

North Central London

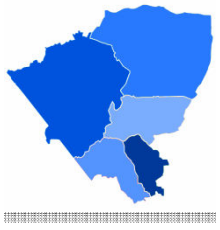
Unscheduled Care

Liz Wise

Director of QIPP

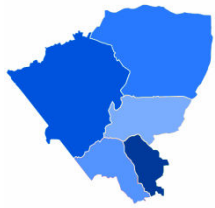
NHS North Central London

www.ncl.nhs.uk



Unscheduled Care

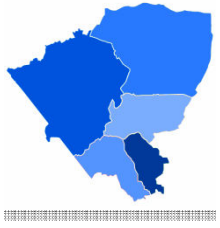
- Vision and strategy
- Whole system approach, ensuring;
- Right Care, Right Time, Right Place
- Shifting unscheduled care to planned care
- Improving patient experience and outcome
- Sustainable



Aim

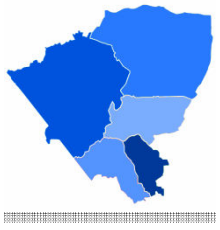
- To transform unscheduled care by development and commissioning of integrated services
- These will be efficient and robust, and address increasing levels of unplanned secondary care through the enhancement of integrated working between GP practices, out of hours services, unscheduled care provision, community services and social care
- This will take into account good practice from within NCL, across London and from other parts of the NHS
- The national priority to establish a single point of access is a key element





Initiatives

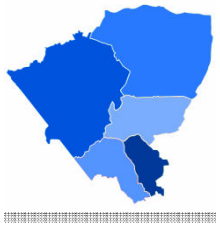
- NHS 111 (NCL implementation date 01/01/13)
- Urgent Care Centres (range of pilots and models)
- Appropriate Care Pathways (LAS)



Key interfaces and enablers (whole system)

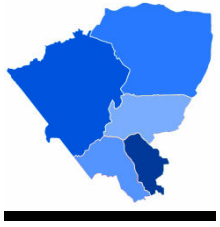
- Primary Care Strategy
- Care closer to home
- Community Services
- Mental Health services
- Admission avoidance initiatives
- Social Care





Urgent Care Centres

- Co-location with A&E to deliver: right care, right place, first time
- Primary care clinical expertise
- Internal and external benefits
- Whittington, Royal Free, Chase Farm, North Middlesex University Hospital, UCLH
- Evaluation and monitoring of benefits, quality and value for money



North Central London

NHS 111 Pilot

www.ncl.nhs.uk

Background

Research shows the public find it difficult to access NHS services. People are confused about what services are available to meet their urgent healthcare needs and how those services should be accessed, especially outside normal working hours. Therefore people will often default to A&E or 999 when other services might better suit their needs.

Following successful implementation of four national NHS 111 pilot sites the Department of Health and NHS are committed to the national roll-out of the NHS 111 Service.

NHS 111 is supported by the **public, British Medical Association, Royal College of General Practitioners, Royal College of Physicians, all SHAs and London's clusters. London Ambulance Service, NHS Direct and GP out of hours providers** are positively engaged in London's pilot areas.

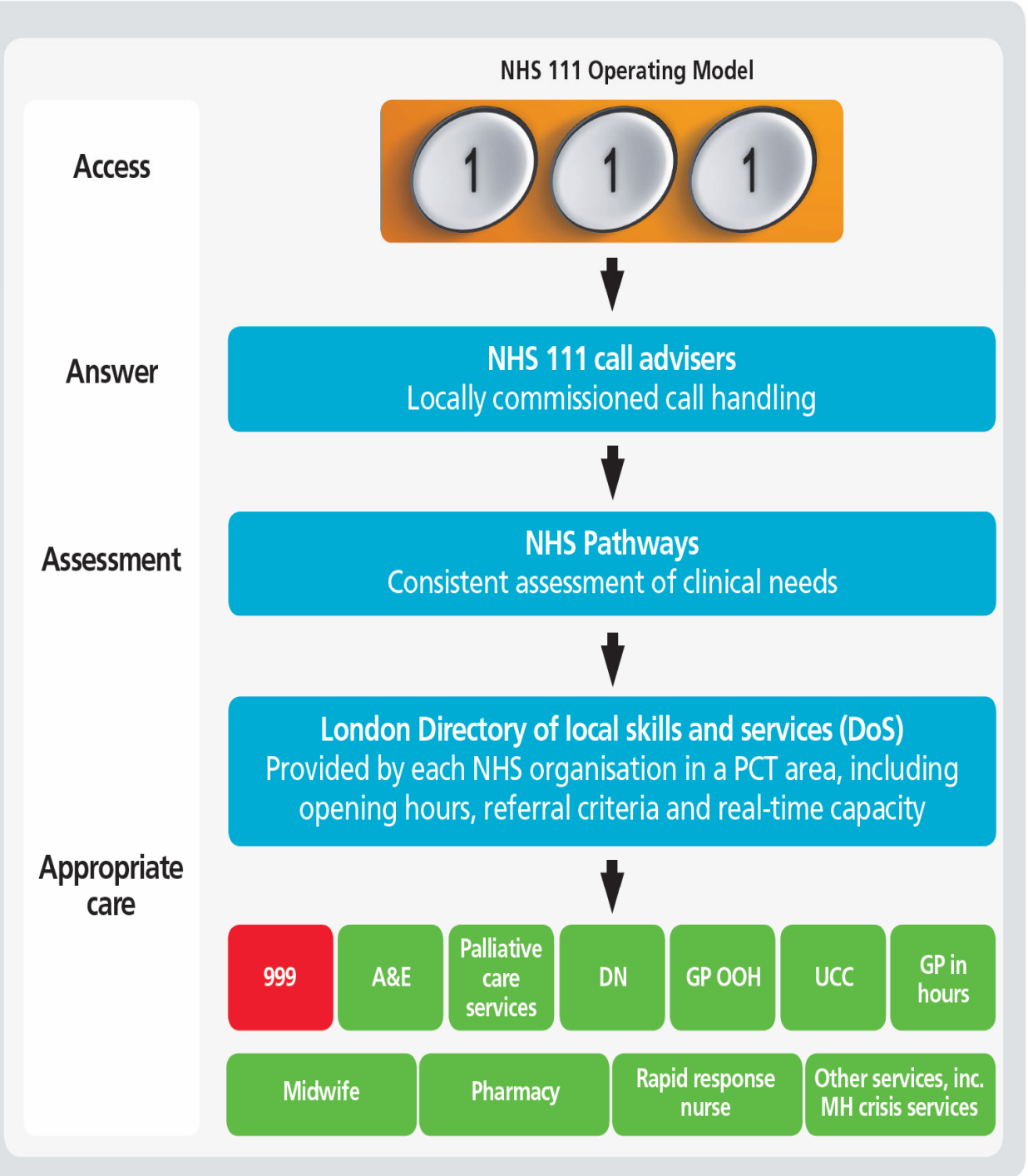
Underpinning the success of London's 111 service and its contribution to improving urgent care access is the significant effort by commissioners and providers to populate the Directory of Services, which uniquely for London includes **mental health crisis services** and the **End of Life Care register**.

Overview

The NHS 111 service will make it easier for the public to access urgent healthcare and also drive improvements in the way in which the NHS delivers that care.

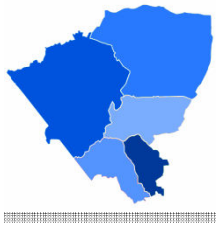
The easy to remember, free to call 111 number will clinically assess callers during their first contact and direct them to the right local service, first time.

London is officially an NHS 111 pilot site with staged roll-out of NHS 111 services across the capital, achieving pan-London coverage by 2013, in-line with national roll-out.



Benefits

- Improve public access to appropriate unscheduled healthcare services;
- Increase the efficiency of the NHS by ensuring that people are able to quickly and easily access the healthcare services they need;
- Increase public satisfaction and confidence in the NHS;
- Enable the commissioning of effective and productive healthcare services that meet people's needs;
- Reduce non-emergency calls to 999, so London Ambulance Service can focus on real emergencies.



Mode of Arrival

A&EMode of Arrival April 2011 to August 2011
(Source: SUS, Activity: 226,218)

