

## Urgent & Emergency Care Review - Evidence Base & Emerging Principles - Questionnaire

## Overview

The urgent and emergency care system in England plays a critical role in the NHS, providing care for patients who need medical help quickly and unexpectedly. It's important therefore that we build a safe, more efficient and sustainable system for the future.

In January 2013 Professor Sir Bruce Keogh announced a review into the way the NHS responds to and receives emergency patients, called the Urgent and Emergency Care Review.

## Why We Are Consulting

The Review has developed an evidence base for change, emerging principles on how a future system might be shaped, objectives which the new system would seek to achieve, and possible implementation options.

Please help us by commenting on the work so far, and by making suggestions which will help us to strengthen this work and the evidence base.

This is your chance to shape the future of your urgent and emergency care service. Your feedback sits at the heart of this Review.

Find below the weblink to all documents and the engagement questionnaire:

https://www.engage.england.nhs.uk/survey/urgent-emerging-care

Please find below an offline version of the questionnaire:

- 1. What is your name? (Required) Dr Julian Mark
- 2. What is your email address? (Required) julian.mark@yas.nhs.uk
- What are the first three or four digits of your postcode? (these will help us to analyse results
   on a local and regional basis) (Required) WF2 (although responding for a regional organisation)
- 4. Are you providing a response as an individual, or on behalf of an organisation?

As an individual

On behalf of an organisation

5. If you are responding on behalf of an organisation, which organisation is it? (Text box, 400 characters max)

Yorkshire Ambulance Service NHS Trust



ь.		ich of the following areas of healthcare are you representing? (please tick all that apply quired)		
		Commissioners of healthcare services		
	V	Acute services		
		Mental health services		
		Primary care services		
		Community based care		
		Patients and service users		
	V	Other		
		None		
	If yo	ou ticked Other, please specify which organisation you are responding on behalf. (Text Ambulance Service NHS		
7.		you believe that the current system of urgent and emergency care in England needs to nge and improve? (Required)		
	Ø	Yes		
	0	No		
8.	Have you read the full Urgent and Emergency Care Review evidence base? (Required)			
	w ~	Yes		
	О	No		
9.		you agree with the evidence base presented for self-care and self-management (section f the evidence base)?		
	Ø	Yes		
	0	Mostly		
	0	Partly		
	0	No		
10.		you agree with the evidence base presented for telephone care (section 6 of the lence base)?		
	Ø	Yes		
	0	Mostly		
	0	Partly		
	0	No		



11.	evic	you agree with the evidence base presented for face to face care (section 7 of the lence base)?
	Ø	Yes
	0	Mostly
	0	Partly
	0	No
12.		you agree with the evidence base presented for 999 emergency services, accident and ergency departments, and access to back-up services (sections 8 and 9 of the evidence e)?
	_	Yes
	0	Mostly
	0	Partly
	0	No
13.	evi	you agree with the evidence base presented for emergency admissions (section 10 of the lence base)?
	M	Yes
	0	Mostly
	0	Partly
	0	No
14.		you agree with the evidence base presented for urgent and emergency care workforce tion 11 of the evidence base)?
	Ø	Yes
	0	Mostly
	0	Partly
	0	No
15.		you agree with the evidence base presented for urgent and emergency care networks tion 12 of the evidence base)?
	0	Yes
	0	Mostly
	$\circ$ ,	Partly
	Ø	No
16.	Do v	you have any other comments on the evidence base, or is there any further evidence

16. Do you have any other comments on the evidence base, or is there any further evidence that you would like to offer to support improving the urgent and emergency care system in England? (Text box)

Condition-specific networks would make commissioning services which provide care for multiple conditions challenging. It is also not clear how patients with multiple conditions and complex needs would be accommodated in these networks.



17.	<ol> <li>Have you read the full Urgent and Emergency Care Review emerging principles?</li> <li>(Required)</li> </ol>				
	Ø	Yes			
	0	No			
18.		you agree that any improvements and changes to the urgent and emergency care system d to be based on the emerging principles?			
	0	Yes			
	$\sim$	No			
19.	deli	the system design objectives outlined allow the emerging principles for the future very of urgent and emergency care to be met?			
	0	Yes			
	0/	Mostly			
	V	Partly			
	0	No			
20.	Doy	you support the identified possible implementation solutions?			
	0	Yes			
	0/	Mostly			
	Ą	Partly			
	0	No			
21.		at type of things would help with implementing the possible solutions? Please tick all apply.			
	N	Improved IT and information sharing			
		Increased focus on clinical outcomes			
		Urgent and emergency care networks			
	$ abla_{\prime}$	Closer working across organisations			
	M	Closer working between GPs and secondary care clinicians			
		Wider range of skills and increased training			
	$\nabla$	Common commissioning framework			
		Better alignment of incentives/commissioning levers			
		Other , if you ticked Other, please specify (Text box, max 2,000 characters)			



22.	22. What type of things might prevent implementing the possible solutions? Please tick			
	apply.			
	J	Incompatible IT systems/data sharing issues		
		Culture of silo working – not owning the whole pathway		
		Lack of secondary care support for GPs		
		Lack of awareness of how GPs can contribute to their patients care in hospital		
		Inability to risk share/ double-run systems in transition		
		Focus on process rather than outcome		
	<b>▼</b>	Insufficient skills mix across workforce		
		Current Payment by Results structures		
		Contractual focus on penalties rather than incentives		
		Other, if you ticked Other, please specify (Text box, max 2,000 characters)		
23.	or ii	you have any further comments about the emerging principles, system design objectives mplementation solutions, or are there any other suggestions you would like to make?		
24.		uld like to be involved in further work relating to the Review?		
	Ø	Yes		
	0	No		