

Cambridgeshire and Peterborough **Urgent and Emergency Care (UEC)** Vanguard Programme



FIT for the FUTURE

Shaping local NHS services



In July 2015 Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) was selected as one of eight national Urgent and Emergency Care (UEC) Vanguard sites.

Vanguard sites are part of the national New Care Models Programme. There are 50 Vanguard sites across England. They have been chosen to lead on developing new ways of planning, delivering and paying for sustainable health and care services. The aim is to provide safer, faster, and better care for patients, now and in the future.

Why do local urgent and emergency services need to change?

The Cambridgeshire and Peterborough health system faces a number of significant challenges over the next five years. Our population is both ageing and growing and this is putting significant pressures on all aspects of local health and social care services, particularly our urgent and emergency care services such as local GPs and A&E.

It is critical to make sure that we have the right services in place and that we make the best use of the resources available.

Who is part of the Cambridgeshire and Peterborough Urgent and Emergency Care (UEC) Vanguard Programme?

The Programme is hosted by Cambridgeshire and Peterborough CCG.

It is a programme that is working with, and involving, all our local hospitals, community services, and voluntary and community partners. A list of the organisations that are working as part of the Cambridgeshire and Peterborough UEC Vanguard Programme can be found at the back of this leaflet.

What will it mean to patients?

The Cambridgeshire and Peterborough UEC Vanguard Programme will improve local urgent and emergency health and care services. It will support people to keep well and help hospital, community and social care services to work more closely together to provide patients with safer, faster and better care seven days a week.

- For patients with urgent, but non-life threatening, needs: patients will receive highly responsive, effective and personalised services outside of hospital. Care will be delivered in or as close to people's homes as possible, minimising disruption and inconvenience for patients and their families
- For patients with more serious or life threatening emergency needs: Patients will be treated in centres with the very best expertise and facilities in order to maximise their chances of survival and a good recovery.

Which areas/services are involved in the Urgent and Emergency Care Vanguard Programme?

The Programme comprises of five separate but related areas of work and will be led by local medical professionals such as consultants, GPs, and nurses. These are:

Integrated Urgent Care Clinical Hub

Providing patients and medical professionals with access to one freephone number that will help them to find and access the right NHS service for their illness or condition.

Admission Avoidance/Community Access

Supporting patients, carers, and their families by providing quick and easy access to a range of services within the community.

In Hospital Emergency Care

Ensuring local urgent and emergency care services meet the new national standards to deliver the right care, first time, seven days a week.

Post Hospital Discharge

Improving the process of discharging patients from hospital and to improve their experience of the NHS.

Urgent and Emergency Care Mental Health

Providing a 24/7 mental health crisis care service within the community, that patients and carers can access directly via NHS 111.

The work of the programme also fits in with NHS England's Five Year Forward View. The Five Year Forward View recognises that the world has changed and health services need to evolve to meet the challenges NHS health services face.



How can I find out more or get involved?

It is important that we involve patients in every step of the process. There are a number of ways you can find out more or become involved with the Cambridgeshire and Peterborough UEC Vanguard Programme. These include:

- visit the UEC Vanguard website pages:
www.cambridgeshireandpeterboroughccg.nhs.uk/UECVanguard/
- follow us on Twitter **@fitforfuturenhs** and Facebook **'Fit for the Future NHS Cambridgeshire and Peterborough'**
- invite someone from the UEC Vanguard Programme to talk to your community group meeting
- regularly check the **'Fit for the Future'** page on the CCG's website for future planned events
- contact the CCG's Engagement team on **01223 725304** or email **capccg.engagement@nhs.net**

The organisations working as part of the Cambridgeshire and Peterborough UEC Vanguard Programme are:

- Cambridge University Hospitals NHS Foundation Trust
- Peterborough and Stamford Hospitals NHS Foundation Trust
- Hinchingsbrooke Health Care NHS Trust
- Cambridgeshire and Peterborough NHS Foundation Trust
- Cambridgeshire Community Services NHS Trust
- Papworth Hospital NHS Foundation Trust
- Herts Urgent Care
- Urgent Care Cambridgeshire
- East of England Ambulance Service NHS Trust
- Cambridgeshire County Council
- Peterborough City Council
- Cambridgeshire Crisis Care Concordat Board
- Healthwatch Cambridgeshire and Healthwatch Peterborough
- Voluntary and community sector partners.

This document is also available in other languages, large print, and audio format upon request.

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