



# Herts Urgent Care

## Cambridgeshire & Peterborough Integrated Urgent Care Service

David Archer  
Chief Executive

14<sup>th</sup> September 2016



# History



- **2007** - Herts Urgent Care formed from the merger of two smaller GP Co-operatives to create an urgent care social enterprise
- **2007** - took over caretaking arrangements for the PCT provider arm OOH's service
- **2008** - won the countywide tender for a Hertfordshire wide OOH service
- **2008** - won the tender as partner to West Herts Hospitals Trust to deliver Hemel Urgent Care Centre
- **2009** - won the tender to deliver West Herts Medical Centre (8-8 GP practice with planned and unplanned care elements)
- **2012** - awarded the contract to deliver the NHS 111 pilot of Herts
- **2012** - awarded the contract to deliver the GP visiting service for E+N Herts
- **2013** – won the contract to deliver the NHS 111 service for Cambridgeshire and Peterborough CCG
- **2015** - won the contract to deliver Tring, Thurrock + Nazeing Valley practices
- **2015** – awarded step-in contract to deliver Peterborough OOH's Service
- **2016** – won the contract to deliver the new Integrated Urgent Care Service for Cambridgeshire and Peterborough

# Commissioned Services



- Hertfordshire GP Out of Hours service
- Hertfordshire NHS 111
- Hemel Urgent Care Centre in partnership with West Herts Hospitals Trust
- Hertfordshire Dental Out of Hours
- Cambridgeshire and Peterborough Dental Advice service
- Cambridgeshire and Peterborough NHS 111
- West Herts Medical Centre (Hemel Hempstead)
- Acute In-hours Visiting Service for East and North Herts CCG
- Peterborough GP Out of Hours Service
- Herts Urgent Care - Putting the patient at the start and heart of our care  
GP practices in Tring, Thurrock and Nazeing Valley (Essex)

# Current Service Models



- Two different providers of GP OOH's with different approaches to delivery
- Call back required for all base and home visit requests
- GP and Nurse dominant models of delivery
- No direct integration between NHS111 and the OOH's components
- Traditional NHS111 model (Health and Clinical Advisors)
- Standalone services so little economies of scale in the delivery models and deployment of workforce

# Service Objectives

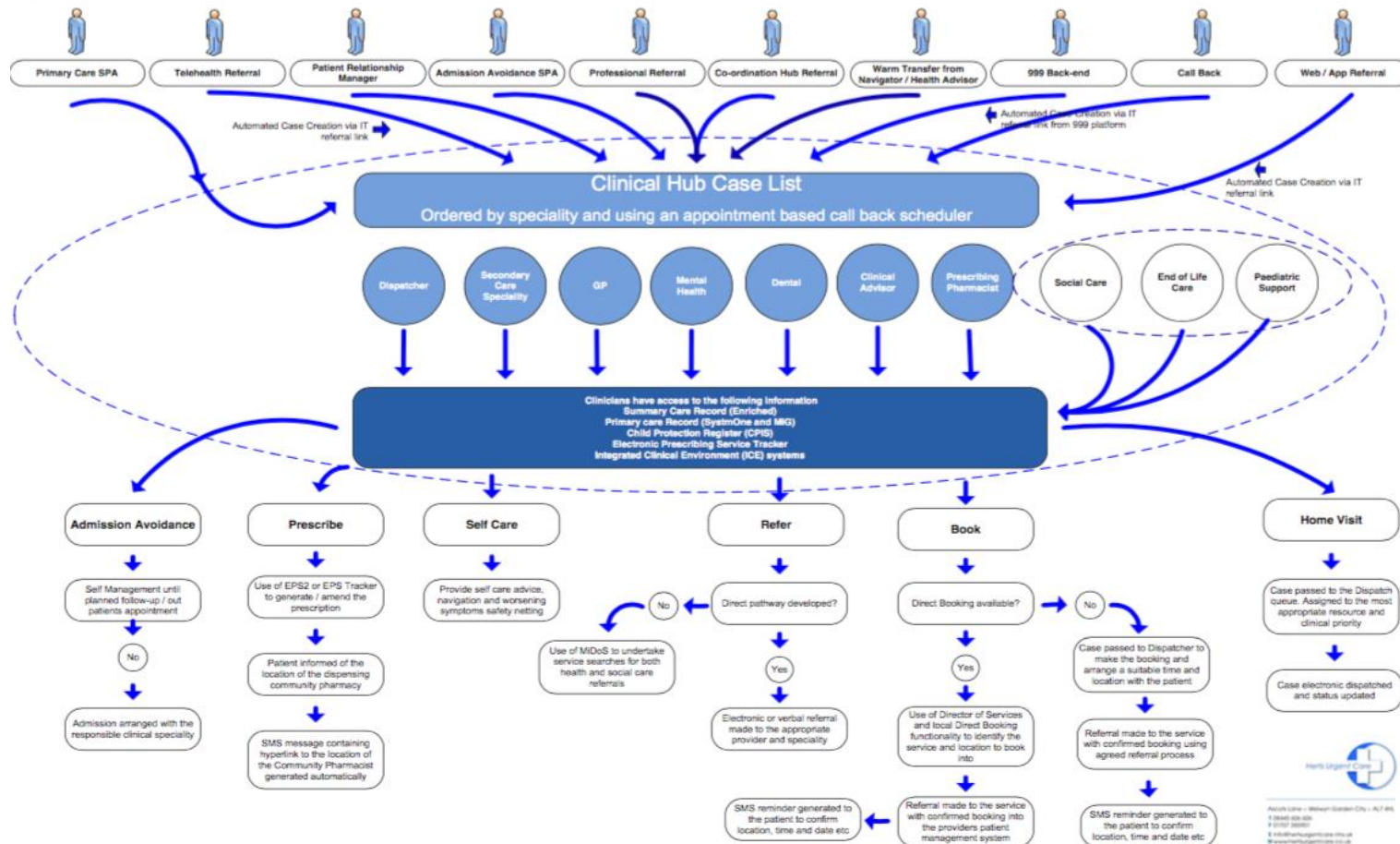


- Single telephone call to access a wide range of appropriate clinical services
- Direct booking into confirm appointments during the OOH's period
- Creation of a multi-speciality clinical hub to provide fast access to professional advice
- Continue to provide senior clinical validation of ED and Green 999 referrals
- Remove obstacles that can be present within multi-provider services
- Improve the speed of response to patients who require consultations

# Five Year Vision

Cambridgeshire and Peterborough Integrated Urgent Care Service  
Clinical Hub Model

August 2016/DOA/v2



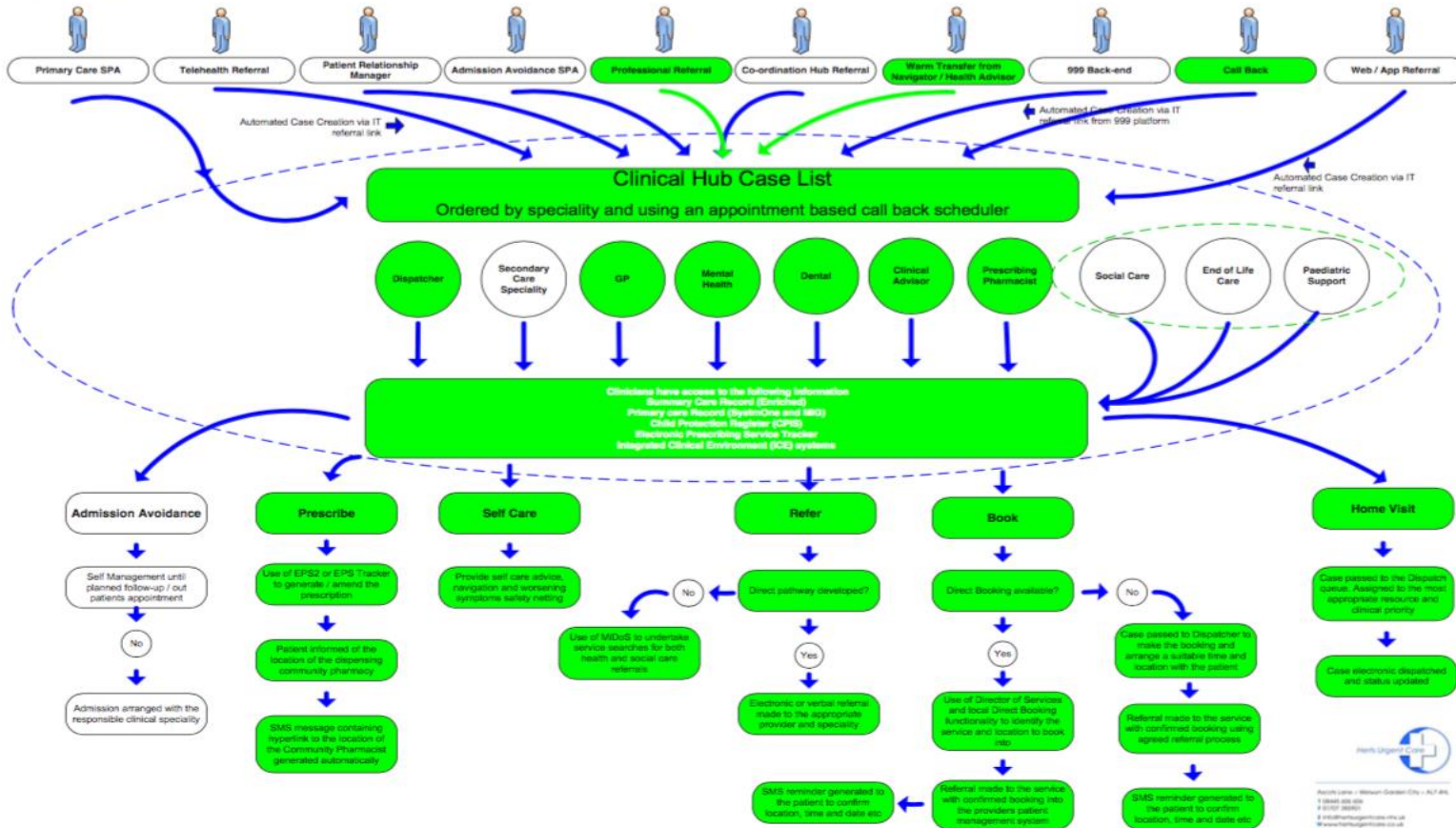
**Herts Urgent Care** - Putting the patient at the start and heart of our care

# Day One Model



Cambridgeshire and Peterborough Integrated Urgent Care Service  
**Clinical Hub Model**  
 August 2016/DOA/V2

**Phase One – 19<sup>th</sup> October**



**Herts Urgent Care** - Putting the patient at the start and heart of our care

# Service Headlines



- Single provider of NHS111, Clinical Hub and OOHs service
- Direct Booking from NHS111 into OOHs bases
- Clinical Hub comprising of:
  - GP, Clinical Advisors, Dental Nurses, Prescribing Pharmacist and Mental Health Crisis team (provided by CPFT)
- GP validation of Green 999 and ED referrals during the full OOHs period
- Fleet of eight visiting cars located across the county
- Existing clinical bases continue to be used
- GP practices will put 111 on their answerphone message – move away from divers
- New role of Navigator to deal with enquires and professional referrals

# Questions ?





# Our Values

