

Urgent and Emergency Care Route Map (1)

Appendix A

1

System Architecture	Deliverable	Supporting product publication	Timescale for implementation
Establishing U&EC Networks	<ul style="list-style-type: none"> Principles of governance to support membership structure and ToRs Stocktake of U&EC services by networks. Support for overarching network U&EC plan agreed with regions; Networks to develop plans. Networks to define consistent pathways for urgent care with equitable access 	<ul style="list-style-type: none"> Safer Faster Better published 	<ul style="list-style-type: none"> August 2015 Nov 2015 Jan 2016 Dec 2016
Identifying and piloting system wide outcome metrics	<ul style="list-style-type: none"> Development of a single framework for measuring and reporting on system outcomes (nationally, with local trial) Toolkit to support measurement 	<ul style="list-style-type: none"> 2016 2016 	<ul style="list-style-type: none"> 2017
Develop a new payment system	<ul style="list-style-type: none"> Local payment model for pilot sites, taking into account mental health outcomes (Monitor) Roll-out of shadow testing model in pilot areas / vanguards Implementation nationally 	<ul style="list-style-type: none"> August 2015 – Local payment example produced by Monitor Sites to be confirmed as part of vanguards 	<ul style="list-style-type: none"> April 2016 April 2018
Enhanced summary care record	<ul style="list-style-type: none"> 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) 		<ul style="list-style-type: none"> June 2016
Workforce	<ul style="list-style-type: none"> Underpinning work programme with Health Education England 		<ul style="list-style-type: none"> Ongoing

Accessing the UEC system

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Accessing the UEC System	<ul style="list-style-type: none"> 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 New NHS 111 commissioning standards published nationally Guidance on the establishment of clinical hubs (within standards) Guidance on specialist advice (within standards) Clinical triage of green ambulance calls established (within standards) 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.. Deliver the Clinical Triage Platform (next generation of clinical decision support) to reflect an integrated urgent care system NHS 111 online platform integrated into NHS Choices, with a clear expectation of digital first 	<ul style="list-style-type: none"> Oct 2015 Oct 2015 Oct 2015 Oct 2015 OBC March 2016 OBC March 2016 OBC March 2016 	<ul style="list-style-type: none"> Nov 2015 TBD in local plans TBD in local plans TBD in local plans June 2018 June 2018 December 2016
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UEC Centres	Deliverable	Supporting product publication	Timescale for delivery
Direct booking from 111 to urgent care centres	<ul style="list-style-type: none"> SRG to drive adoption of and greater provision of direct appointment booking into UCC, ED and primary care. National support, local delivery 		<ul style="list-style-type: none"> Ongoing
Local Directory of Services (DoS)	<ul style="list-style-type: none"> Networks / SRGs to ensure maintenance of local DoS 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Ongoing
Ensure UCCs provide a consistent service	<ul style="list-style-type: none"> Specification to support move to ensure local care centres are consistently called Urgent Care Centres and offer consistent service 	<ul style="list-style-type: none"> Q4 2015/16 – Spec for UCC and Emergency Centres 	<ul style="list-style-type: none"> 2016 – 2020 in line with local plans

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

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Emergency Centres and Specialist Services			
Analytical activity	<ul style="list-style-type: none"> Analysis of non-elective activity and capacity 	<ul style="list-style-type: none"> Capacity and demand tool Aug-Dec 2015 	<ul style="list-style-type: none"> Aug- Dec 2015
Hospitals providing 7 day services across ten identified specialties	<ul style="list-style-type: none"> Compliant with 7DS clinical standards as per NHS Standard Contract All urgent network specialist services compliant with four mortality clinical standards on every day of the week 	<ul style="list-style-type: none"> Standard Contract 	<ul style="list-style-type: none"> Ongoing
Discharge from hospital	<ul style="list-style-type: none"> DTOC plans submitted Support packages for CCGs and SRGs 	<ul style="list-style-type: none"> 7DS standards to include discharge planning and consultant review of patients. 	<ul style="list-style-type: none"> 2017
Ensure patients are treated in the right networked facilities	<ul style="list-style-type: none"> Facility specifications and advice to support designation of network facilities and definition of consistent care pathways 	<ul style="list-style-type: none"> Q4 2015/16 – Spec for UCC and Emergency Centres 	<ul style="list-style-type: none"> 2017

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Mental Health Crisis	Deliverable	Supporting product publication	Timescale for delivery
An access and waiting time standard will be introduced for 24/7 crisis assessment	<ul style="list-style-type: none"> Access and waiting time standard for 24/7 crisis assessment response (community based) Improving access to health-based places of safety following Section 136 	<ul style="list-style-type: none"> Introduced 16/17 Prepared in 15/16 	<ul style="list-style-type: none"> 2017/18 implementation 16/17 introduction
An access/ waiting time standard will be introduced for liaison mental health services in A&E	<ul style="list-style-type: none"> Access and waiting time standard for assessment by liaison mental health services in A&E (as per 7DS standard) 	<ul style="list-style-type: none"> Introduced 16/17 	<ul style="list-style-type: none"> 2017/18 implementation
An assessment standard for those with Mental Health needs	<ul style="list-style-type: none"> A next generation clinical assessment system specifically designed to support mental health needs and crisis. This will cover Multi – channel access; i.e. voice, face to face/ telephone and online. 	<ul style="list-style-type: none"> Prepared in 16/17 	<ul style="list-style-type: none"> 2017/18 implementation

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Supporting Self Care			
Personalised care and support planning	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Guidance published January 2015 	<ul style="list-style-type: none"> 2017
Support for self-management	<ul style="list-style-type: none"> Supported self-management guide published with Age UK based on 11 principal risk factors associated with functional decline in older people living at home 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' 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 A series of innovative tools / training packages to support culture change for health and care professionals An overview and assessment of the levers, barriers and enablers of person-centred care – and a set of recommendations for the future 	<ul style="list-style-type: none"> Published January 2015. Revision in October 2015 October 2015 Beta versions from Spring 2016 Final products to be developed nationally Autumn 2016 	<ul style="list-style-type: none"> 2015/16 publication. 2016/17 integration within frailty pathway approach Implementation support from 2015/16 Implementation in line with local plans 2016 / 2017
Personalised Health Budgets	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> National roll out from April 2015 	<ul style="list-style-type: none"> Implementation in line with local plans 2017

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

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