Urgent Treatment Centres within Primary Care Networks – Policy or Pragmatism

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Introduction

Case Study: To review whether the intention of integrating Urgent Treatment Centres with Primary Care Networks is borne out in practice.

The NHS Long Term Plan explained the need to redesign health systems, including the **urgent and emergency care services** highlighting the fact that 'services need to be integrated around the patient in the context of developing **Primary Care Networks** (PCNs).

What is Urgent Care?

Urgent Care…"first attendance with some recorded treatments or investigations all of which **may have reasonably been provided in a non-emergency care setting, followed by discharge home or to GP care."** (O'Keefe, 2018)

O'Keeffe C, Mason S, Jacques R, Nicholl J. Characterising non-urgent users of the emergency department (ED): A retrospective analysis of routine ED data. *PLoS One*. 2018;13(2):e0192855. Published 2018 Feb 23. doi:10.1371/journal.pone.0192855

What is an Urgent Treatment Centre?

Urgent treatment centres (UTCs) are GP Led, open at least 12 hours a day, every day, offer appointments that can be booked through 111 or through a GP referral, and are equipped to diagnose and deal with many of the most common ailments people attend A&E for.

We will fully implement the Urgent Treatment Centre model by autumn 2020 so that all localities have a consistent offer for out-of-hospital urgent care
NHS Long Term Plan 2019

There are many opportunities to integrate wider primary care with urgent care, to rationalise the service offer, reduce duplication and flex the workforce to provide urgent and primary care services which meet the needs of the local population. *Urgent Treatment Centres; Principles & Standards 2017*

What is a Primary Care Network?

Since 1 July 2019, all except a handful of GP practices in England have come together in around 1,300 geographical networks covering populations of approximately 30–50,000 patients.

PCNs will be the footprint around which integrated community-based teams will develop and will take a proactive approach to managing population health by providing proactive and anticipatory care.

Networks will be able to access an 'investment and impact' fund, starting in 2020 at £75m, building up to £300m by 2024 tied to the development of community-based services that enable reductions in hospital activity, such as **accident and emergency attendances**.

Clinical Director Clinical Pharmacist Social Prescribing

An evidence review looking at the impact of social prescribing on demand for NHS healthcare found:

Average of 28% fewer GP consultations and **24% fewer A&E attendances** where social prescribing 'connector' services are working well.
The University of Westminster

The relationship between a PCN and a UTC

With wider services servicing the community reaching into and providing care as part of the network

A&E

Dementia Care

With embedded services operating from the group of practices as part of the MDT

Urgent Treatment Centres

Wider VCS Services and community assets

Clinical Pharmacy

GP

Comm. Mental Health

GP

Care provided across groups of practices working collaboratively

Dentistry

GP

Social Care

Comm. Therapies

GP

Frailty

Comm. Nursing

Ophthalm.

GP

Secondary Care Specialities

Social Care

Voluntary Sector

First Responders

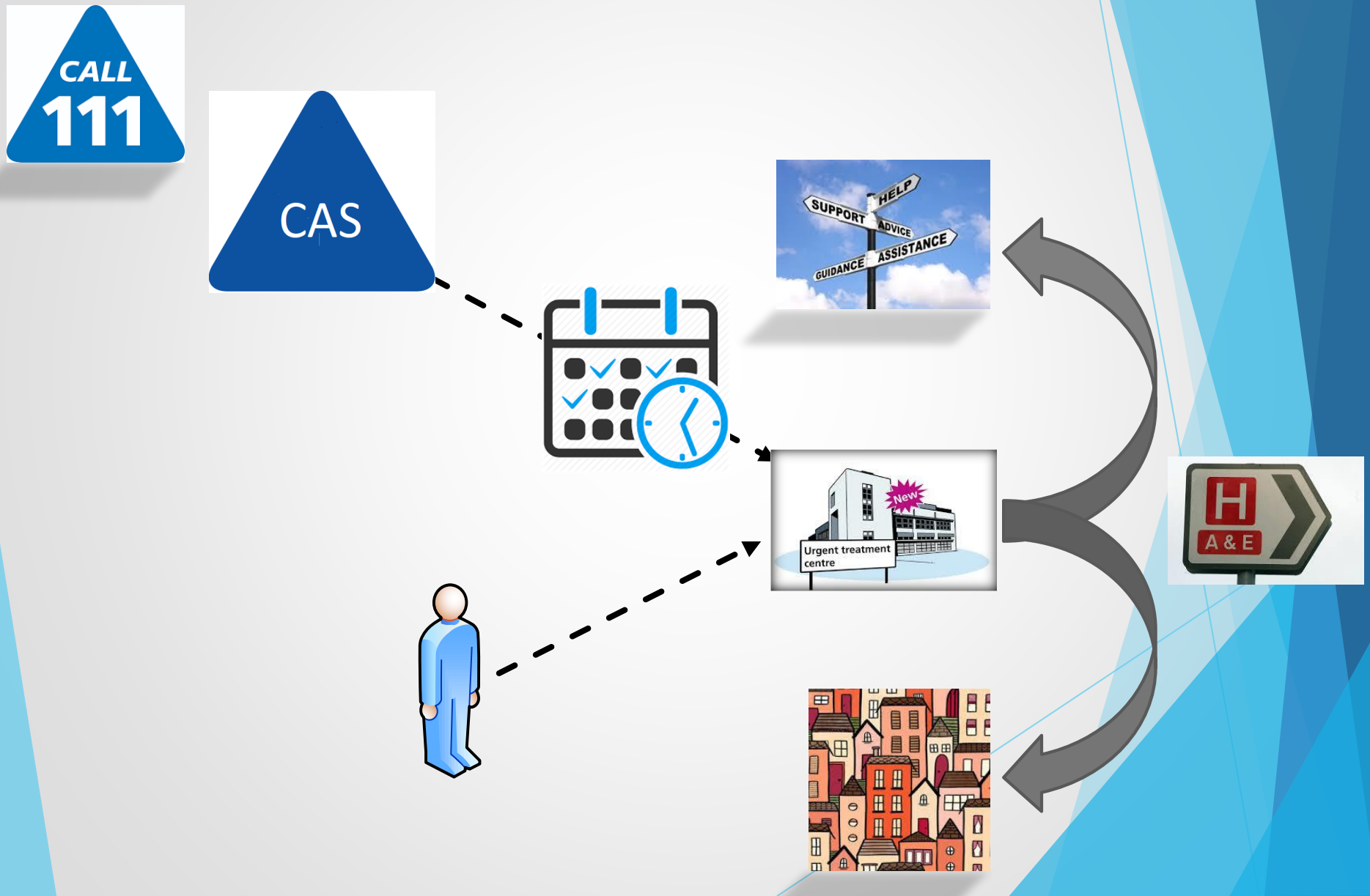
Care Homes

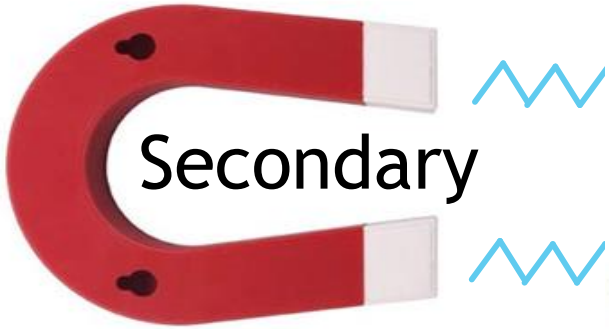
Drug & Alcohol Services

Fire Services

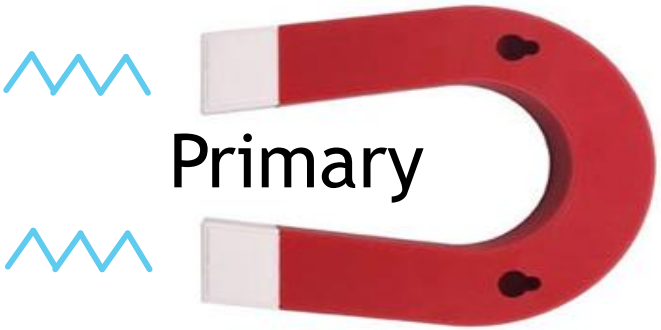
Adapted from NHSE presentation

How are Urgent Treatment Centres intended to work?

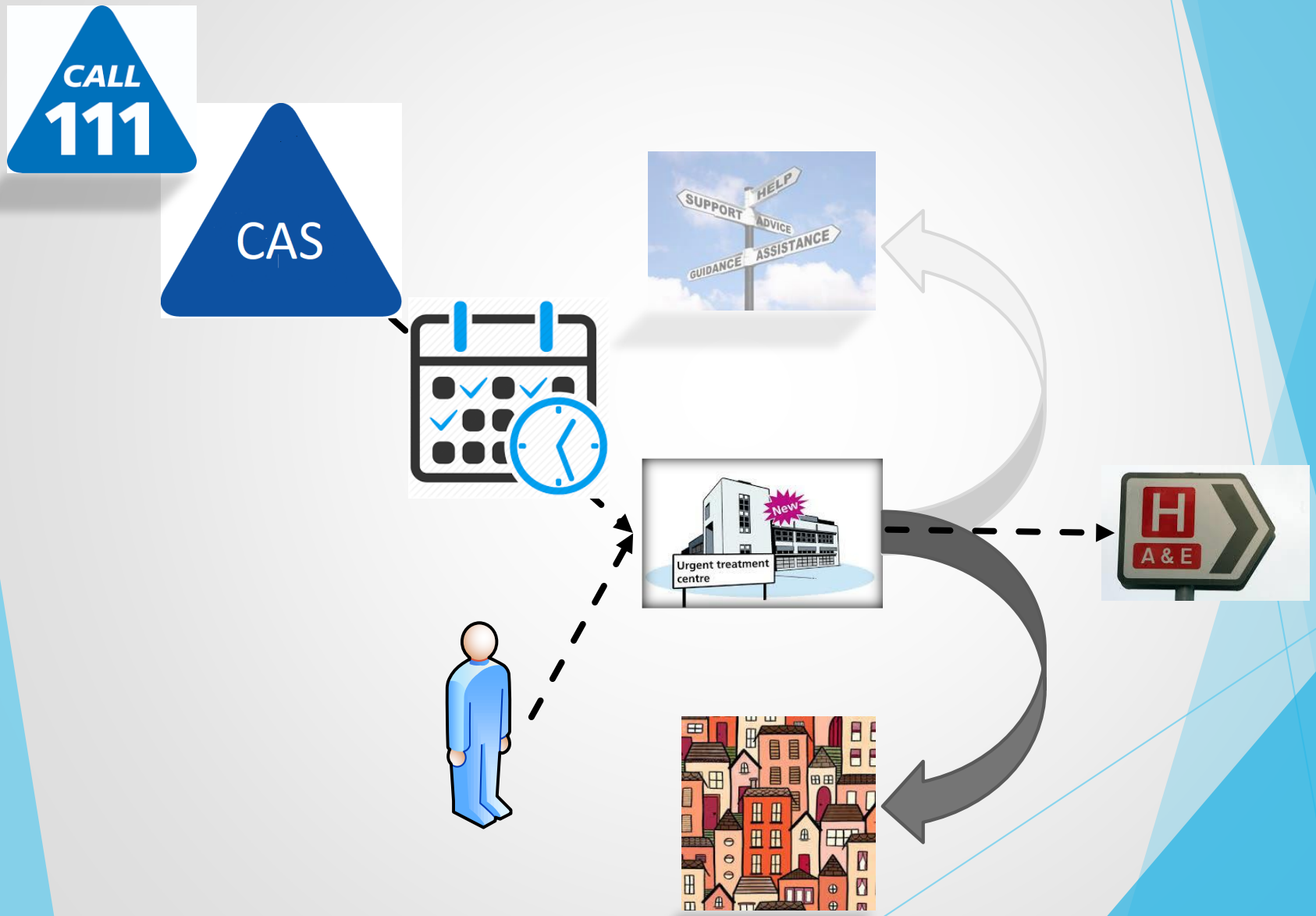



Secondary

New
Urgent treatment centre


Primary

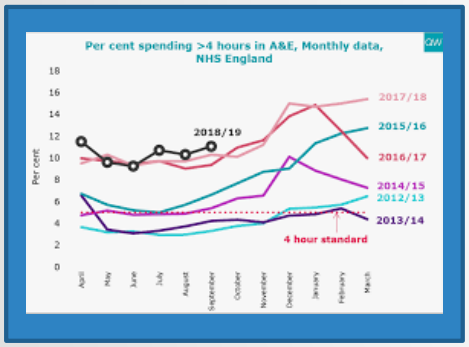
How are Urgent Treatment Centres being designed to work?



Co-location or Community-based

Why does it matter

Doesn't resolve the issue of confusion



We shouldn't create services to fix other problems: Disingenuous to promise improved services but not deliver

Co-located services are not providing care closer to home

What was perceived as a success in vanguard UTC's

Improved relationship between UTC and ED staff.
Streamlined onward referral to ED or specialty teams.

Co-located RUH (Bath)

Patients can choose the UTC or visit their local GP for urgent primary care needs.
Integrated working with secondary care, ambulance service and local primary care. This service provides seamless care close to home.

Community-based Weymouth Urgent Treatment Centre

- Offers direct booking into primary care services and collaborates with GP hubs.
- Primary care and secondary care now working together to provide more integrated care.

- Community-based Peterlee Community Hospital