

Luton Urgent Care System

APPENDIX 1

↓ Patients ↓ Communications ↓
System wide – multi lingual/cultural/new residents
With partner organisations
All practices and 111

Potential impact of Integrated Care

Primary Care

- Practice action plans
- Telephone GP triage
- Acute visiting service (in hours)
- Weekly reporting
- Extended hours
- EoL pathways
- Risk stratification
- Virtual Ward Model
- Care Plans
- Integrated pilot

Walk in Centre

- Waiting times
- Patient experience and satisfaction
- Activity Volumes

Mental Health

- Crisis Service 24/7
- EDT 9pm – 9am
- 111/999
- MH Assessment Unit (24 hour dedicated input unit, referrals from A&E)
- Contact Cards for people know to SEPT

Out of Hours

- 111 routing/Directory of Services
- Care UK visiting
- 999 GP visitation
- Waiting times

Community Services/ Social Care

- Single POA
- Community contract 46 lines
- Contract structure/incentives
- Rapid response
- Step up/down , Rehab, Non-rehab and extra care flats
- Falls team

Voluntary Sector

Age Concern
Meet & Greet
Headway

GP Urgent Clinic

Ambulatory Emergency Care Protocols

- Ambulance analysis
- Ambulatory protocols used by EoE

Hospital at home
Virtual Ward
Community Matrons
Step Down Beds/Rehab beds
Re-ablement Packages

Streaming

Frail Elderly Unit 10 Beds

Front End Clinical Assessment (2 teams) + Navigator Nurse

Discharge

Social Care Assessment Process

Admission- Plan expected date of discharge

Hospital