

Target Urgent Care Model



Framework for Out of Hospital Care

People

Supported self care, with escalation plans; agreed with professionals, supported by IT

Access triage via 111 / 999 / GP / Walk-in

Primary Care & Cluster level (30 – 70k pop)

Same day urgent care; access via phone triage, SPA to integrated MDT

POC diagnostics

Resources shared across cluster

LTC proactive optimisation, joint GP/consultant clinics, risk stratification, huddles and super huddles

ILG level (120 – 180k pop)

Comprehensive assessment and care hub

Diagnostics – higher level

Community step up / SW@H plus Comm Hospital / Temp Care home

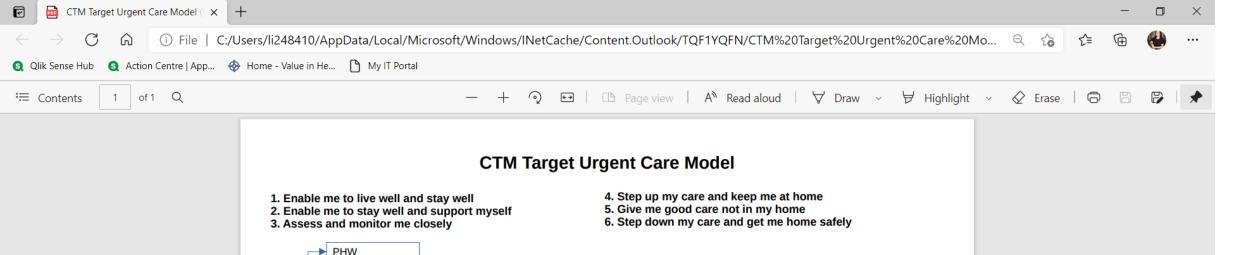
Acute Triage, SDEC, Consultant advice and guidane

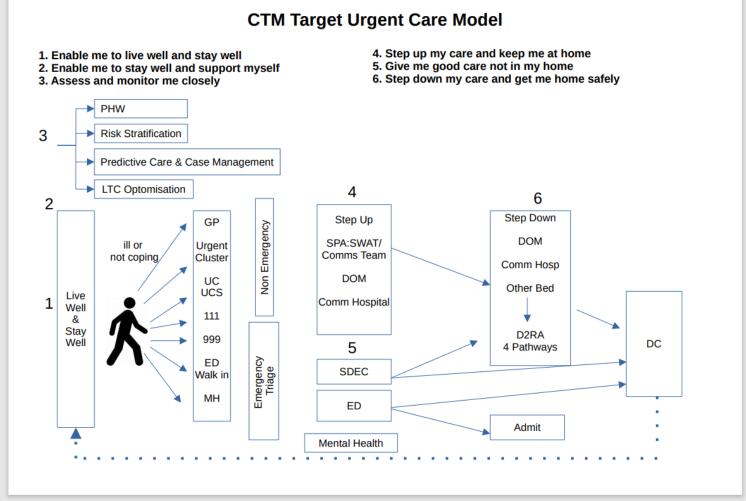
CTM wide (450k pop)

999/111 clinical desk review eg GP flight coordinator / PTaS

Frailty / MH /
children's/ Stroke /
other spec
Pathways

Infrastructure: Digital for self care and consultations, shared Primary / community workforce, outcome measures





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Primary and Community H&S Care offer

Level of Care	Prevention and early intervention	Home first / discharge to rehab and assess
GP Practices	Planned care to optimise LTC management. Incudes risk stratification, meds reviews (Pharmacist) Systematic case finding and active case management, huddles and escalation Remote monitoring Health and Social Care	GP led community hospital beds
Clusters	Same day urgent care via phone triage. Point of Care testing Joint Primary / Secondary care clinics for most complex patients (+/- virtual) Single Integrated MDT, includes social care and mental health, accesible via SPA, also linked to 111, includes dom IV's, advanced nursing care, hot clinics @ home and AHP Systematic super huddles with social care for complex case management; pro-active care plans and coordination, with escalation plans Health trainers, social prescribing / VCS	Link back to Community teams for ongoing or short term targeted support
ILG	Diagnostics in DGH / Community Hospital. At home response for IV's, interim package of care, also rehab and reablement. Step up to community hospital for short stay intervention and rehab Consultant advice and guidance, hot clinics and remote clinics Physio at front door Acute SDEC Mental Health crisis response	Hospital based integrated teams such as SW@H to expedite discharge