

URGENT PRIMARY CARE CENTRES (UPCC) PROGRAMME



Urgent Primary Care Centres enable people with urgent primary care needs to access advice, assessment and care closer to home and safely avoid the need to present elsewhere in the system.

UPPC FRAMEWORK IMPACT

Total population coverage of 2.2 million, 294 practices across 44 Clusters as at January 2023, with significant improvements and positive results.

- High numbers recorded of positive patient encounters, greater GP engagement, innovative and flexible approaches; the focus on optimising patient journey.

- Patient satisfaction rated 'Highly Satisfied' 80% or over.



- UPPC multi-professional working to provide the appropriate care to patients and a 'grow your own' staff.

- Commitment, adaptability, focus and resourcefulness with significant learning and rapid pace of development from majority of participants.

- 84% (reported average 12/22) of patient outcomes result in medication of self-care, evidencing patients seen in the right place at the right time.



UPPC TOOLKIT

Web based resource with links to information, reports, worksheets and UPCCs videos. Scan the QR code or visit the website:



Primarycareone.nhs.wales

PHASE 1: PATHFINDERS
September 2020 - March 2021
UPCC set up. Clinical engagement, developing definitions and the establishment of, and small testing of, two delivery models.

Evaluation framework meeting local/national requirements:

- Core Dataset
- Development Matrix
- 'Once for Wales' Patient Satisfaction Questionnaire



- International Literature Review
- Health Board local evaluations
- National evaluation

BUILDING RELATIONSHIPS



Health Boards progressed and built on learning, foundations of clinical and operational safety and excellence, testing and developing models.

- Three delivery models developed:
1. Urgent primary care delivered on a Cluster/Pan Cluster level, by local General Practice.
 2. 24/7 Urgent Primary Care Centres managed by Health Boards, staffed by a mix of professional staff.
 3. Hybrid model: Both Health Board and Practice/Cluster-led, delivered in a community hospital (new).

DEVELOPING MODELS



PHASE 2: DESIGN
April 1 2021 - March 31 2022
Expansion of pathfinder, with three models developed and tested by Health Boards.



CLINICAL EXCELLENCE

- Rapid pace of learning & development
- Building strong foundations
- Collaboratively building models
- Testing new ways of working
- Building knowledge and skill sets
- Enabling innovation/adaptability
- Developed national quality indicators
- National learning event (Oct 2021)

SHARING OUR LEARNING

- Integrated sustainable whole system approach
- 2 evaluation phases by the University of South Wales
 - Out Of Hours and UPCC integrated peer review process

PHASE 3: CONSOLIDATION
April 1 2022 - March 31 2023
Development of UPCC Framework Principles and Components.

APRIL 2023
UPCC in place, patients seen in the right place, by the right person at the right time.



Everyone working together to ensure services are stronger and better coordinated, to improve the wellbeing of people in Wales.

WHOLE SYSTEM

CONSOLIDATION