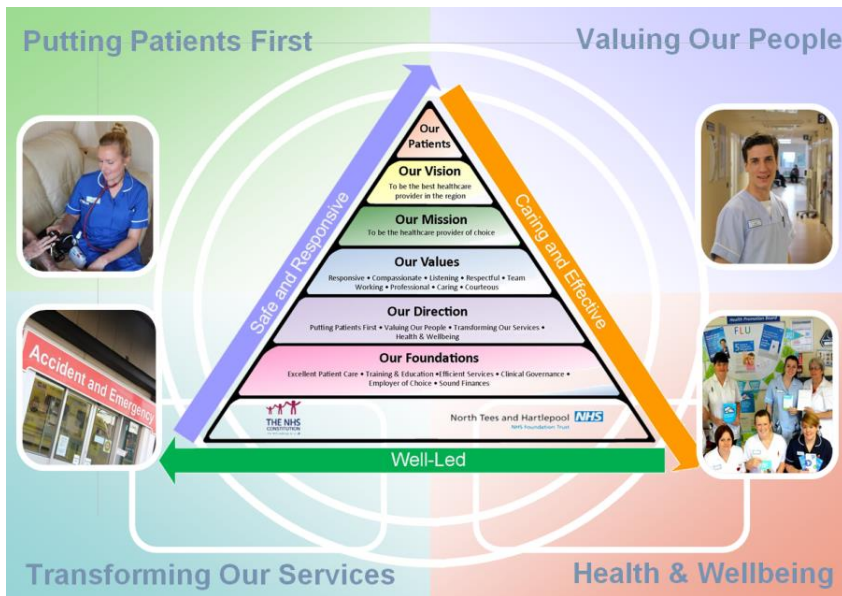


## Stockton Health and Wellbeing Board



### Integrated Urgent Care

December 2017



## Integrated Urgent Care Services

### Putting Patients First

- Improve outcomes, achieve performance targets
- Effective planning
- Develop new approaches that support recovery and wellbeing
- Develop new services to meet peoples' needs
- Focus on research to improve services



- Deliver cost effective and efficient services maintaining financial stability
- Make better use of information systems and technology
- Provide services that are fit for purpose and delivered from cost effective buildings
- Ensure future clinical sustainability of services

### Transforming Our Services

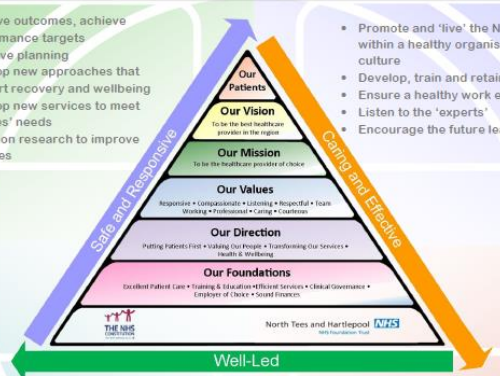
### Valuing Our People

- Promote and 'live' the NHS values within a healthy organisational culture
- Develop, train and retain our staff
- Ensure a healthy work environment
- Listen to the 'experts'
- Encourage the future leaders



- Protect and improve the health of the population
- Promote health services through full range of clinical activity
- Increase health life expectancy in collaboration with partners
- Promote Self-Care

### Health & Wellbeing



### Background

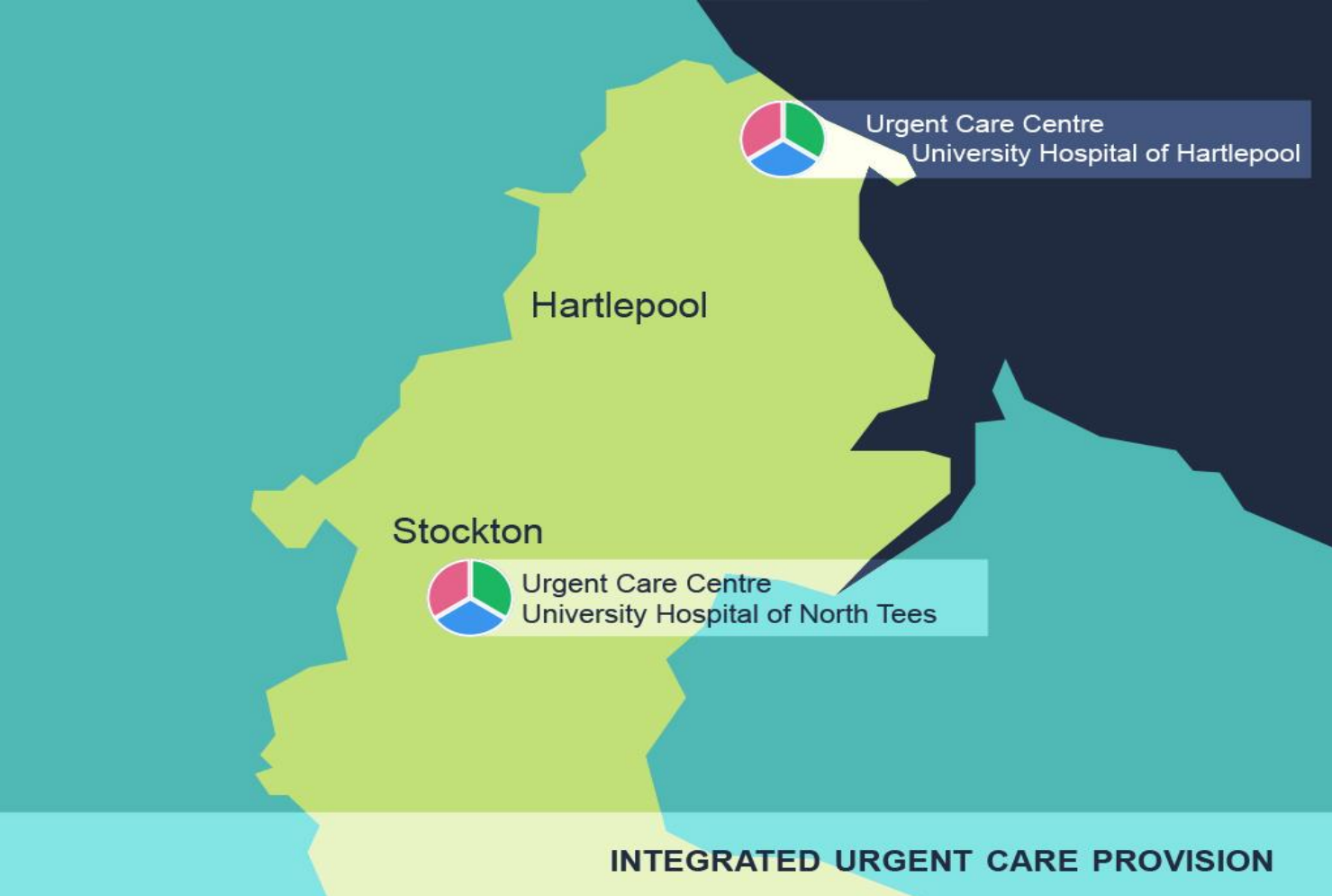
- Driver for change
- Procurement
- Service Delivery

### We're Passionate About

Putting patients first

Quality, safety and patient experience

Transforming services to meet the health needs of future generations



Now combined  
under one roof

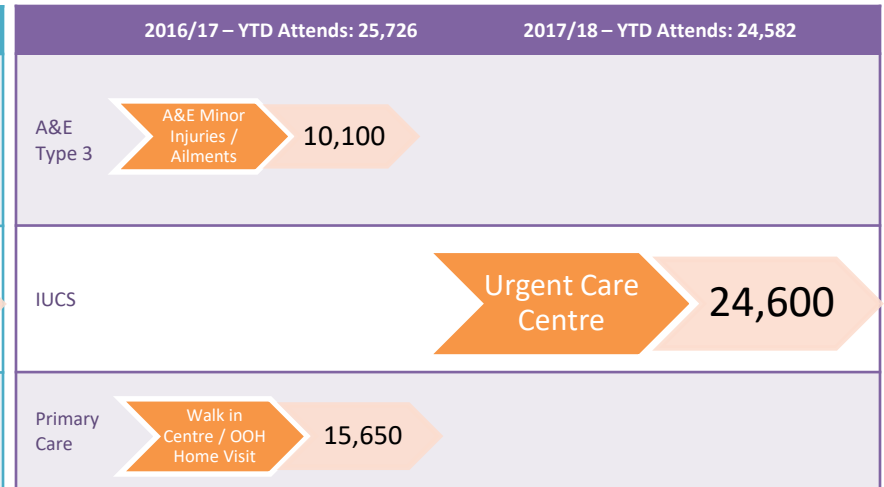
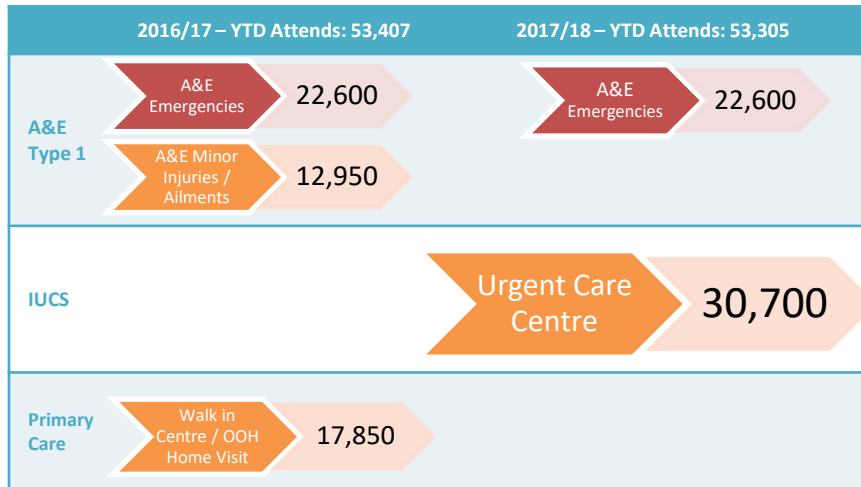
- GP out of hours service
- Walk in centre
- Minor injuries unit

# A&E and Integrated Urgent Care

## Activity YTD Sept

University Hospital of North Tees

University Hospital Of Hartlepool



## Performance



% 4 hours or less in A&E – 95% Target

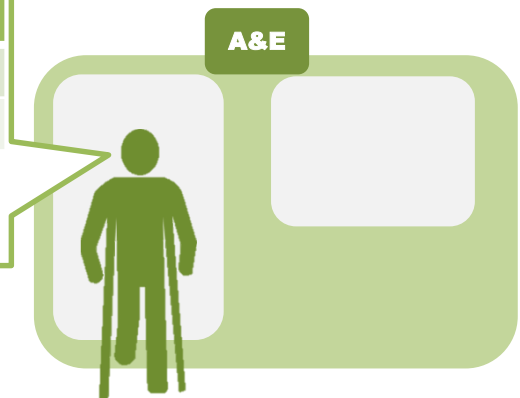
2016/17      2017/18 YTD

95.1%    96.9%

## Patient Experience

Friends and Family Test A&E	Sep 2016	Sep 2017	
% Recommended	86.8%	92.3%	
% Not Recommended	7.3%	5.6%	

**Increased proportion who recommend the service**





## Feedback since Go-Live



From (Patient / Staff / Other)	/	Feedback
Patient		The Urgent Care Service received a compliment via Twitter saying; thank you to Hartlepool Trust for caring for my family this week. Excellent Urgent Care centre and fracture clinic. NHS there when needed.
Patient		A compliment for the A/E, IUCS was received from a member of staff whose family member was admitted following surgical complications, she was streamed immediately from IUCS to A/E, triaged in A/E and given IV antibiotics quickly and then transferred to maternity. They wanted to pass on their thanks for a prompt response to something they had not realised was quite as serious as it turned out to be.
Staff		The Integrated Urgent Care service received a compliment via HASH as an email stating- A doctor emailed this morning to say what a good team atmosphere there was in the service on her latest shift, with everyone from reception onwards helpful, pro-active and working together.
Patient		Via email: I am sorry to bother you but I felt the need to email you regarding my recent experience at the recently moved Urgent care service based in at Hartlepool hospital. Throughout the day I began to feel ill so not being able to get a GP appointment I called 111 who booked me an appointment at 6pm on Thursday 27th April 2017, as a single parent to a 5 year old little boy I was dreading the appointment but really needed to attend. I was seen by a doctor named Paul and i just wanted to express to you my absolute amazement at how fantastic he really is. I was seen to promptly and the whole time I needed to leave the room he spoke to my little boy and made us both at ease.





***Hartlepool and Stockton-on-Tees  
Clinical Commissioning Group***



**North Tees and Hartlepool  
NHS Foundation Trust**

Any Questions ?