

## 111 and Urgent Care Services

### Purpose

1. This report introduces David Archer, CEO of Herts Urgent Care (HUC). HUC are the current 111 service provider.

### Key issues

2. C&PCCG are a national vanguard site for developing new models of care. This programme seeks to simplify the, often confusing, range of urgent care services that people can access.
3. In recent months A&E departments across the CCG area, and indeed nationally, have experienced unprecedented levels of demand for services.
4. This presentation will give an overview of the current 111 service and outline local plans for improving access to urgent and emergency care services.

### Action required by the Board

5. The Board is asked to:
  - Note the report.

### Author

Sandie Smith, CEO

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