



# The Cambridgeshire and Peterborough Urgent and Emergency Care Collaborative: Overview

## 1. Introduction and Purpose

Urgent and Emergency Care (UEC) is currently delivered by a range of providers across the Cambridgeshire and Peterborough area.

At present our local out of hospital urgent care services are fragmented. Duplication and inconsistency make finding the right service confusing for patients, and competing demands put strain on a scarce, highly valued workforce. The pressure on our hospital Emergency Departments (ED) continues to increase which impacts on patients and waiting times.

To help deliver improvements for patients and drive innovation our providers have committed to work closely together as the 'Urgent and Emergency Care (UEC) Collaborative' to identify ways in which they could deliver a new, more joined up, 24/7 urgent care service from October 2020.

Local services which currently offer **out of hospital urgent care** include:

- Out of Hours GP services (both those who work from a Base and those who offer a visiting service)
- The Minor Injury Units and Urgent Treatment Centres
- NHS 111
- JET (Joint Emergency Team)
- GP streaming and other urgent care assessment at the front of our hospital emergency departments (ED).

By making the most effective use of out of hospital urgent care resources available, the service will provide a local and simple integrated 24/7 urgent care service which delivers effective patient outcomes, reduces duplication and maximises the workforce. It will also:

- Make unplanned care more planned
- Help people understand the best place to go for urgent care advice and treatment
- Decrease the inappropriate use of emergency departments
- Provide timely access to appropriately qualified professionals
- Provide patients with a wider "at home" option
- Improve access to urgent appointments through scheduling previously non-scheduled care
- Improve the availability of information.



## 2. Benefits

We know that change can be difficult, particularly in the current climate of uncertainty, increasing demand for services and financial constraint. However, our belief is that if local providers, clinicians, patients stakeholders are informed and engaged with, together we can improve services for patients and for the staff that work in them.

The UEC Collaborative approach would mean that all patients are connected with the right service, first time. We want to help organise urgent care so that most can be delivered by a scheduled appointment the same day or the following day is appropriate – so less uncertainty for our patients when they need us most. We also think this will reduce pressures on Emergency Departments and deliver a better patient experience.

## 3. Who is involved?

The UEC Collaborative includes the following providers:

- **Herts Urgent Care (HUC)** – who deliver NHS 111 and GP out of hours services
- **Cambridgeshire and Peterborough Foundation Trust (CPFT)** – who deliver the Joint Emergency team (JET), First Response Service & Community Resolution Home Treatment
- **Cambridge University Hospitals Foundation Trust** – who deliver the Cambridge Urgent Treatment Centre, and the East Cambs and Fenland Minor Injury Units (Via CPFT) as well as Emergency Services in Cambridge
- **Lincolnshire Community Services** – who run Peterborough Urgent Treatment Centre (UTC)
- **Mereside Medical** – who deliver the Ely Local Urgent Care Service
- **North Brink Practice** – who deliver the Wisbech Local Urgent Care Service
- **Greater Peterborough Network** – who deliver Extended Primary Care in Peterborough
- **Cambridge GP Network** – who deliver Extended Primary Care in Cambridge and Ely
- **West Cambs Federation** – who deliver Extended Primary Care in Huntingdonshire
- **North West Anglia Foundation Trust** – who deliver Emergency Services in Huntingdon and Peterborough
- **Octagon and Lakeside** - who are significant providers of local primary care services.

The UEC Collaborative is also working closely with the regional East of England Ambulance Service (EEAST) who have joined in with discussions regarding urgent ambulance services.



#### **4. Timescales**

Over recent months the UEC Collaborative programme has gathered pace. Local providers have signed declarations of intent to work together, formed a 'board' which is meeting fortnightly to oversee the work, refined the scope, and submitted an outline of their vision for transformed urgent care in Cambridgeshire and Peterborough.

The next phase involves the Collaborative engaging with patients, local stakeholders and staff to explain what they wish to achieve and listening to views on how to deliver the best services for each local area. This includes a series of listening events taking place throughout February and March where local health professionals who deliver or are involved in these UEC services are invited to share their views.

#### **5. Next steps**

No final decisions have been made as yet. The UEC Collaborative is working their way through a series of gateway processes before taking their proposals to the CCG Governing Body for consideration. Should the proposals be approved, they could start to be delivered in October 2020. If there are significant changes in services then there will then be a process of engaging more widely with patients. We are keen for this new way of organising services to be developed in partnership with staff and patients so that we get things right for everyone.

For more information please contact:

CCG communications team at [capccg.contact@nhs.net](mailto:capccg.contact@nhs.net)

Mustafa Malik - [mustafa.malik@nhs.net](mailto:mustafa.malik@nhs.net)

John Martin - [John.Martin@cpft.nhs.uk](mailto:John.Martin@cpft.nhs.uk)

**12 February 2020**