

Urgent and Emergency Care Route Map (1)

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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"> Template to be provided Safer Faster Better published 	<ul style="list-style-type: none"> August 2015 Oct 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"> Recommendations by Sept 2016 Sept 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) Shadow testing payments systems in pilot areas / vanguards Roll-out of shadow testing model Implementation nationally 	<ul style="list-style-type: none"> August 2015 – Local payment example produced by Monitor Sites to be confirmed as parts of vanguards 	<ul style="list-style-type: none"> Sept 2015 April 2016 April 2018
Enhanced summary care record	<ul style="list-style-type: none"> All NHS 111, 999 and EDs will have access to SCR, local implementation supported by national workstream 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"> Dec 2015 June 2016
Workforce	<ul style="list-style-type: none"> Underpinning work programme with Health Education England 		<ul style="list-style-type: none"> Ongoing

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Accessing the UEC system

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 DoS for timely access to service information and the technical links with ERS to support booking across the urgent care system. Deliver the next generation of clinical decision support to reflect an integrated urgent care system NHS 111 digital platform integrated into NHS Choices, with a clear expectation of digital first 	<ul style="list-style-type: none"> Sept 2015 Sept 2015 Sept 2015 Sept 2015 OBC March 2015 OBC March 2015 OBC March 2015 	<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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Urgent and Emergency Care Route Map (2)

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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"> Sept 2015 – 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 - Sept 2015 Guidance on referral pathways -Sept 2015 	<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 Autumn 2017
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"> Sept 2015 	<ul style="list-style-type: none"> 2017

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Mental Health Crisis	Deliverable	Supporting product publication	Timescale for delivery
<p>An access and waiting time standard will be introduced for 24/7 crisis assessment</p>	<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
<p>An access/ waiting time standard will be introduced for liaison mental health services in A&E</p>	<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
<p>An assessment standard for those with Mental Health needs</p>	<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			
<p>Personalised care and support planning</p>	<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
<p>Support for self-management</p>	<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
<p>Personalised Health Budgets</p>	<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
<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 funding and processes 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
<ul style="list-style-type: none"> Specification for best practice clinical input required for care homes: <ul style="list-style-type: none"> Phase I – quick wins for Winter 2015/16 Phase II – long term models including cost benefit analysis Best practice guidance for local mapping of care home capacity 	Specification published: <ul style="list-style-type: none"> Q3 2015/16 Q1 2016/17 Guidance published Q3 2015/16 	<ul style="list-style-type: none"> Q3 – Q4 2015/16 Q3 – Q4 2015/16 Q3 – Q4 2015/16
<ul style="list-style-type: none"> Best practice guidance for domiciliary care services to support discharge and prevent readmission 	<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

<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
<ul style="list-style-type: none"> Pharmacy access to Summary Care Record Seasonal Influenza Vaccination Advanced Service for community pharmacy CCGs to consider commissioning minor ailments services and other community pharmacy offers 	<ul style="list-style-type: none"> Refreshed guidance Autumn 2015 	<ul style="list-style-type: none"> Autumn 2015-17 Autumn 2015