

Urgent & Emergency Care

Context	Project Description (Scope)	Case for Implementation
<ul style="list-style-type: none"> A number of urgent care services were re-commissioned in Doncaster during 2015, primarily those that are directly accessed by patients as their first step when seeking urgent care through choice This project is about understanding how patients can be managed differently when attending A&E, via the Front Door Assessment & Signposting Service The project is set in a changing national context for Urgent & Emergency Care 	<ul style="list-style-type: none"> The proposed scope focuses on the streaming at the Front Door Assessment and Signposting Service (FDASS) at DRI, which streams patients to the Emergency Department (ED), the Urgent Care Centre (UCC) or to a range of other appropriate services both internal and external to DBTHFT The aim of the project is to support the achievement of: <ul style="list-style-type: none"> high levels of streaming away from ED (aim 20%) easing the pressure within ED enabling patients to be treated in the most appropriate place exploring opportunities for co-location of a greater range of services reducing the current financial pressure caused by lower streaming levels 	<ul style="list-style-type: none"> Helping people who need urgent care to get the right advice in the right place, first time. Ensuring that adults and children with more serious or life threatening emergency needs receive treatment in centres with the right facilities Connecting all urgent and emergency care services together so the overall physical and mental health and social care system becomes more than just the sum of its parts. Reducing overall costs
Key Stakeholders	Expected Benefits	Assumptions/ Exclusions
<ul style="list-style-type: none"> DBTH FT FCMS RDASH NHS Doncaster CCG Primary Care Doncaster 	<ul style="list-style-type: none"> Enhanced patient experience Improved A&E performance Reduced overall costs for Urgent and Emergency Care Services 	<ul style="list-style-type: none"> The project focus initially is on the following services: <ul style="list-style-type: none"> FDASS at DRI (provided by DBTHFT) ED at DRI (provided by DBTHFT) UCC at DRI (provided by FCMS) CDU at DRI (provided by DBTHFT) The following services are potentially to be included, subject to final agreement on scope: <ul style="list-style-type: none"> Same Day Health Centre provided by FCMS Drug & alcohol nurse MH A&E liaison CAMHS liaison The following services may be included in a future scope: <ul style="list-style-type: none"> Primary care extended access MH Crisis team Paediatric assessment RDASH SPA
KPI/ Outcomes		
<ul style="list-style-type: none"> Increased flow away from ED Reduced total spend on Urgent & Emergency Care 		