

## **Urgent Care Update**

### **Developing the Strategic Direction for Urgent Care in Northumberland**

This paper is to provide committee members with an update on work being undertaken by the CCG and partners to develop a Strategic Direction for Urgent Care (UC) in Northumberland.

There is a need for the CCG to review existing urgent care provision in light of national policy, and the regional and local context and drivers for change, in order to set out the changes that need to be made to ensure high quality urgent care can be delivered to meet local needs whilst making best use of existing resources.

The CCG will develop and implement its UC Strategic Direction by working jointly with its system stakeholders. Within this definition we are referring to; individuals and organisations who may be affected by changes which may emerge from the implementation of this strategy; including patients and professionals working in health and social care across the county.

A draft Strategic Direction is attached. This has been developed working with partners from the Northumberland and North Tyneside Local A&E Delivery Board, taking into account learning from national best practice and evidence, and feeding in the key themes from previous engagement work and feedback from providers and partners in the urgent care system.

This is the start of a work programme to develop the Northumberland wide UC model. The future model has not yet been defined as we wish to co-produce this with patients and partners across the county, however, based on our learning to date we have proposed the following five principles to guide the redesign of UC services across Northumberland:

1. Increase self-care through access to good quality information and appropriate clinical advice
2. Ensure service delivery is appropriate to needs, accessible and responsive
3. Simplify access by improving integration across health and social care and reducing duplication of services
4. Be safe, sustainable, and provide high quality, care
5. Meet mandated requirements

The next step is to continue with our engagement programme with partners and broadening this out to patients and primary care networks, to further understand what matters to local people, what the evidence and partners tell us works well and areas for improvement. This will commence in October through to the end of December 2019. Following consideration of the views heard in the engagement and listening phases, we aim to co-produce proposals for future service configuration in each locality and these proposals will be presented to the OSC in February 2020.