

# Strategic Programme for Primary Care

Release note: UPCC Toolkit  
Release date: 30 November 2022  
Author: Bethan Gregory



In partnership with the UPCC Programme Lead and Advisor and a small Task & Finish Group represented by 3 Local Health Boards, the Strategic Programme for Primary Care team have developed an online toolkit for Urgent Primary Care Centres.

The Urgent Primary Care Centres (UPCC) toolkit is a collection of information and resources for stakeholders who may be supporting and driving forward the Urgent Primary Care Centres or for colleagues who have an interest in the work being carried out.

## Aim

The UPCC toolkit will help stakeholders to learn more about the UPCC Programme, its journey and ambition. The toolkit will support stakeholders to translate theory into practice providing key pointers for accessing the learning and advice from others.

The toolkit is designed to:

- Share the learning at both a National and Local level from the perspective of Clinicians Operational and Programme Managers
- Encourage collaboration to test and learn from each other from the delivery of the 'Once for Wales' best practice approach which promotes the sharing of good practice guides and documents
- Offer practical support and guidance in the continual improvement of Urgent Primary Care Centres.

The toolkit will remain a live resource which will be updated regularly as and when appropriate. Feedback on the toolkit will be essential to ensure it meets the needs of the service and adds value to your work. Any comments or queries should be directed to [SPPC@wales.nhs.uk](mailto:SPPC@wales.nhs.uk) and please title the email 'UPCC Toolkit'.

The toolkit can be accessed here: [Urgent Primary Care Centres - Primary Care One \(nhs.wales\)](https://www.nhs.uk/urgent-primary-care-centres-primary-care-one)

## Six Goals for Urgent and Emergency Care

### Right care, right place, first time



For optimal staff and patient experience, clinical outcomes and value