

Urgent Care Network – working together to ensure that people have access to care services they need, when they need them.

Health and Social care organisations in Cambridgeshire are working together as an Urgent Care Network to ensure that people have access to care services they need, when they need them.

Two main aims for the group are:

1. reducing unnecessary admission to hospitals for people who could be treated at home or in the community
2. reducing delays people may experience when waiting to access other health or social care services whilst in an NHS setting

The Urgent Care Network (UCN) is made up of managers and medical professionals who represent our hospitals, community services, GPs, ambulance and County Council. The UCN is a partnership which has been developed to ensure that future services are designed in a way that means the limited resources we have available across the health and social care system are used in the most effective way.

Some of the work that the Urgent Care Network is involved with include:

- **RADAR** – a rapid assessment and diagnosis clinic in A&E for older people
- **Falls response service** – ambulance and social care joint working to assess people who fall at home and support them remaining at home
- **Help at home** – supporting the care network charity to increase capacity and provide support for frail and isolated people in their homes across the county
- **Review of community care** - how can district nurses and community matrons be used differently to support urgent needs in community
- **Patient flow dashboard** – helping GPs understand their patients access rates to urgent care services and promote proactive primary care management
- **Discharge planning** – working with hospital and community teams to improve discharge planning process for patients with ongoing needs.

Future projects:

- Supporting patients who regularly attend A&E with mental health and behavioural problems and helping them to manage at home
- Developing a dementia support service to work with care providers to improve care for dementia patients by reducing unnecessary admissions into hospital and reducing lengths of stay in hospital
- Promotion of voluntary sector organisations to increase access to their services direct from the public and from health care professionals.

If you would like to know more about the Urgent Care Network or their work please contact: Ewan Kelsall on 07748045544 or email:

ewan.kelsall@cambridgeshire.nhs.uk

What you can do to help:

NHS Cambridgeshire is also promoting the Choose Well campaign which is a national campaign to help people find the right care closer to home when they need it.

You can help by sharing the Choose Well messages below:

Self Care: is the best choice to treat very minor illnesses and injuries which can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest. Ensure your medicine cabinet includes:

- Paracetamol or aspirin
- Anti-diarrhoea medicine
- Rehydration mixture
- Indigestion remedy
- Plasters and a thermometer

NHS Direct: offers confidential treatment around the clock on all aspects of health and healthcare at www.nhs.uk or on 0845 46 47.

Pharmacist: in many cases a visit to your local pharmacist can provide advice on common illnesses and the best medicines to treat them. To find your local pharmacist, including details of opening hours call NHS Direct on 0845 46 47 or go to: www.nhs.uk/servicedirectorries.

GP: if you have a minor illness or injury that needs treatment you should call your GP. If you are not registered with a GP it is important that you do register as they can refer you for specialist hospital or community treatment services if needed. To find your local GP surgery contact NHS Cambridgeshire PALS on 0800 279 2535 or 01223 725588 Monday to Friday 9am to 5pm, excluding bank holidays.

Choose Well out of hours: if your local GP surgery is closed and you have a medical need that can't wait, you should ring your normal GP surgery number.

Minor injuries unit: these are for minor injuries such as cuts and grazes, minor burns and scalds, bites and stings, strains and sprains and minor eye or ear problems. Your nearest minor injury unit is at:

- North Cambridgeshire Hospital, The Park, Wisbech PE13 3AB tel: 01945 488 068
- Princess of Wales Hospital, Lynn Road, Ely CB6 1DN tel: 01353 656 675
- Doddington Community Hospital, Benwich Road, Doddington PE15 OUG tel: 01354 644 243
- St Neots Health Centre, 24 Morres Walk, St Neots PE19 1AG tel: 01480 219317

Accident and emergency departments: should only be used in a critical or life-threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured. Dialling 999 and stating a medical emergency will result in a response vehicle being sent to you. Your nearest A&E department is at:

- Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge CB2 0QQ tel: 01223 245 151
- Hinchingsbrooke Hospital, Hinchingsbrooke Park, Huntingdon, PE29 6NT tel: 01480 416416.
- Peterborough District Hospital, 3 Thorpe Road, Peterborough PE3 6DA tel: 01733 874000.
- The Queen Elizabeth Hospital, Gayton Road, King's Lynn, PE30 4ET tel: 01553 613613.

What if I have a concern or want to complain about a service: should you experience any concerns or problems with a health service contact NHS Cambridgeshire Patient Advice and Liaison Service (PALS) who provide friendly and professional advice on: 0800 279 2535 or 01223 725588.

