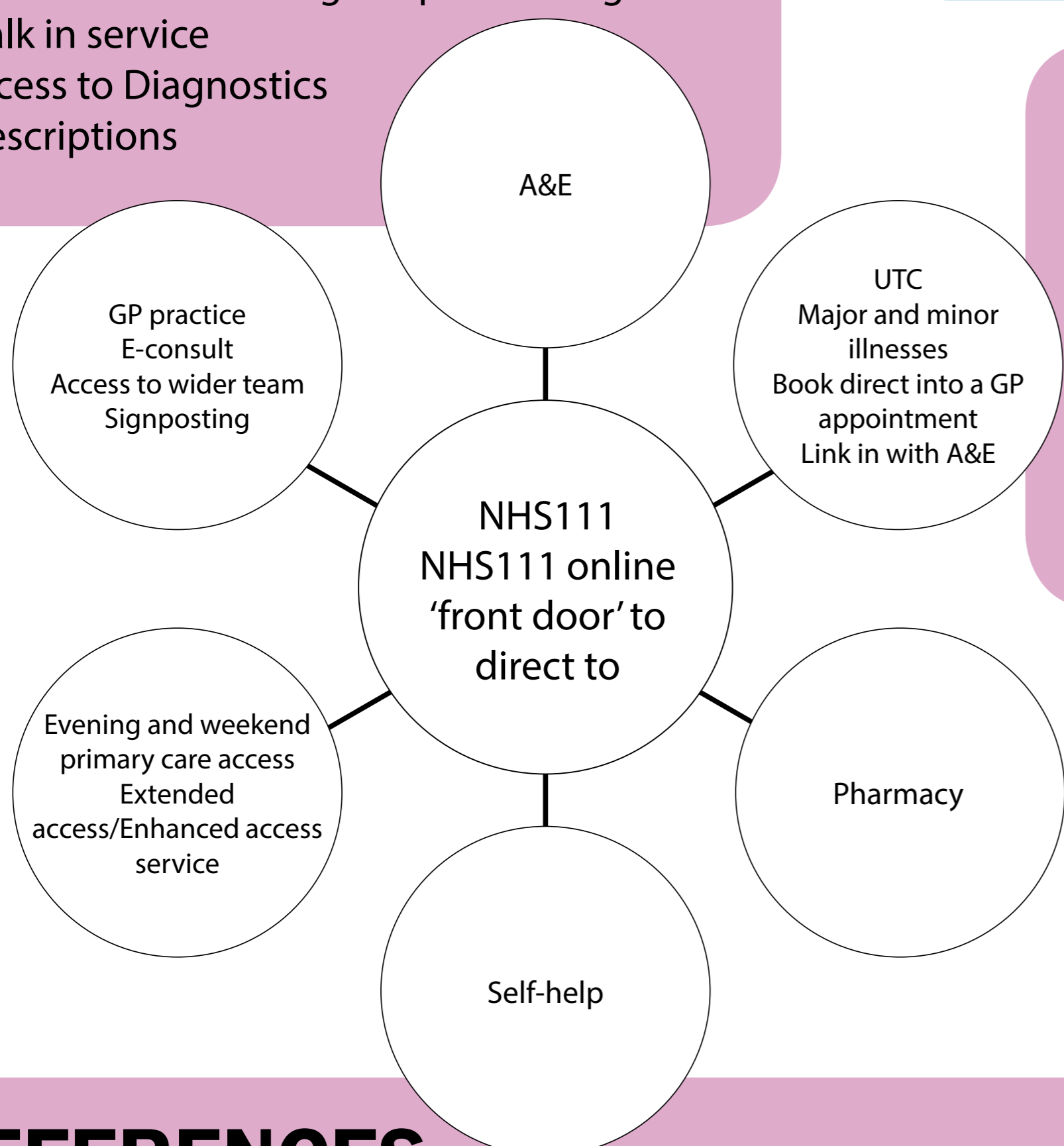
PROJECT GOALS:

Joint Clinical Leadership Provided by ED Consultant and GP Lead

UTC

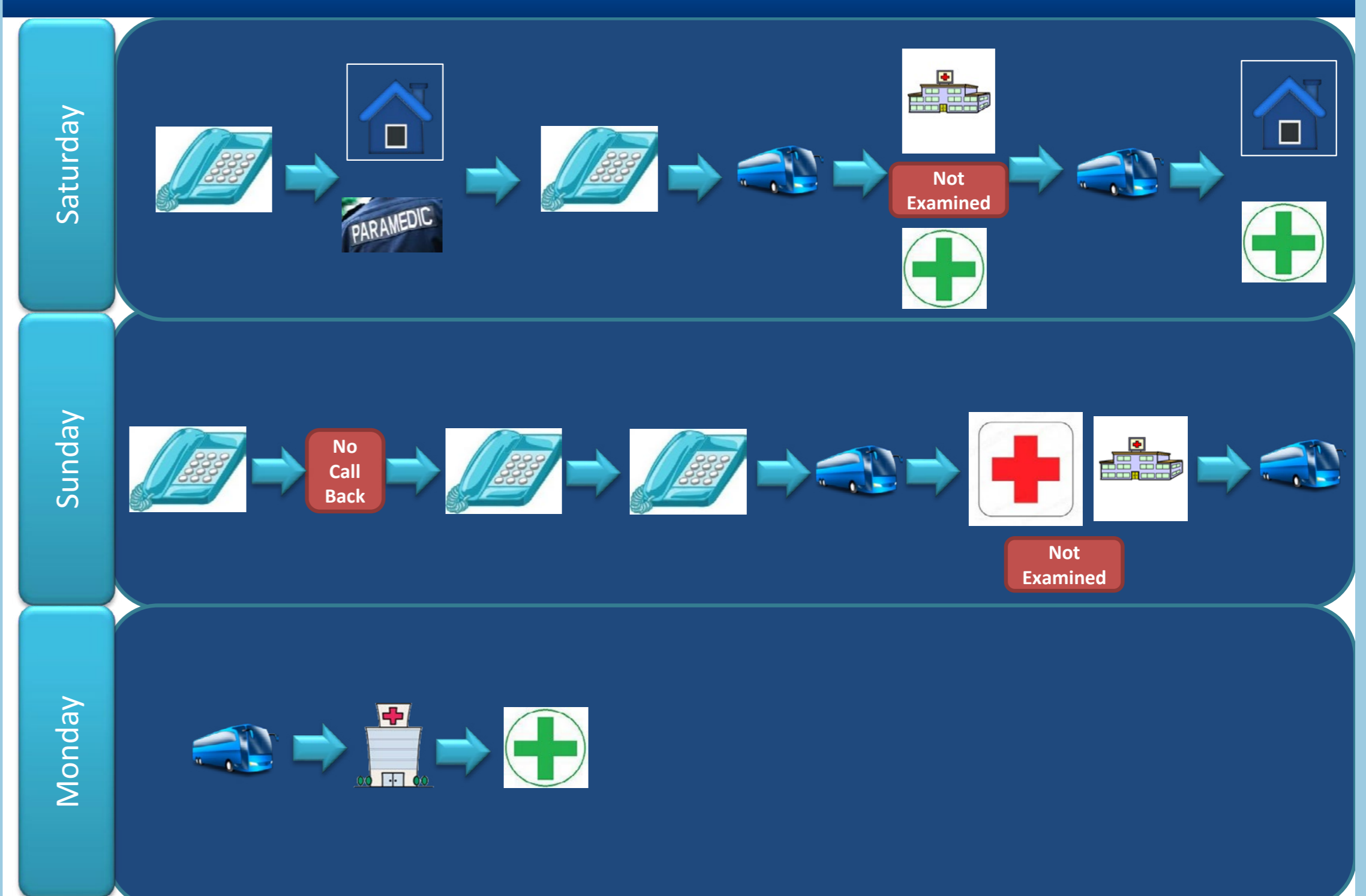
EEP influence in designing the public facing UTC in the following areas:

- Minor injuries and illnesses for all ages
- Extended access pre-bookable appointments booked via GP practice or NHS111 IUC CAS following telephone triage
- Primary care led service offering same day appointments booked via GP practice or NHS 111 IUC CAS following telephone triage
- GP/CP OOHs home visits booked via NHS 111 IUC CAS following telephone triage
- Walk in service
- Access to Diagnostics
- Prescriptions



KEY FINDINGS

Group Work: Patient Resource



CONCLUSIONS

Patient engagement has been set at a national level, so there has been limitations on co-design of the project. However local patient engagement moving forward will involve co-design of UTC service via the Comms Plan of:

- How it is different to walk-in centres.
- Opening hours and services available.
- How to access the service.
- Its relationship with other services across the system.

EVALUATION STRATEGY

My evaluation will be based on my influence of Patient Participation & Public Engagement via the Project Comms Plan and Urgent & Emergency Care Alliance/Integrated Urgent Care Committee meetings, to help people with urgent care needs to get the right advice in the right place, first time.

REFERENCES

UTC Guidance

<https://www.england.nhs.uk/publication/urgent-treatment-centres-principles-and-standards/>

UTC FAQs

<https://www.england.nhs.uk/publication/urgent-treatment-centres-frequently-asked-questions/>

CONTACT INFORMATION

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