

National Framework for Urgent Primary Care Centres



URGENT PRIMARY CARE (UPC) DEFINITION: Health and wellbeing issues that may result in significant or permanent harm if not clinically risk assessed and appropriately managed within the next 8 hours.

Urgent Primary Care Centre Programme (UPCC) seeks to design and deliver a new model of urgent care for the population of Wales that have an urgent primary care need providing a service for people within eight hours of contacting their local Health Board. The aim is to provide seamless care, delivered at a local level consistently regardless of organisational boundaries.

THE NATIONAL UPCC FRAMEWORK IS UNDERPINNED BY 6 PRINCIPLES & COMPONENTS

PRINCIPLES

COMPONENTS

Communication



We are responsive, open and straightforward

- Clear communication framework
- Clear definition of Urgent Primary Care Centres, with agreed agile inclusion and exclusion criteria
- Access routes are clear, with clearly defined pathways into other services
- Engage with stakeholders to establish trusted relationships & agree communication links between services
- Common IT interface for standardised reporting system, supported with data sharing agreements



Strong clinical leadership



Supporting our people – promoting an inclusive culture and support everyone to fulfil their potential

- National platform to support programme champions - appropriate skills to supervise & support
- Quality & safety of service at the core
- Maximising limited clinical capacity for maximum benefit – aligning this capacity to peak demand pressures
- Promoting an inclusive culture and support everyone to fulfil their potential accommodate local cultures
- Promote new ways of working
- Utilise programme tools to support learning & development etc.
- Build capabilities in system leadership, helping local leaders to work across boundaries, influence partner organisations & navigate complex change



Right workforce for the service



Work together to do the right thing for the person

- Prioritise connectivity with whole system - primary care contractor service, OOHs, 111, community services, Third sector, MIU & ED
- Support new workforce models, portfolio careers & training posts in UPCC/support wider workforce training and education opportunities in UPC
- Working to maximum level of competency
- Greater understanding and potential of multi-professional approach
- Align limited clinical capacity to peak demand and pressures for maximum benefit
- Deliver the model collaboratively



7 days a week service



Right person, right place, right time

- Same day access (UPC definition) and correct signposting
- Consistent clinical triage to meet demand, 7 days a week
- Service users signposted into service by appropriately trained staff - no self-referrals
- Triage once, triage well with maximum focus on treating service user at source
- Appropriate use of technology to support consultations
- Location is fit for purpose, meets the needs of the population and Health Board
- Appropriate use of technology to support virtual triage and/or face-to-face consultations



Positive experience for the service user



People at the heart of everything we do

- Fair and equitable access offer to whole population regardless of geography
- The person is at the core of service, with interventions monitored through patient satisfaction survey
- Outcomes recorded, reported & monitored national minimum 75% self-care and/or prescription (Right Care First Time)
- Learning from feedback and outcomes (feedback loop)
- Continuity of care – IT interoperability to record the patient's journey



Supporting primary care as a partnership



Recognising we are part of a bigger team – improving the safety and wellbeing of the communities we serve

- Understand what is already in place locally – avoid duplication and build on what works for communities
- Compliments and aligns with other service offers the system
- Work across health boards and primary care landscape to provide an integrated offer
- Adaptable and responsive flex to support peak pressure periods



Patients are seen in the right place at the right time as close to home as possible.

