

Urgent and Emergency Care – London Collaborative Transformation Programme



The London Collaborative Transformation Programme complements national efforts and delivers on BHfL aspirations



The NHS in London has committed to implementing the national vision for urgent and emergency care (U&EC) and closing the gap in mortality rates between weekdays and weekends by:

1. Establishing U&EC networks to oversee the planning and delivery of the U&EC system
2. Designating U&EC facilities to ensure London quality standards are met, seven days a week
3. Improving and expanding the NHS 111 system to direct patients to the most appropriate care setting to receive the right care, first time

The programme aims to bring together relevant initiatives to improve the care that patients experience



What this means for Londoners

Primary Care



I can access my GP from 8am to 8pm, 7 days a week

Urgent Care Centres



I know exactly where to go if I have a minor urgent ailment that I'm unable to treat myself and I'm confident that the service will be consistent wherever I am in London

Specialist care



If I have a life threatening emergency, I will be taken to a centre with the right facilities to maximise my chances of survival and recovery

I can call or click 111 and I'm confident to be supported to treat myself if possible or directed to the most appropriate care, quickly



111

I will be supported to stay out of hospital and maintain my independence, and following admission supported to get home as soon as possible

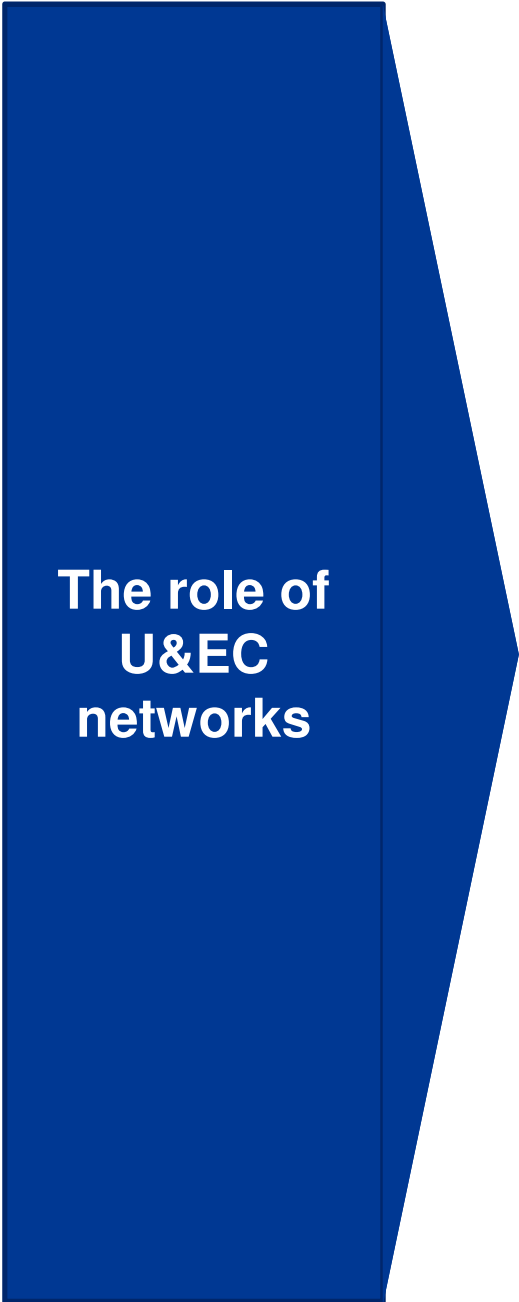


Community and social care

I'm confident if I need to be admitted to hospital I'll receive safe and high quality care, 7 days a week



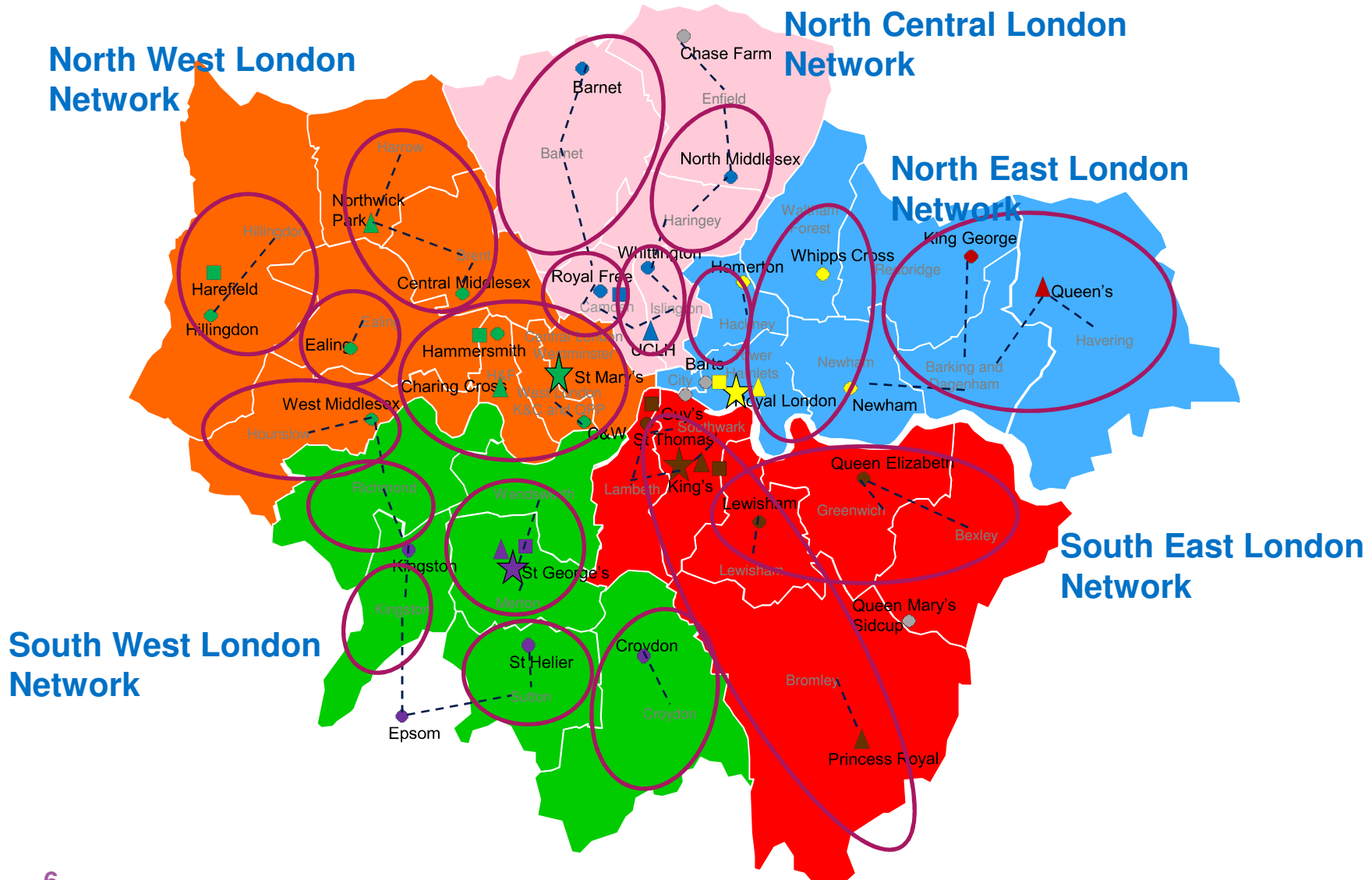
Emergency Care



**The role of
U&EC
networks**

- Developing a plan to deliver this transformation of the whole U&EC system in London
- Designating facilities within the Network
- Ensuring consistent access and quality standards are met
- Ensuring effective patient flow through the whole U&EC system
- Coordinating workforce and training needs
- Building of trust and collaboration throughout the Network

U&EC Networks and SRGs in London



The designation of facilities is a key objective for U&EC networks

Decisions on designation

- These will need to be taken in the context of robust strategic planning for a future clinically and financially sustainable health & care system
- U&EC Networks will need to fit within a wider governance framework that is able to take these strategic decisions

Implementation

- A pan-London framework for designation and assurance will be developed
- Close alignment of U&EC networks to Strategic Planning Groups will support delivery

Timeline

- London's framework for designation and assurance will be developed - based on national guidance – by September 2015

Enablers for change



Inter-operability



Workforce



**Patient
engagement**



**Payment
mechanisms**

High level roadmap

