

Leicester, Leicestershire and Rutland System Resilience Group

Population:
1.1 million

Our care model:

Our vision is for a new urgent and emergency care (UEC) model that blurs organisational boundaries, with defined outcomes and is responsive to the needs of our diverse city / county population. Our model will be replicable nationally.

We will create a new urgent and emergency care alliance-based agreement where all providers work as one network.

The network will mean linked services across ambulance, NHS 111, out-of-hours and our single point of access services that get patients the right care, first time.

The network will also include a same-day response team with GPs, acute home-visiting and crisis response services, community nursing, an older peoples' assessment unit and urgent care centres.

We will redesign the city hospital's UEC front door with an assessment team who can refer to ambulatory clinics, assessment beds, an on-the-spot urgent care centre, emergency department or primary / community care. Leicester's new emergency department floor will open in 2016.

We will work with the national team, IBM and Loughborough University to develop our demand and activity model, using real-time data to inform providers' and patients' choices.

Our vision forms part of a five-year whole-system reconfiguration plan signed up to by all local commissioners and providers.

We seek learning from other vanguards, contracting and technical support, early implementer status, transformational funding.

What we are doing:

We will create a new alliance-based urgent and emergency care system where all providers work as one network. This will bring together ambulance, NHS 111, out-of-hours and single point of access services to ensure that patients get the right care, first time.

The network will include a same-day response team with GPs, acute home-visiting and crisis response services, community nursing, older peoples' assessment unit and urgent care centres.

University of Leicester Hospitals NHS Trust (UHL) runs the largest single site A&E department outside of London. In 2016, the hospital's urgent and emergency care front door will be re-launched to include an assessment team with the ability to refer patients to ambulatory clinics, assessment beds, on-the-spot urgent care centres or primary or community care.

Our partners:

- Leicester City, East Leicestershire & Rutland and West Leicestershire Clinical Commissioning Groups
- The three upper tier local authorities (Leicester City, Leicestershire County, and Rutland County)
- Arriva (patient transport service)
- University Hospitals of Leicester NHS Trust
- East Midlands Ambulance Service (EMAS)
- Leicestershire Partnership NHS Trust
- George Elliott (LRI Urgent Care Centre)
- CNCS (GP out of hours / Loughborough UCC)
- DHU (NHS 111)
- SSAFA (acute visiting services)

For more
information contact:

Toby Sanders, Chair of the System Resilience Group
Tel: 01509 567740
Email: toby.sanders@westleicestershireccg.nhs.uk