

Agenda Item: 11.0

<p><i>Governing Body held in public</i></p>	<p><i>Report</i></p> <p>Date of Meeting: 3 May 2018</p>
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Report Title	Urgent Treatment Centre briefing		
Report Author	Presented By	Responsible Director	
Corinna Welbourn, Unplanned Care Commissioner	Charlie Wood	Sarah Thompson, Accountable Officer	
		Signature:	
Purpose for presenting report	To provide the Governing Body with a progress report for the mandated Urgent Treatment Centre to be in place by 1/10/18		
Action Required:	The Governing Body are requested to note and confirm that they are assured on progress with regards to the development of an Urgent Treatment Centre		
Approval Route:	Executive Management Committee Governing Body		
Further Assurance:			
Which Strategic Objectives does this report provide evidence for?			Please Tick ✓
We will commission high quality, safe and sustainable models of care that deliver effective clinical outcomes and patient experience using evidence based decisions and best practice			✓
We will ensure that there is a financially sustainable and affordable healthcare system in Bedfordshire.			✓
We will lead, engage and operate as an effective place based and STP wide system partner to achieve greater integration of care delivery.			✓
We will support local people and stakeholders to have an influence on services we commission to ensure our decisions are informed and shaped by local views and insights.			✓
We will operate and manage our Governing Body to the highest standards of accountability and transparency.			
Implications/Assessments	Yes	No	N/A
Have any financial implications been signed off by the Chief Finance Officer?	✓		
Have any quality implications been signed off by the Director of Nursing & Quality?			✓
Have any privacy implications been signed off by the Head of Information Governance?	✓		
Have any conflicts of interest implications been signed off by the Corporate Office?			✓
Have any public engagement implications been signed off by the Head of Communications & Engagement?	✓ (Engagement Plans developed for		

	delivery of UTC)		
Has an Equality Impact Assessment been carried out?	✓		
Key Risks	There is a risk that we will be reliant on the same workforce to deliver extended access, out of hours and the urgent treatment centre.		
Executive Summary	<p>The Urgent Treatment Centre (UTC) project is on track to commence 1st October 2018. The CCG met with Bedford Hospital Trust (BHT) to review plans and gain assurance around the projects delivery. The Trust has a comprehensive programme in place and mobilisation and recruitment work is underway.</p> <p>The Clinical Pathways Group (CPG) met and agreed the following:</p> <ul style="list-style-type: none"> • A&E streaming – the agreed streaming model will be reflective of the national model. • UTC referral pathways to Ambulatory Emergency Care Unit (AECU). Referrals in to the AECU will follow the current process for GPs wishing to send a patient to hospital for same day assessment. Consideration is being given to extend this service to reflect service timelines. • 111 to UTC will be directly booked once clinically assessed (by phone) and will include ‘see/speak to a primary care clinician within 2, 6 or 12 hours’ for minor illness and minor injury, (where there is no availability with their own in hours GP or Herts Urgent Care (HUC) Out Of Hours GP) for the period 11am – 11pm 7 days a week. This could also include the step down of some Emergency Department and green ambulance dispositions to UTC appointments once clinically reviewed and assessed. • Referrals from the ambulance service and GP’s will include minor illness and minor injury with the exception of patients who are non-weight bearing or non-ambulant. The referral pathway will initially be via telephone with the ambition for GP’s and ambulance colleagues to directly book. <p>In line with best practice identified in other areas it was agreed that a 111 phone line will be installed in Cauldwell Medical Centre reception. This will support UTC staff to signpost patients to 111 where appropriate.</p> <p>These pathways (attached) will be presented to the appropriate organisational governance groups in May for ratification.</p> <p>A joint communications strategy is being developed to ensure a coordinated approach is undertaken and to ensure that the introduction of new patient pathways is clear to patients, the public, GP’s and other stakeholders.</p> <p>The overall mobilisation progress will monitored by the Collaborative Programme Board who will report to the Acute Transformation Board. This Programme Board will have Executive Level representation from BHT, HUC and Bedfordshire CCG and will meet monthly, with the next meeting being held on 26th April 2018.</p> <p>In addition, there will be a Service Development & Improvement Plan (SDIP) that will be reviewed and monitored at the Trust’s monthly Contract & Performance meeting with the CCG.</p>		

