

Innovation Type and Reference Number; 5.29

Title of Innovation; Urgent Care Practitioners

Contact; Andrew Powell; andrew.powell2@wales.nhs.uk

Project Aim; Introducing a new profession to the primary care team to help fill the gap created by unfilled GP vacancies.

Demonstrating how other professionals can provide a front-line service to patients and that it does not always have to be the GP who treats patients.

Strategic Theme; Improving Access and Quality; Managing Care in the Community; New Models of Primary Care; Primary Care Support; New Roles within the Primary Care Team; Enhanced MDT working; Promoting Cultural Change

Component of new Primary Care Model; Enhanced MDT working in Primary Care; Stabilising Primary Care; Cultural change, prevention and risk stratification to reduce demand on PC & Acute Care

Objectives / Value within whole system model for PC in Wales;

Early Outcomes; Practices with UCPs report positively on the contribution they make to the primary care team and the workload of GPs

Summary of First Evaluation; UCPs are employed by Shrop-doc (not-for-profit out of hours GMS provider). No formal evaluation undertaken in Powys

Updated Outcome Findings; The original UCP project has finished. The majority of practices previously securing UCPs from a third party provider now employ the staff directly. Not all continue to call them UCPs although there is little change in the function they perform.

Status / Additional Comments; No information

Evaluation; No information