

Urgent & Emergency Care Centre (UECC)

The Roth
NHS Found

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Background

- The new Rotherham UECC opened in July 2017 on the Rotherham Hospital NHS Foundation Trust site
- The new UECC provides an integrated response to urgent care for the Rotherham population – integrating the urgent and emergency care component of what was the Rotherham Walk-in Centre, the GP Out of Hours Service, and the hospital Emergency Department
- The UECC provides one front door for all urgent and emergency care in Rotherham – it opens 24 hours a day, 7 days a week, 365 days a year
- The aim of the UECC is that the local Rotherham population can access the right care, first time
- It is staffed by a mixture of General Practitioners (GP), Emergency Department medical and nursing staff, Advanced Nurse Practitioners, Advanced Care Practitioners and other essential non-clinical staff
- It also co-locates the Care Co-ordination Centre (CCC) and has work space to facilitate multi-disciplinary working with mental health workers, social care workers and ambulance staff



Initial Challenges

- The original model was based on The Rotherham NHS Foundation Trust as prime provider, but working in partnership with a third party provider – Care UK. This changed when Care UK withdrew from these working arrangements
- Despite doing some organisational development work, merging different cultures into a single integrated service provided some initial challenge
- Clinical staffing challenges across both the primary care element of the service and the Emergency Department Service
- Transferring the GP Out of Hours Service
- New ways of working for all teams – embedding change
- Increase in wait times to be seen for patients
- Communication – managing patient and public expectation



Where are we now?

- The original model has been modified as the teams have developed their ways of working
- Teams are starting to work well together – in the intended integrated way
- Recruitment is improving – two new Emergency Care consultants commenced in post in November 2017 and more GPs are joining the team
- In addition, more Advanced Nurse Practitioners/Advanced Care Practitioners have been appointed
- The Trust has started a development programme to train senior Emergency Department doctors, which will support recruitment
- Rapid Assessment and Triage and See and Treat ways of working are starting to really become embedded
- Quality reviews have been implemented – reviews of the patient experience and outcomes



How are we doing?- Performance

- The national 4-Hour Access target is that 95% of patients are seen, treated and admitted or discharged within 4 hours
- This is not being achieved locally or nationally – the national recovery trajectory is to achieve 90% by September 2018 and return to achieving the 95% target in 2018/19. The Trust is aiming to achieve 90% by 31 March 2018
- Rotherham is now starting to see a month on month improvement in performance:
 - **November 2017: 81.36%** **December 2017: 85.64%**
 - **January 2018: 87.1%** **February 2017: 87.25% (at 25 February 2018)**
- This compares to England performance in January 2018 for all attendances: 85.3%
- The Rotherham NHS Foundation Trust currently ranks in the top 40 out of 133 Trusts

Patient Feedback

- Friends & Family response rate required is 15% of attendees – currently average is 5% per month
- Positive score target is 85% - UECC average is 92%-99%
- January 2018 there were 320 responses. Of these 267 were extremely likely to recommend the service; 50 were likely to recommend the service; 3 were extremely unlikely to recommend the service
- Positive feedback comments include: “great staff attitude” “staff very professional” “staff friendly” “team were very caring” “excellent facilities” “reception staff were polite and caring” “they reassured me when I was ill”
- Negative feedback comments: “wait times – I waited over 5 hours to be seen” “poor staff attitude” “the waiting room was cold”

Current Challenges

- The development and opening of the new UECC was (and still is) a significant change management initiative
- Working together across the Primary Care, Emergency Department and GP Out of Hours Services needs to continue to develop
- Recruitment is improving, but Rotherham will have to continue to be innovative to recruit and retain staff
- Work with patients and the public to manage demand and direct people to the right service, first time – the UECC is for urgent and emergency care
- Continuing to improve and maintain performance against the 4-hour access target is not solely attributable to the UECC



Future Plans

- Continue to develop a truly integrated urgent and emergency care service where teams work effectively across all the urgent and emergency care pathways
- Further develop partnerships with Social Care, Mental Health Services, Primary Care, Voluntary Sector – project this winter working with Age UK Rotherham
- More joint working between the Care Co-ordination Centre and the GP Out of Hours Service
- Improve the engagement with the public and patients
- Provide a first class service for urgent and emergency care for the population of Rotherham

Get it right, first time!



Any questions or feedback?

