



# West Yorkshire Urgent Care Services As from April 2009

**An overview for health professionals**





The new number for  
**West Yorkshire Urgent Care Services**

As from April 2009

**0345 605 99 99**





# New Numbers for Specific Services

**WY Urgent Care: 0345 605 9999**

**Health Care Professional Line: 0345 605 0410**

**Palliative Care Line: 0345 605 0621**

**Palliative Care fax: 01924 877984**

**Safe Haven Line: 0845 120 7066 (no change)**

**OOH Dental Services: 0845 1203 200 (no change)**



# Q&As



## **Why has the service provider changed?**

*In preparation for the expiry of the current GP OOH contract, the West Yorkshire PCTs ran a robust tendering exercise to re-let the contract and also make improvements to the services in response to patient feedback. As a result of the tendering process, which considered both quality and value for money in significant detail, two new providers were selected to deliver urgent care and out-of-hours services for the whole of Bradford and Airedale.*

## **Who are the new service providers?**

*NHS Direct will provide call handling and triage, within their contract for “Access & Assess” services. They will then signpost or book directly into services on the ground. Local Care Direct will be providing the face-to-face treatment services. The whole pathway of services is described in the following presentation.*



# Q&As cont..



## What are the key changes we need to know about from April?

- *New numbers as listed above*
- *The patient number will be 24/7, not just out-of-hours*
- *The new Information Management & Technology system for GP OOH will be Systmone, allowing greater integration with routine care episodes in the future*
- *In Bradford and Airedale there will be a GP OOH treatment service based in Eccleshill Community Hospital (1830-2300), Bradford Royal Infirmary (1830-0800) and Airedale General Hospital (1830-0800)*



# Q&As cont...



**What will happen to the old phone numbers? Will there be diverts or re-direction messages in place after 1<sup>st</sup> April 2009?**

- *Any of the old LOCAL CARE DIRECT (LCD) numbers beginning 0845 will be automatically diverted to the relevant new NHSD service.*
- *Practices are advised to inform their telephone provider of the new arrangements accordingly or change their answer machine messages to reflect the new number.*



# Q&As cont...



**We're a GP practice who currently contracts with the out-of-hours provider to provide cover 0800-0830 and/or 1800 – 1830hrs. What will happen to this arrangement from 18.30hrs 31<sup>st</sup> March 2009?**

*NHS Direct will provide telephone triage cover between these times if practices wish to commission it from them. The PCT will hold the contract on behalf of the practices but only for a 6 month period. NHS Direct will contact practices to confirm costs (which will be based on list size) and to agree how this will work locally. Following this NHS Direct will provide the PCT finance department with a list of practices who wish to take up the offer of cover. The PCT will re-charge these practices on NHS Direct's behalf for a period of 6 months, to allow for a smooth transition to the new service.*

*Practices are advised to inform their telephone provider of the new arrangements accordingly.*

*Practices will need to ensure appropriate treatment services are also provided during these wraparound periods.*

*From 1<sup>st</sup> October 2009, the PCT will no longer act in this co-ordinating capacity and it will be the practices' responsibility to ensure appropriate cover during core hours, i.e 0800hrs – 1830hrs.*

## Q&As cont...



**What do I do if my practice currently commissions the out-of-hours provider to cover other elements of core services, eg, call handling at lunchtimes, 0800-0830hrs?**

*Practices will need to make their own arrangements for any other cover required for core services, and are advised to contact their current provider/s in the first instance to discuss.*

**What arrangements have been made for cover for Protected Learning Time (PLT) with effect from April 2009?**

*NHS Direct have been commissioned by the PCT to provide the telephone triage service to cover PLT sessions. Practices will need to ensure the appropriate treatment service is provided in accordance with PCT PLT payment system.*

# Q&As cont...



**From April, how will GP practices receive information about patients who have attended OOH?**

*This will not change for the majority of practices. If you receive notifications by fax, this will continue – if you receive notifications by DTS messaging, this will also continue in the same way. The only change will be for practices using SystemOne, as from April they will receive the notification in the form of a “Task” in their inbox, rather than a DTS message.*



# Q&As cont...



**Who do I contact if I want further information about any of this?**

*Please email [mike.edmondson@bradford.nhs.uk](mailto:mike.edmondson@bradford.nhs.uk) or call 01274 237330*



# What the service provides



- A single call 24/7 for access to the service
- Patient empowerment
- Better patient information
- Integrated technology
- Clinically effective care
- A flexible and cost-effective solution

The service partners:

Access and  
assess:



Treatment:



Calderdale, Leeds, Bradford & Airedale,  
Kirklees, Wakefield

# The patient journey



Call 0345 605 99 99



## In hours

08.00 to  
18.30

Call will be  
assessed  
and routed  
to the most  
appropriate  
service

## Out of hours

18.30 to 08.00

Monday to Friday  
and 24/7 on  
weekends and bank  
holidays

Assessed by health  
professional and  
routed to most  
appropriate service



# Treatment services by area



## **Bradford:**

BRI, Airedale General & Eccleshill Community Hospitals, Hillside Bridge Equitable Access Centre (EAC) (all Local Care Direct)

## **Calderdale:**

Calderdale Royal Infirmary, EAC Todmorden and Halifax (all Care UK)

## **Kirklees:**

PCC in Dewsbury Hospital, Huddersfield Royal Infirmary & School House Practice EAC, Dewsbury (all Local Care Direct)

## **Leeds:**

Lexicon House, St George's (MIU), Middleton, Wharfedale Hospital (MIU), Otley, Yeadon Health Centre Dental Suite (all Local Care Direct) Shakespeare Medical Practice EAC (Care UK)

## **Wakefield:**

Trinity Medical Centre, Pontefract General Infirmary, Wakefield EAC Newstead House dental treatment, South Elmsall Treatment Centre (all Local Care Direct)

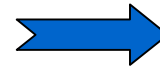
# West Yorkshire Urgent Care



Callers contacting WYUC



Health Advisor answers call and conducts initial assessment using protocols to prioritise and assign the call



or



Nurse/GP Advisors assess patient



or



Health Information Advisor assesses patient



Patient given self-care advice



# Typical non-symptomatic caller pathway in hours or OOH

Adult requiring health information calls WYUC



Caller is passed to Health Information Advisor for advice



Health Advisor answers call and conducts initial assessment to prioritise the call



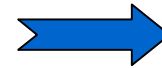
Patient is passed the information



# Typical symptomatic patient pathway OOH – face-to-face GP intervention needed



Adult with symptoms calls WYUC by ringing GP and is diverted to 0345 605 99 99 or calls WYUC directly



Health Advisor answers call and conducts initial assessment using protocols to prioritise the call and assign to correct skill set

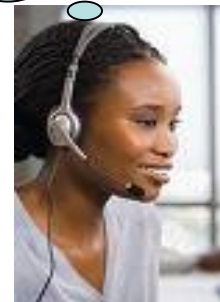
Nurse Advisor assesses the caller's symptoms using skills and algorithms



Symptoms indicate that patient needs to see a GP within the next 2 hours

If the assessment results in a home visit being required, the A&A advisor will send a message directly to the treatment provider to co-ordinate this

Booking agent looks for treatment centres and books patient in to local one



# Treatment



Local Care Direct provides urgent care treatment services in Bradford & Airedale, Wakefield, Kirklees and Leeds using:

- Experienced GPs
- Nurse practitioners
- Robust and consistent systems/ procedures for assessment of patients who present by telephone to NHSD or at a treatment centre

Treatment services are provided at:

- Primary Care Centres (PCCs)
- 8am-8pm Equitable Access Centre (enhanced patient choice)
- Local Care Direct provides patient transport to PCCs across all areas as and when required



# Typical symptomatic patient pathway OOH – face-to-face GP intervention needed



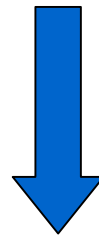
or



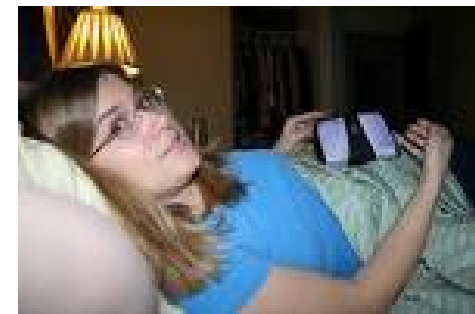
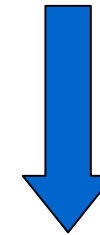
Patient arrives and is seen at treatment centre

Home visit booked for patient

Patient walks in or referred from A&E



Bradford & Airedale,  
Calderdale, Kirklees,  
Wakefield, Leeds



# Face-to-face and home visits

## GP/HV



Could lead to the following outcomes:

- Treatment episode completed (no follow up)
- Treatment episode completed (follow up by own GP)
- Patient referred for diagnostic tests
- Patient admitted (verbal referral)
- Patient referred to Social Services for follow up (verbal referral)
- Patient referred to specialist care team or palliative care for follow up care
- Patient referred to A&E (verbal referral)
- Patient referred to mental health team for follow up care



# Information transmitted to GP practices



- Patient demographics
- Presenting conditions
- Dispositions
- and final outcomes

Are recorded onto SystemOne



By 08.00 the next morning



In the GP practice



# Palliative care pathway (all PCT areas)



Palliative care patient or carer calls the palliative care line on

**0345 605 0621**

**GP will new palliative care patient will fax Palliative Care form to NHS D on 01924 877984**



Call is prioritised by NHSD so that this is answered ahead of other calls. Health Advisor finds record including Special Patient Note and passes to GP Advisor

GP Advisor assesses the need and gives appropriate advice



If face to face treatment needed OOH provider arranges home visit



# Child health pathway



Parent/carer contacts WYUC with child health concern



Paediatric Nurse Advisor assesses need and gives appropriate advice. If face-to-face out of hours needed, pass to booking agent



Heath Advisor does initial assessment and passes call to appropriate nurse



Booking agent makes appointment with caller on line, advising where to go

All safeguarding concerns referred through robust and monitored mechanisms



# Mental health need identified



Adult with symptoms calls WYUC by calling the number or as a divert from GP



Nurse Advisor assesses the need for ongoing referral and directs patient to most appropriate care setting or self care advice

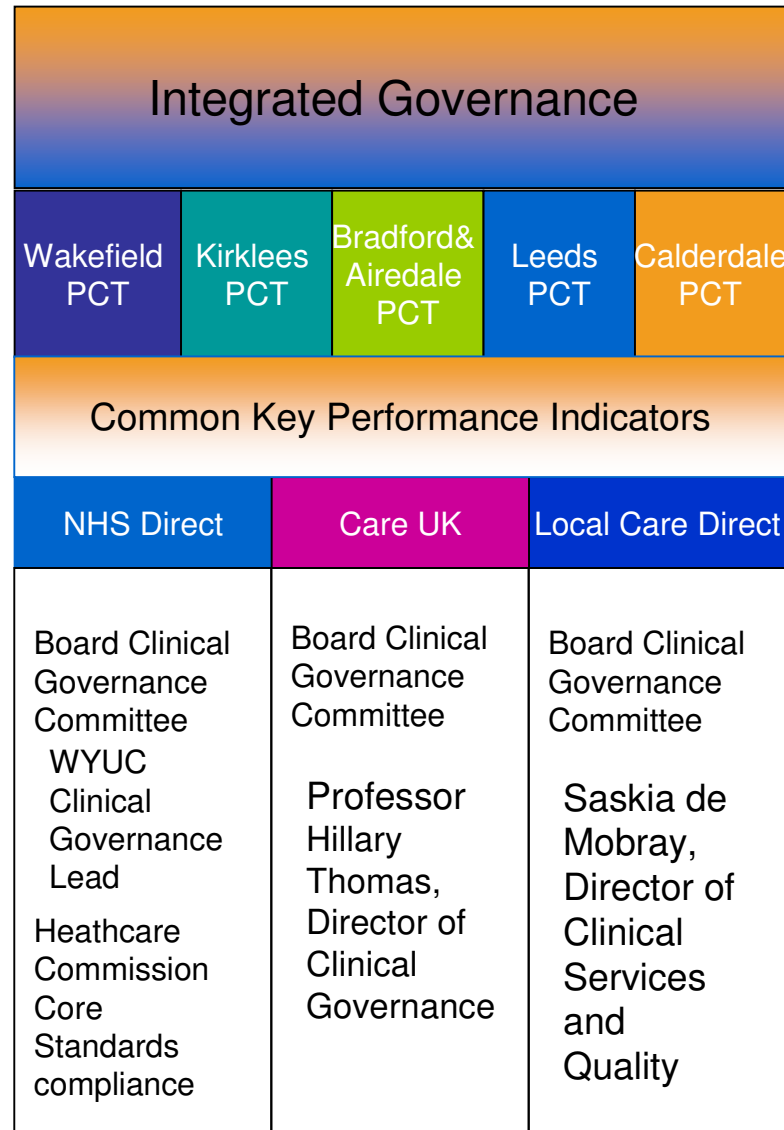
Health Advisor answers call and conducts initial assessment. Presenting symptoms require use of suicide or unusual behaviour protocol



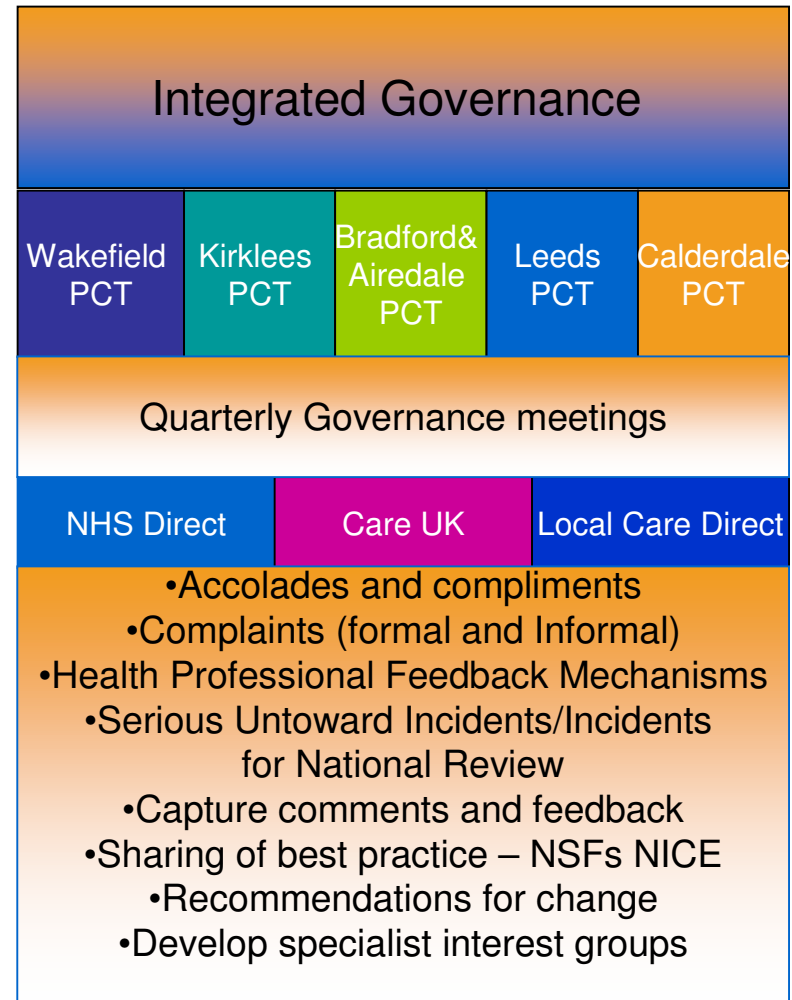
Example caller may be referred to mental health crisis team



# Governance and patient protection



# Learning from feedback





# West Yorkshire Urgent Care team

Local patient care through single access

