

DESIGNING URGENT CARE

Dearden helping you deliver
the local solutions your
population wants

What has the coalition government said?

The new government wants to “increase democratic participation in the NHS and make the NHS more accountable to the patients it serves” whilst freeing the NHS from “political micromanagement”. This suggests a new era in which Local Authorities are involved in commissioning, local discretion is real, and local populations through their Local Authorities will have a major influence on where, when and how services are delivered to them.

The new government also wants to “develop a 24/7 Urgent Care Service in every area of England”.

Put these two aspirations together and there is a challenge to be met at a local level to design Urgent Care for the future which is “fit for purpose” from the service users and wider local community viewpoints, safe and cost effective in challenging economic times.



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Why does Urgent Care matter so much?

Urgent Care is an important focus for the design of effective health and social care at a local level because:

- The experience of urgent care will have a major impact on the perceptions of the NHS within your local population
- The provision of urgent care has become complex and potentially fragmented for the service user who may be choosing between an out of hours GP service, NHS Direct, a Walk In Centre or a specialist community team if they have a long term condition
- The regular users of urgent care are most at risk of hospital admission and may fall back on A and E attendance if the local system doesn't work well for them
- Urgent care is an area of high investment, potential duplication, and varying outcomes
- Urgent care is an area that acts as a test for better integration of hospital, community and local authority services.

What can Dearden do for you?

We have extensive knowledge of health and social care, of effective service redesign and of working with the users of Urgent Care to seek new models of service delivery that they value. We would bring these areas of expertise and capacity to a process which we would design in detail with you, but which would have the following main features:

1. Taking stock and mapping

The first stage in the design process would be to map the current provision of Urgent Care in order to clarify:

- What services are currently available?
- How they are being used and by whom?
- What they cost?
- What outcomes they achieve?

2. User views and expectations

Urgent Care service users (and the wider population) would be engaged through questionnaire surveys and focus group discussions to explore:

- Which services they use and why?
- What they find helpful and what they find frustrating?
- What they would like to see done differently?

3. Options for change and plans for the future

We would then work with you, and with representative service users, to design an integrated Urgent Care service for the future which:

- Is easy to access and simple to use
- Is cost effective
- Delivers better outcomes.

4. Supporting implementation

If required we would be available to support local implementation of agreed changes and ensure a rigorous approach to benefits realisation.

If you would like to know more about how Dearden can help you deliver a more effective model of **Urgent Care** please contact Dearden Consulting on 01275 331320, email: info@dearden.co.uk