

Unscheduled Care Programme
Presentation by
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Programme Manager



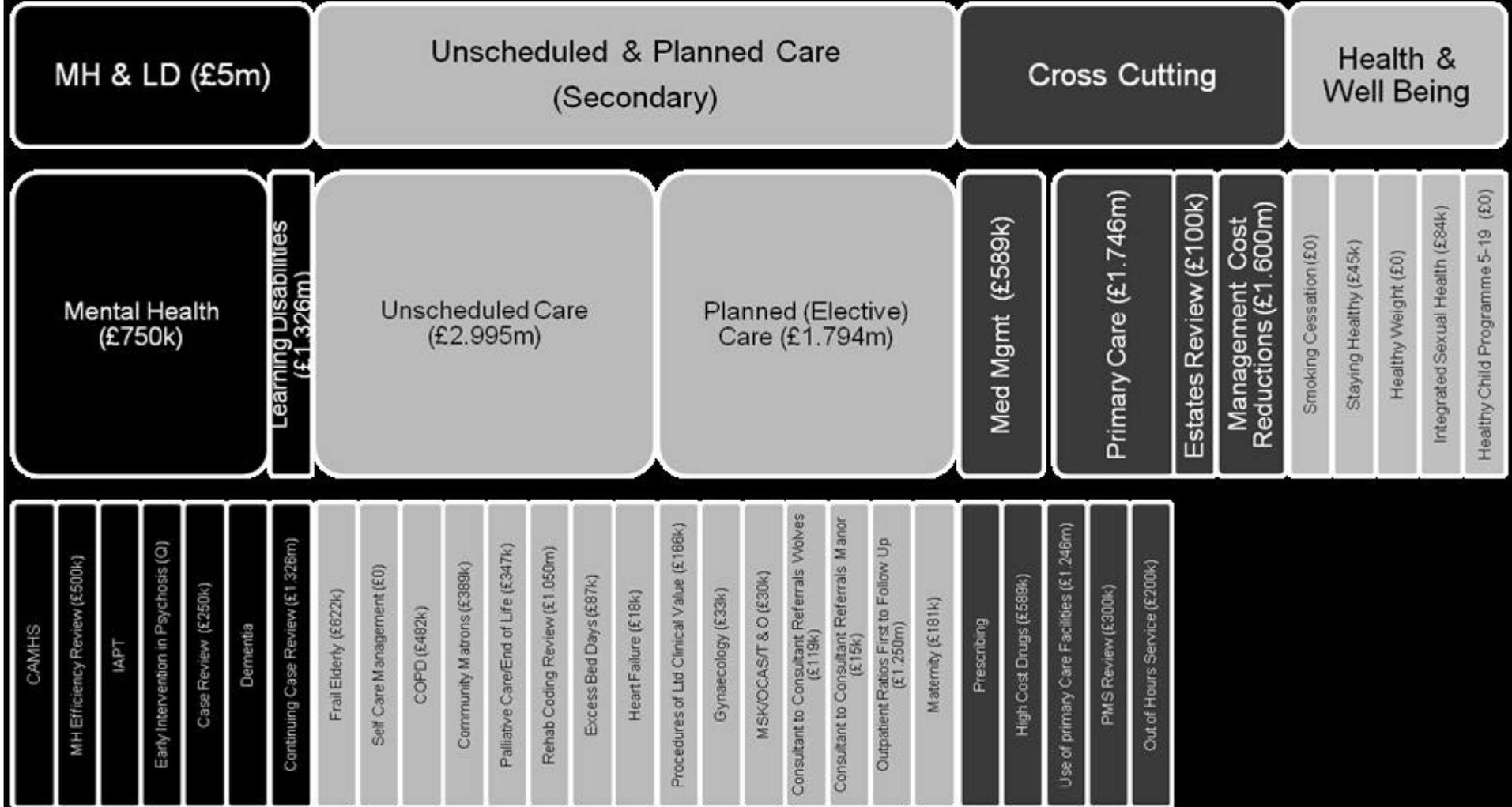
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QIPP Programme/Projects

Year 1 Savings



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How is it defined?

- **Three main areas of QIPP savings –**
 - Emergency & Urgent Care Centre
 - Frail Elderly (FEP) pathway including *Community Nursing redesign, long term conditions redesign and palliative care end of life redesign*
 - Integrated Urgent Care
- **Currently three separate PIDS for 2011/12**

However, these programmes are inter-dependent and need to be viewed as such



Overview & interdependencies (Unscheduled Care Patient flow)



Directory of Services
2011/12 & on-going to divert non urgent activity

111 Number commissioned by 2013

WMAS treating people @ the scene or taking to non-hospital sites

Virtual Ward
Expansion of community rapid response long term conditions i.e., IV & Hydration

Urgent Care Centre
Greater community link & new Pathways

Reducing length of stay in hospital

Discharge process links to other services i.e ESD, CSRT, etc.

Reablement/ Discharge

Financial Challenge

Ongoing support & care in the Community

I/C (MDT)
Admission avoidance

Care Homes

High Fliers formal MDT
Review & action

Intermediate Care
In-patients
Care at Home
End of Life

Care @ Home
with packages etc



Intermediate Care - MDT



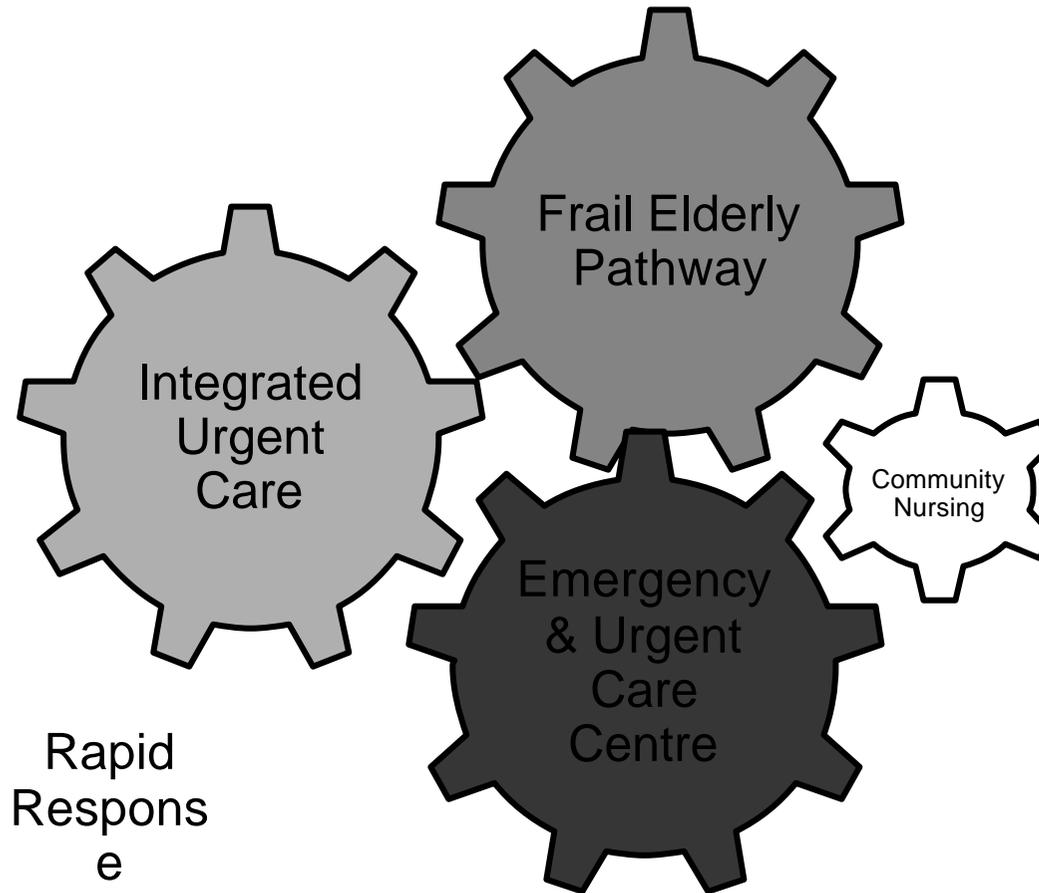
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Unscheduled Care Programme



Rapid
Response

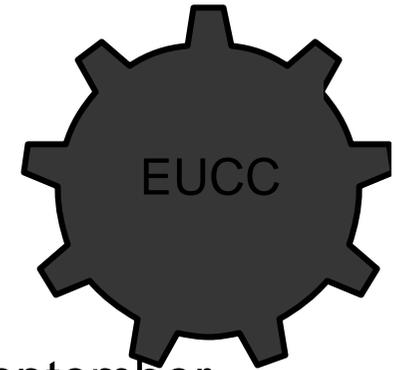


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Emergency & Urgent Care Centre



Objectives

- A&E Performance
- Patient experience (OOH)
- Prevention of Patients going into A&E
- Right time, right place
- Efficient use of resources
- Operational from September 2011
- Effective, integrated 24/7 service for minor illnesses and injuries being seen by appropriate clinicians
- Achieving savings by diverting patients from a costly A&E attendance to a more cost effective attendance
- Expected efficiency saving from OOH element being delivered by one provider



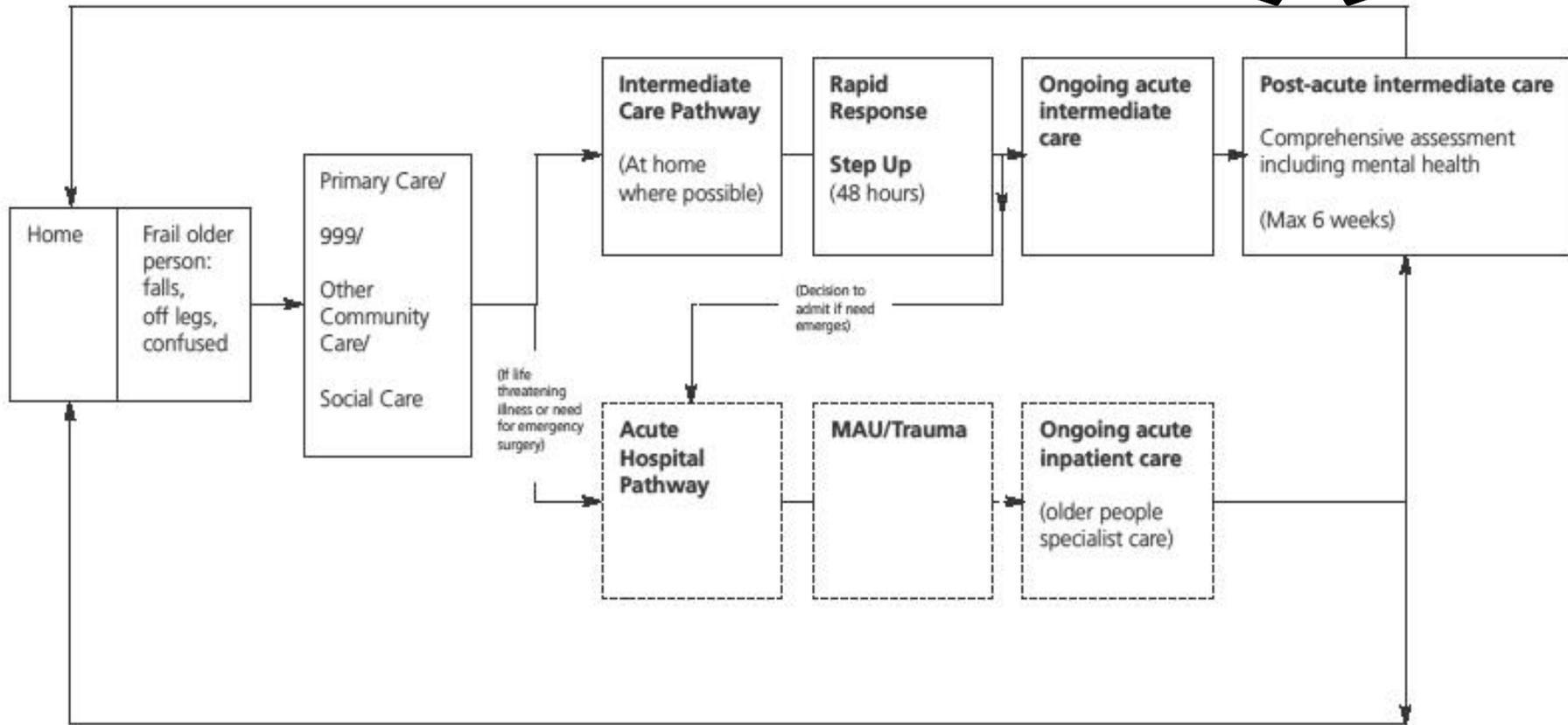
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Home to Home

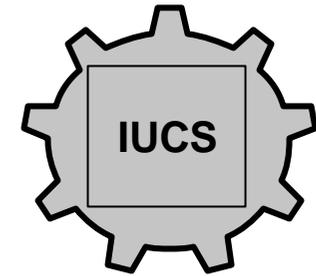
Redesign Pathway for Frail Older People in Walsall



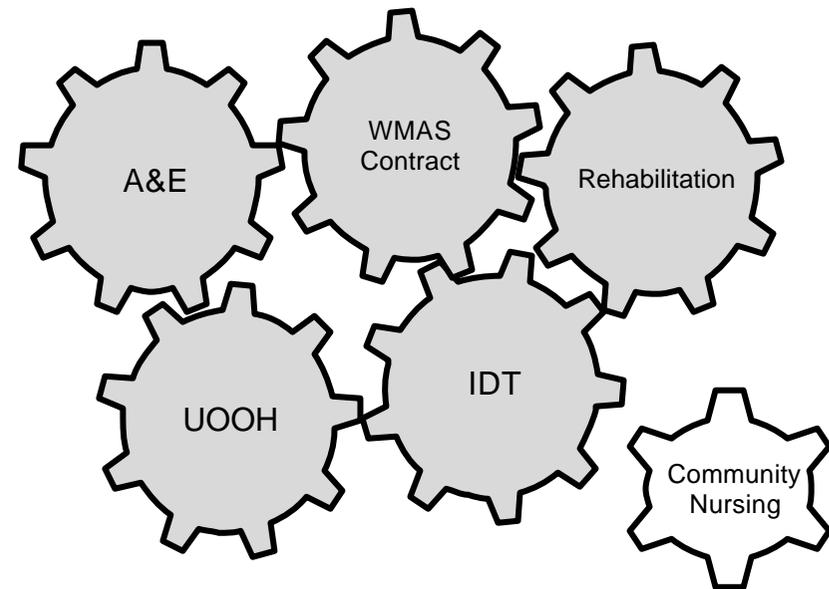
Default option ———



Integrated Urgent Care System



- Community Services - A&E avoidance including Frail Elderly Pathway/Intermediate Care
- Review of Community nursing, both specialist and routine (i.e. District Nursing)
- Ambulance services & turnaround in A&E
- GP turnaround in A&E (as a precursor for Urgent Out Of Hours)
- Clinical Decision Unit
- Reablement/Integrated Discharge Unit
- Integrated Discharge Team



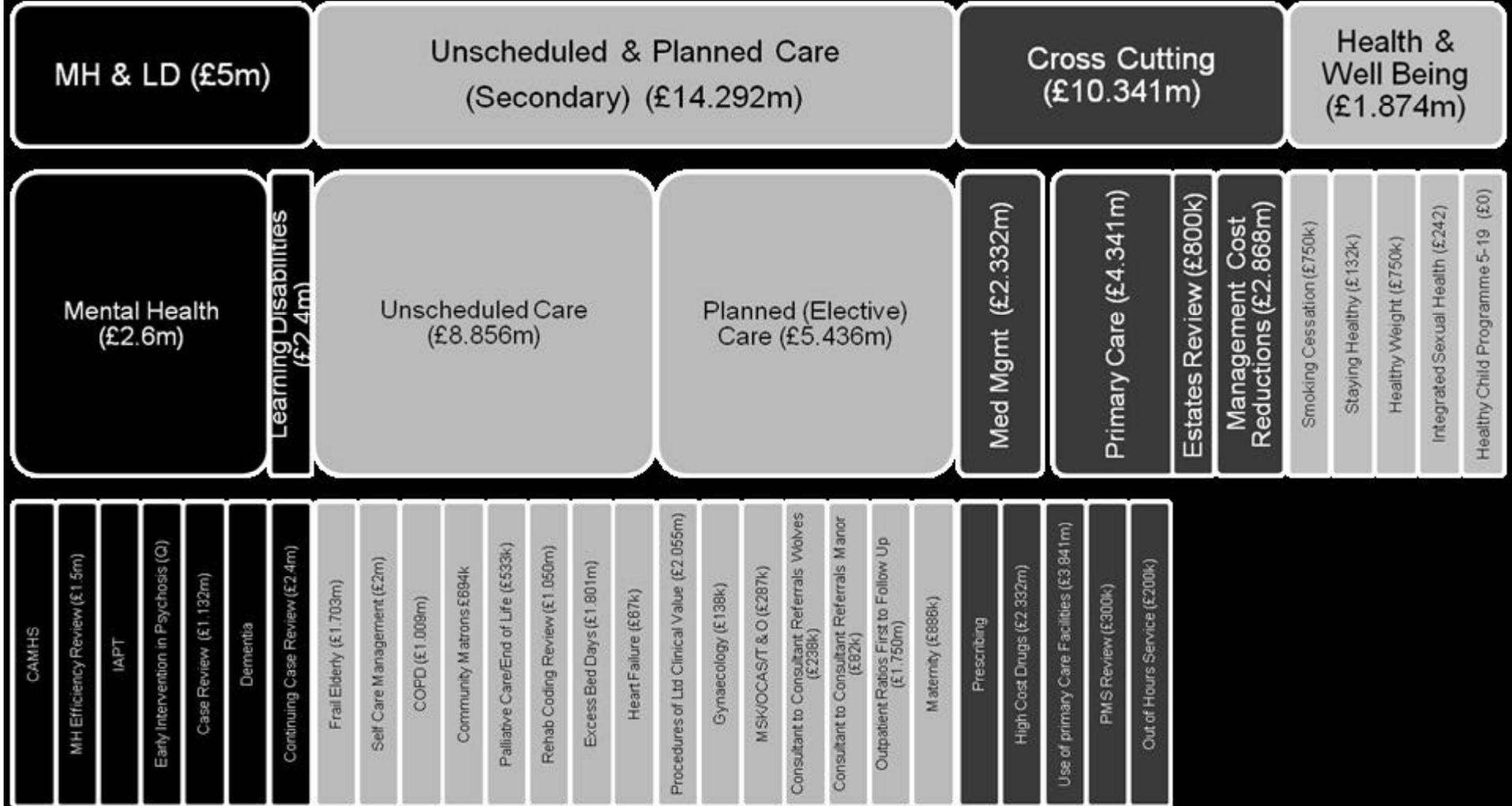
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QIPP Programme/Projects

Total Savings



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