



MEETING TITLE Public Trust Board		MEETING DATE 25/03/2014	
TITLE of PAPER	Urgent Care Development Plan	PAPER REF	6.4
STRATEGIC OBJECTIVE	Continuously improving patient care High performing Always learning Value for money and provider choice		
PURPOSE OF THE PAPER	This report sets out the high level Urgent Care Development Plan for Board approval and outlines proposed next steps in implementation of the plan.		
For Approval	<input checked="" type="checkbox"/>	For Assurance	<input type="checkbox"/>
For Decision	<input type="checkbox"/>	Discussion/Information	<input type="checkbox"/>
AUTHOR / LEAD	Executive Director of Standards & Compliance	ACCOUNTABLE DIRECTOR	Steve Page Executive Director of Standards & Compliance
DISCUSSED AT / INFORMED BY – include date(s) as appropriate (free text – i.e. please provide an audit trail of the development(s)/proposal(s) subject of this paper): Content has been developed through discussion in the Urgent Care Steering Group and in the Transformation Programme Management Group, January – March 2014			
PREVIOUSLY AGREED AT:	Committee/Group: Transformation Programme Management Group	Date: 12/03/2014	
RECOMMENDATION	It is recommended that the Board supports the high level Urgent Care Development Plan and proposed approach to further development and implementation.		
RISK ASSESSMENT		Yes	No
Corporate Risk Register and/or Board Assurance Framework amended <i>If 'Yes' – expand in Section 4. / attached paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Resource Implications (Financial, Workforce, other - specify) <i>If 'Yes' – expand in Section 2. / attached paper</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Legal implications/Regulatory requirements <i>If 'Yes' – expand in Section 2. / attached paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Quality and Diversity Implications <i>If 'Yes' – please attach to the back of this paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
ASSURANCE/COMPLIANCE			
Care Quality Commission Registration Outcome(s)		All	
NHSLA Risk Management Standards for Ambulance Trusts		All	

1. PURPOSE OF PAPER

- 1.1 This report sets out the high level Urgent Care Development Plan for Board approval and outlines proposed next steps in implementation of the plan.

2. BACKGROUND

- 2.1 The draft Urgent Care Development Plan has been developed through discussions in the recently established Urgent Care Steering Group and through other discussions and contributions from key directors and senior managers focused on specific aspects of service development.
- 2.2 The plan was presented to the March meeting of the Transformation Programme Management Group and additional amendments have been made to the draft in the light of subsequent feedback from group members.
- 2.3 If approved by the Board, detailed plans for implementation of each element which are currently under development, will form the basis of the Urgent Care Steering Group work plan for 2014/16.

3. NEXT STEPS

- 3.1 The draft plan presents an overview of the strategic context, aims and objectives and key areas of activity to support urgent care development over the next 2 years.
- 3.2 Delivery of the plan will be underpinned by the definition of clear project plans, milestones and benefits for each work stream and work is under way to develop these by April 2014.
- 3.3 Work is progressing well in the development of concrete business models for the ECP/Advanced Paramedic service, managed service portfolio and urgent care transport. These will be completed during quarter 1 and will form the basis for early discussions with commissioners. Other areas of service development, such as those relating to telehealth and telecare will require a longer lead time to enable full consideration of the clinical, operational and commercial issues.
- 3.4 In the meantime, the Trust is actively scanning the market for opportunities to bid for tendered contracts aligned to the aims of the Urgent Care Development Plan, either independently or with partners, and it is anticipated that a number of such opportunities may emerge during quarter 1.
- 3.5 Further development of the NHS 111 service will continue in quarter 1 following conclusion of the funding discussions with commissioners. This will include a focus on further development of the West Yorkshire Urgent Care model and potential involvement in pilots associated with the emerging new national NHS 111+ specification. The York Single Point of Access pilot which commences in March will also be a key early development to inform future plans. It is likely that longer term development of the NHS 111 service will be heavily informed by publication of the new national specification in Autumn 2014.

- 3.6 The plan for roll out of Paramedic Pathfinder is currently being finalised and implementation will commence at the start of 2014/15, aligned to the ECS roll out. Implementation is planned over a 2-year period, with a focus on partnership working within local health economies to maximise the benefits to be gained from the scheme.
- 3.7 There is a need to develop communication materials for staff, managers and external stakeholders aligned to the plan and this will be a key focus of activity in the next phase of work for the Urgent Care Steering Group.
- 3.8 An external stakeholder map and engagement plan is currently being developed and this should be finalised early in quarter 1. This will inform a planned and prioritised engagement with health and social care commissioners over the coming months, focused around the potential YAS contribution to urgent care and understanding how this fits into local context and needs.

4. RECOMMENDATION

- 4.1 It is recommended that the Board supports the high level Urgent Care Development Plan and proposed approach to further development and implementation.