

*'It's about our life, our health,
our care, our family and
our community'*



Better care together

Leicester, Leicestershire & Rutland health and social care

Leicester, Leicestershire & Rutland

**Integrated urgent and emergency
care services**

www.bettercareleicester.nhs.uk

11/09/2017



The integration of urgent care is well underway

**Clinical Navigation Hub
brings more access to
clinical assessment
through 111**

**Out of Hospital Services
now accessible 24/7
where and when
patients need them**

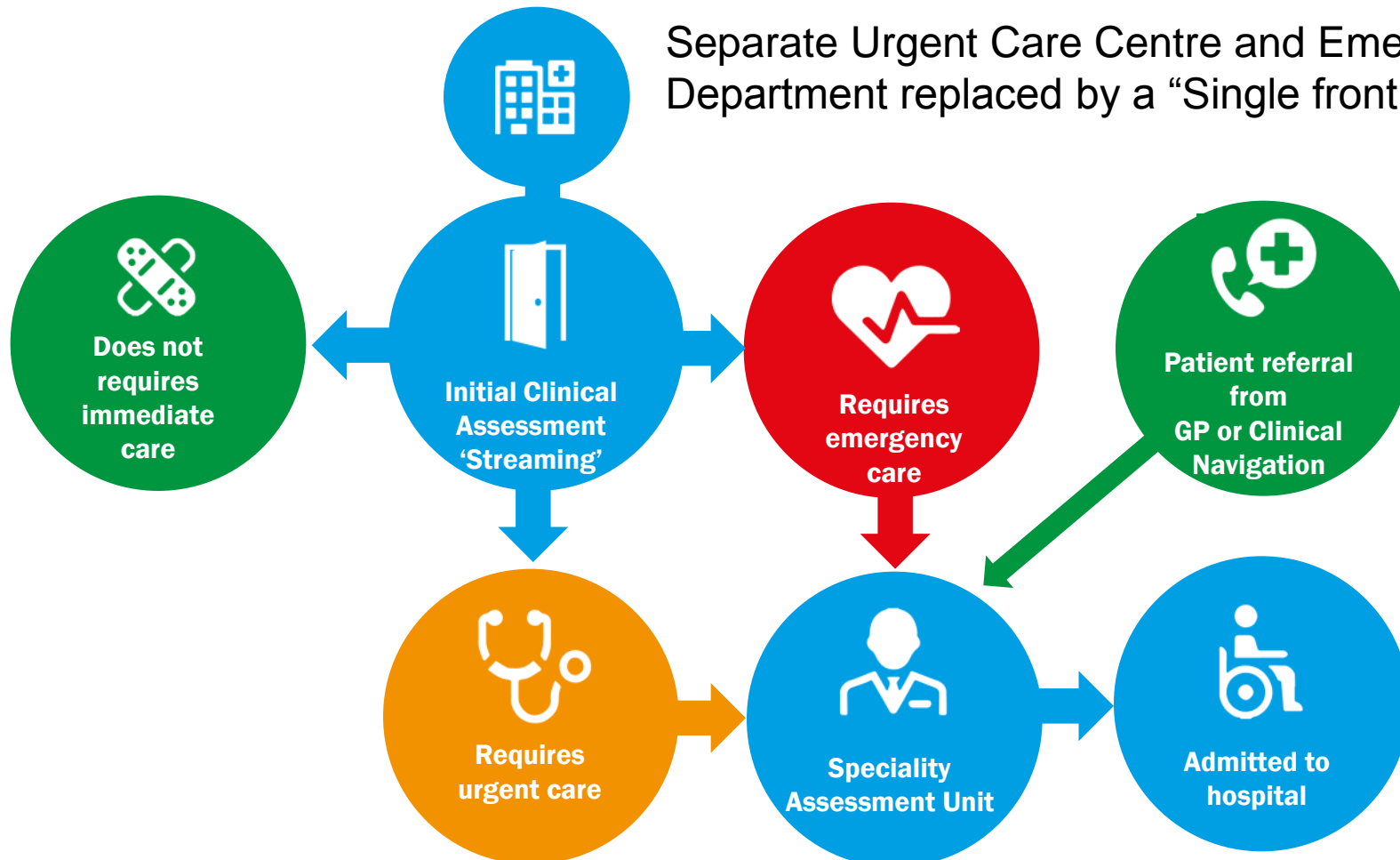


**Single point of access
to emergency care at
LRI**

**Improving discharge support
with new re-ablement beds,
integrated discharge team
and 'trusted assessors'**



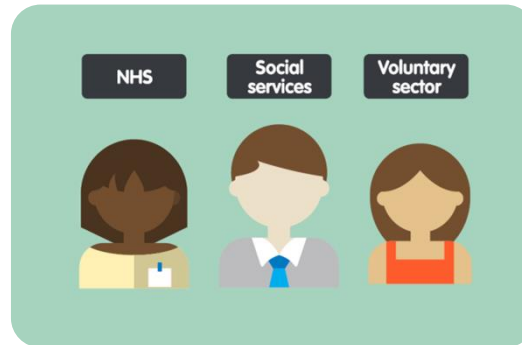
Simplifying access into hospital



Bringing services together to discharge patients



Discharge to assess
Pilot shows people recover better



Integrated Discharge Team
Working together across health and social care

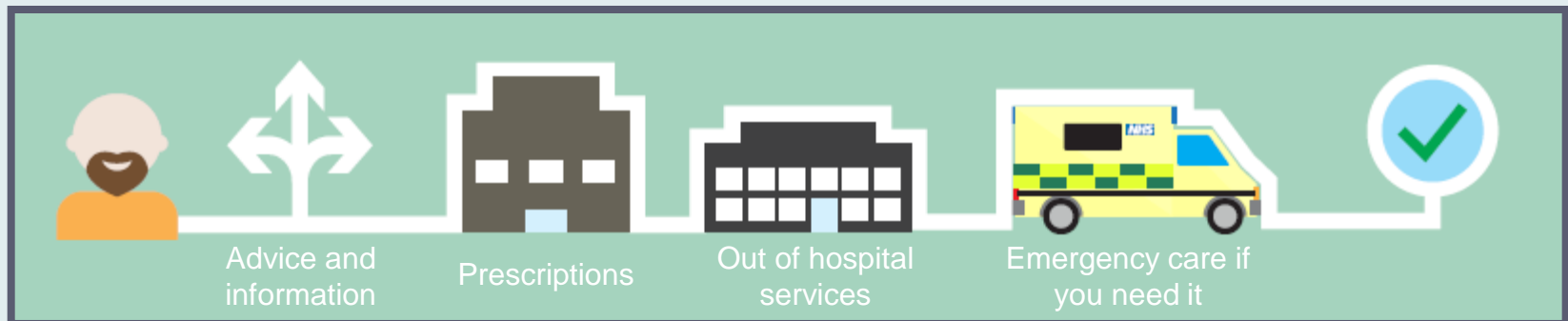


Trusted assessment
Speeds up discharge process

Underpinned by our
philosophy of
“Home First”

Helping patients access the right care, first time

Since November 2016, callers to NHS 111 who would previously have been sent to the emergency department or called an ambulance have been first put through to a clinician in the clinical navigation hub



Clinical Navigation Hub – better outcomes

72% who would have gone to ED are given an alternative



80% who would have been sent an ambulance no longer need one



24% given self care advice or repeat prescription



48% directed or booked into alternative services



23% make their own way to Emergency Department



57% go to urgent care centre and primary





Care delivered in the right places for patients



Integrated Home Visiting service operating 24/7 accessed via NHS111, patient's GP practice or resident's care home

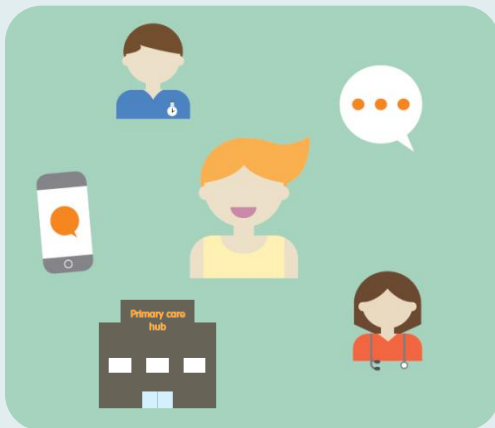
Loughborough Urgent Care Centre open 24/7 with diagnostics, walk in access and direct booking from clinicians



Urgent care hubs in Hinckley and Bosworth and Coalville – appointments booked via NHS 111/Clinical Navigation



What's next for urgent care?



Direct booking

Direct booking to GPs and between services



NHS 111 Online

Check symptoms, signposting, connect to a clinical advisor



Expanding the urgent treatment offer

Further integration with primary care and other services



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Thank you

