

# URGENT & EMERGENCY CARE



# UEC BY APPOINTMENT- 'RIGHT PLACE-RIGHT TIME'

- Already part of GM UEC Transformation Plan
- Ambition to maintain ED attendances at 25% less than historic, pre-COVID 19 levels.
- Model that comprises of:
  - 'Call before you go to ED' or 111 First
  - Hospital-based pre-ED triage and streaming
  - Clinical Assessment Service (GM and locality-level)
  - Locally agreed referral pathways (community-based and acute-based)
  - Digitally linked across GM

## BENEFITS

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## principles

- Call first for advice, triage or assessment
- Answer the call and triage
- Local as early as possible – where clinically appropriate, connect patients with local clinicians or services quickly by eliminating non-value adding steps or delays
- Book patients into appointments wherever possible – to site/service or response to place of residence
- Consistent 24/7 service offer

# UEC BY APPOINTMENT (INCLUDING 111 FIRST)

