



**West Hampshire**  
Clinical Commissioning Group

# Appendix A: Andover UTC Service Model

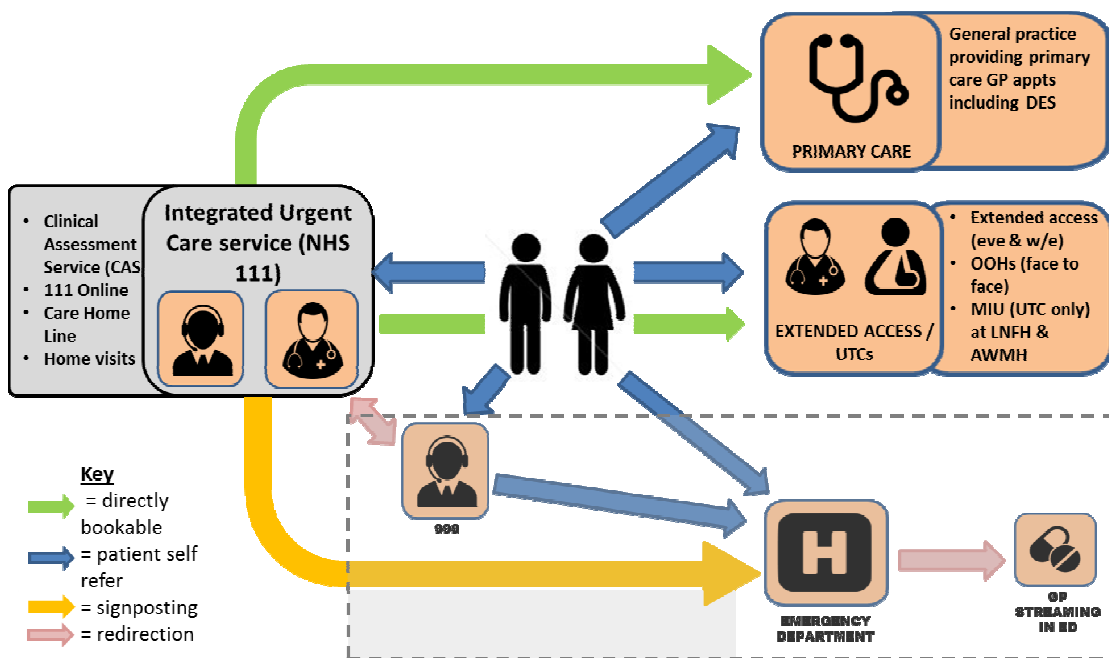
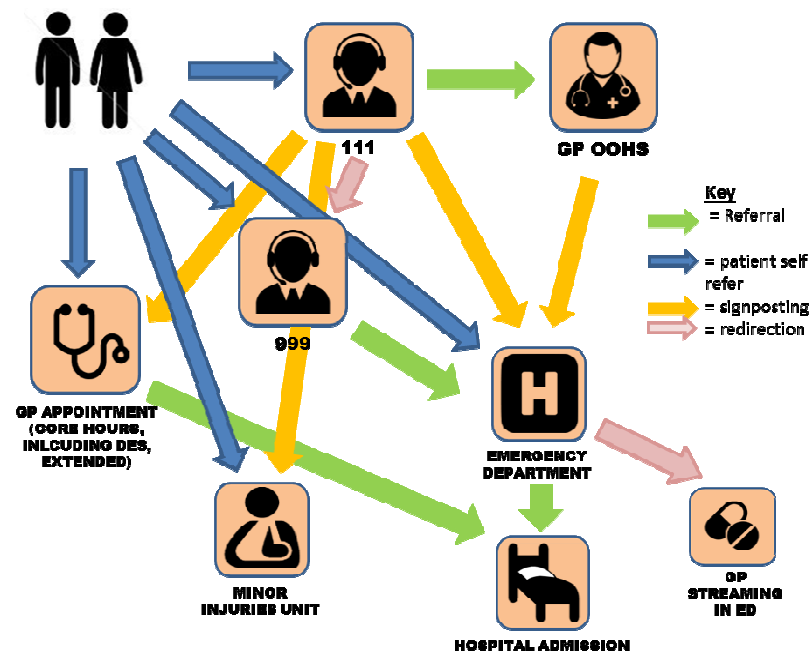
March 2019

*Quality services, better health*



# Vision

The current urgent and emergency care system (shown right) in West Hampshire is very complex with multiple entry points for patients to multiple services. This includes NHS 111, GP Out of Hours (OOHs), Extended Access to Primary Care, Minor Injury Units (MIU)/ Urgent Treatment Centres (UTCs) and ED.



The future system model is shown to the left.

The model will be delivered in 3 elements:

- **Integrated Urgent Care;** enhanced NHS 111 with 24/7 Clinical Assessment Service, out of hours home visiting
- **EUPCS;** combining extended access services and face to face out of hours services
- **UTCs;** EUPCS integrated with Minor Injury Unit

# Urgent Treatment Centre specification overview

In line with NHSE Core Standards for UTCs ([Urgent Treatment Centres: Principles and Standards](#))

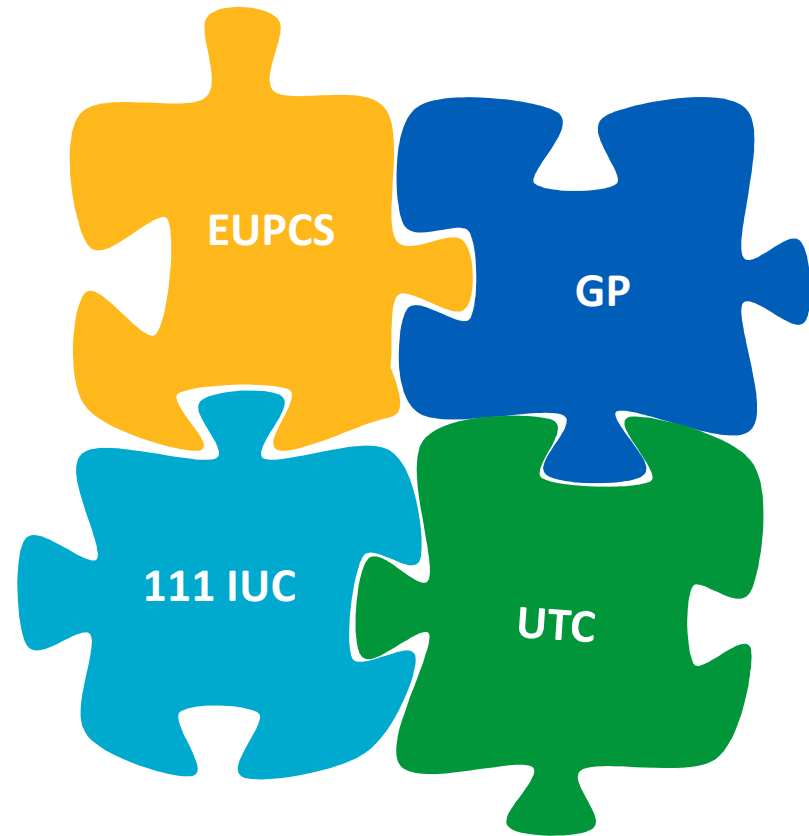
West Hampshire CCG require UTCs to deliver the following:

- Be open for a minimum of 12 hours per day, 7 days a week, including bank holidays
- Provide services for minor illness and injury in adults and children of any age including;
  - Access to general practice and timely care through offering longer opening hours as a minimum 6.30pm to 8pm (Monday to Friday), with weekend and bank holidays as required for the local population for both routine, same day and urgent primary care
  - A minimum additional 45 minutes capacity per 1,000 weighted population per week (Saturdays, Sundays and after 6:30pm on weekdays) for routine and same day care (*currently extended access to primary care*)
  - Urgent primary care capacity for patients requiring an urgent primary care appointment in the evenings and at weekends (*currently delivered through OOHs*) following clinical triage undertaken by the Integrated Urgent Care Service (NHS 111)
- Have access to a range of diagnostics, including (but not limited to): x-ray; swabs; pregnancy tests; urine dipstick and culture; near patient blood testing; and ECG
- Be able to issue prescriptions, including e-prescribing facilities
- Provide both pre-booked same day and 'walk-in' appointments, however patients and the public will be actively encouraged to access the service via NHS 111
- Deliver a GP-led service staffed by an appropriately trained multidisciplinary clinical workforce
- Offer appointments that can be electronically booked directly via NHS 111
- Have protocols in place to manage critically ill and injured adults and children who arrive unexpectedly, with onward referral and transport to appropriate acute hospital departments

# Integrating the new services

To ensure the new services work in an integrated manner service specifications will include the following:

- Strong business continuity plans
- Service and system resilience
- Whole system working and integration (included as key contractual element)
- Interoperability of clinical IT systems to include real time access to patient records
- Accessible and equitable services able to meet the needs of patients with communication challenges.



# Principles of Coproduction

Hampshire Hospital Foundation Trust (HHFT), Mid Hampshire Healthcare & Partnering Health Ltd are working collaboratively to:

- Deliver a shared vision for that Andover local community that provides convenient and rapid access to urgent care services
- Delivers an integrated service model that benefits from the strengths of all three providers and invests in the existing staff to maximise staff retention
- Ensures continuity of service provision whilst the new service provision is mobilised and brings service developments online at the earliest opportunity
- Delivers a sustainable model that provides high quality safe services to Andover

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