

Urgent Primary Care 'Plan on a Page' Phase 1



Why is the project needed?

Patients are increasingly presenting in large numbers at GP practices, out-of-hours /111 and Emergency Departments with Urgent Care needs which are not always being met by existing capacity and services. The Pathfinder programme identified a number of urgent primary care models which have been trialled to meet these increasing demands and this programme is designed to take the learning and evaluation from the pathfinder programme to develop a service model for Health Boards to adopt in order to meet the needs of their local populations.

What is the scope of the project?

Initial scoping to date has identified the following areas to be progressed:

- Defining the delivery models and key performance indicators.
- Working with Health Boards to build a service for their local needs.
- Work with other work-streams to develop the multi-disciplinary staffing model which includes pharmacy, urgent dental, optometrists, community nursing, mental health etc.
- Work as part of the National Urgent and Emergency Care improvement programme.
- Identify opportunities to build the service offer which meets ongoing changes in needs of patients on a local basis and provides a consistency of approach 24/7.

When will the project be delivered?

- End of May 2021 – Pathfinder Evaluation.
- June 2021 agreed programme of Health Board plans for UPCC in Wales.
- End July 2021 – defined improvement programme and set of actions for the national urgent and emergency care plan.
- Sept 2021 evaluation of benefits impact of GMS time and change in workload as a result of pathfinders.
- Oct 2021 initial evaluation of second phase roll out.

Key deliverables

Initial, staged deliverables include:

1. Evaluation of Pathfinder Models to build a clear operational plan for rollout of the service on a sustainable basis.
2. Operational Plan to be developed by each Health Board for a consistent Urgent Primary Care Service 24/7.
3. Link the Urgent Primary Care Centre work to the National Urgent and Emergency Care Programme to help shape the response from Primary Care to the national improvement programme.
4. Establish an urgent care delivery model for services in primary care to meet the varied needs of the population.

Outcome/Success criteria:

- Increase capacity to meet demand in urgent primary care services on a consistent basis.
- A clear set of clinical guidelines for appropriate presentations and outcomes which includes patient flow through core 111 and 'Think 111 First'.
- Improvement in access to urgent Primary Care Services.
- A defined and clear model for Urgent Primary Care for Wales.
- Development of an integrated response to the challenges in Urgent and Emergency Care – clear links to the national programme.
- Improved use of Primary Care Resources and MDT staff– i.e. link to time spent on Long term conditions alongside Urgent same day care.

Who will be delivering the project?

DPCC Lead: Nick Wood
Co-Lead: Richard Bowen
Named Project Manager: Jane Daly
Last reviewed: January 2022

