



Emergency and Urgent Care

Health needs

- NHS 111, out-of-hours primary care, 999 emergency ambulance services and the patient transport service are commissioned on a Surrey-wide basis whilst emergency care in hospitals (acute trusts) is commissioned on a local basis by each CCG.
- Demand for all emergency and urgent care services is increasing each year whilst there are unprecedented financial, capacity and workforce challenges requiring the collaborative delivery of transformation plans and system efficiencies.



Our plans

Prompt and accessible advice and care when needed

- We plan to commission a new integrated urgent care service to provide treatment and clinical advice. This new service, planned to 'go live' in April 2019, will integrate the current NHS 111 and Out of Hours primary care service. It will include a clinical assessment service along with the face to face treatment provision during evening and weekends
 - Following engagement, the restricted tender process is due to commence in January 2018

Optimise the ambulance service

- Provide and maintain a safe and responsive service and focus on key areas of risk to minimise long waits
- Develop alternatives to Accident & Emergency pathways to relieve pressure in the system e.g. treating patients at home (See & Treat)
- Invest in a joint Demand and Capacity Review to better inform commissioning of a new model of emergency 999 care and to support delivery of the Ambulance Response Programme (ARP)
- Implement the ARP to increase operational efficiency and improve focus on clinical need and outcomes, making best use of resources and workforce
- Apply policies to improve the handling of surges in demand for ambulances to maintain quality and safety
- Work with providers to reduce the time taken to hand over the care of patients from paramedics to emergency department teams in hospitals

Explore how complementary services could support and enhance urgent care provision

- Explore how non-urgent Patient Transport Services (PTS) can safely support the following:
 - the provision of care out of hospital
 - the 999 service (Health Care Professional activity)

Easing discharge of patients to help provide hospital care for those who need it

- Explore opportunities to support the 'discharge to assess' model of care with provider partners whereby funding is not a barrier to getting the right care in the right place at the right time

