



Hertford Urgent Care Centre

Talk & Tour

Welcome

Speakers

- Debbie Whittaker
Senior Nurse/ Matron UCC
- Dr Jon Baker
A&E consultant/ Divisional chair for medicine
- Dr Gerry McCabe
GP, Wallace House Surgery, Hertford /
Chair, Assura Lea Valley LLP

What is an Urgent Care Centre?

An Urgent Care Centre (UCC) is a new type of healthcare facility for Hertfordshire that treats patients who arrive with an injury or condition that is severe but neither life-threatening, nor requiring specialist care.

Examples include:

- Cuts that may or may not need stitching or other forms of treatment
- Suspected broken arms, legs, fingers, etc
- Scalds caused by skin contact with hot liquids and surfaces
- Minor infections and illnesses

Urgent care on your doorstep

**The UCC in Hertford is open:
8am to 8pm
Monday to Sunday
(including bank holidays)
At Hertford County Hospital**

- You do not need to book an appointment
- Drop in at the Hertford UCC to be seen promptly by either a nurse or doctor
- If you require more specialised care you will be assessed at the UCC and transferred to the most appropriate A&E department



An Urgent Care Centre for the people of Hertford – winning the contract

- No guarantee that ENHT would provide service
- PCT invited competitive bids (quality & price)
- We needed a partner with GP & primary care expertise to complement ENHT A&E expertise
- Assura Lea Valley – combining local GPs with Assura Medical (a national healthcare provider)
- Several round of bids, presentations and interviews
- Success!



Getting the right care from the right place

There are a number of places to go for health care locally:

1 A&E

2 UCCs

3 GP surgeries

4 GP out of hours clinics

FACT Currently around 65% of the work that goes through a typical A&E department could be dealt with at an Urgent Care Centre

Almost 100% Hertford UCC patients are currently being seen and treated within two hours

CONFUSED?

So where should you go for what...



Patient 1 – Suspected broken ankle

- An independent 72-year-old woman injured her ankle stepping off a pavement
- Her daughter brought her to the UCC where she was examined by a nurse practitioner



Was the UCC the best place to go?

Patient 1 – broken ankle

Right care - UCC

- An X-ray confirmed she had broken a bone in her ankle
- Plaster of Paris cast applied
- Walking assessment carried out - patient unable to manage safely using crutches but a walking frame was offered to give necessary support
- Nurse practitioner discussed how she would manage with the injury on learning she lived alone
- Patient happy to manage with support from her daughter
- Discharged home with a fracture clinic appointment for follow up



YES - All of this care was provided within the UCC more quickly, and closer to her home, than if she'd visited A&E

Patient 2- Head wound/possible concussion

- A 42-year-old builder knocked his head on a brick ledge at work and sustained a large wound to his head
- He was not knocked unconscious but had a headache and a wound that would not stop bleeding
- His colleague brought him to Hertford UCC



Was the UCC the best place to go?

Patient 2- Head wound/possible concussion

Right care- UCC

- On arrival the wound was cleaned, observations recorded and painkillers given while he waited to be seen
- Following assessment the wound was closed using tissue adhesive (glue) and advice given on wound management
- No evidence of a significant head injury that required further observation or management but advised to go home where there would be someone to keep an eye on him
- Head injury advice was given to his wife who came to collect him when he was discharged home from the UCC



YES - All of this care was provided within the UCC more quickly, and closer to his home, than if he'd visited A&E

Patient 3-scalding injury

- A 2-year-old was brought to the UCC by her mum after pulling a cup of hot tea over her leg



Was the UCC the best place to go?

Patient 3-burns injury

Right care - UCC

- Pain relief given on arrival at UCC
- Burn assessed and first aid management provided while pain relief took effect
- Distraction toys used to conduct in-depth assessment of burn and wound dressing applied
- Burn was superficial and only involved a small area so referral to plastic surgery not required
- Mum shown how to manage dressing and advised to make appointment with practice nurse at her GP surgery for wound checks and dressing changes
- With mum's knowledge a sharing information form completed to inform patient's health visitor of accident to assess need for family support/education



YES - All of this care was provided within the UCC more quickly, and closer to home, than if she'd been taken to A&E

Patient 4- chest pain

- A 57-year-old man arrived at the UCC with central chest pain radiating down his left arm



Was the UCC the best place to go?

Patient 4- chest pain

Right care – A&E

- Urgent care technician took patient straight to examination room, advising GP and nurse practitioner immediately
- Ambulance called for immediate transfer to hospital
- Patient reassured while heart tracing and baseline observations were recorded, oxygen, aspirin and GTN were administered and intravenous drip inserted before ambulance arrived
- After a very short wait ambulance arrived to transfer patient to A&E according to their protocol



NO - This patient should have been taken straight to A&E to get the medical attention he needed as soon as possible

Patient 5- sore throat

- A 24-year-old patient arrived at the UCC with a two-day history of temperature and sore throat
- Came to UCC because she was unable to get an appointment with her GP



Was the UCC the best place to go?

Patient 5- sore throat

Right care – GP surgery

- Tonsillitis diagnosed, a prescription for antibiotics issued and advice given
- GP on duty spoke to the patient about her difficulties in getting an appointment
- Patient admitted she had been given an appointment but not until later that day
- Advice and education, backed up by a leaflet, given on where to get treatment to best meet her needs in future



NO - This patient was unsuitable to be seen at the UCC as her symptoms, while uncomfortable, were not severe

Patient 6- broken wrist

- A 56-year-old woman slipped on the ice and fell onto an outstretched right hand
- She was brought to the UCC by a friend because she had an obvious deformity to her wrist



Was the UCC the best place to go?

Patient 6- broken wrist

Right care – A&E

- Pain relief given
- An X-ray confirmed a broken wrist
- The fracture was so severe manipulation required to restore to better position
- Patient's pain managed and a plaster cast slab applied for comfort before referral to nearest A&E department for further treatment



YES/NO - This patient required specialist care to treat the break in her wrist. She could be seen at the UCC but needed to be transferred to receive further treatment.

Staffed by experts

The **Urgent Care Centre** is staffed by **GPs, Nurse Practitioners and Urgent Care Technicians**

GPs

- All experienced doctors
- Most have their own surgeries within the local community

Nurse practitioners

- Trained to be able to diagnose and treat patients with minor injuries and minor health problems
- Can request X-rays, plaster broken bones and stitch or glue cuts

Urgent Care technicians

- Trained to a high level of practical skills
 - Base line observations, cardiac and blood glucose monitoring
 - Taking blood
 - bandaging and plastering
 - Wound management



Making sure Urgent Care Centres work

The Hertford UCC, along with another UCC in Cheshunt is part of a 12-month pilot.

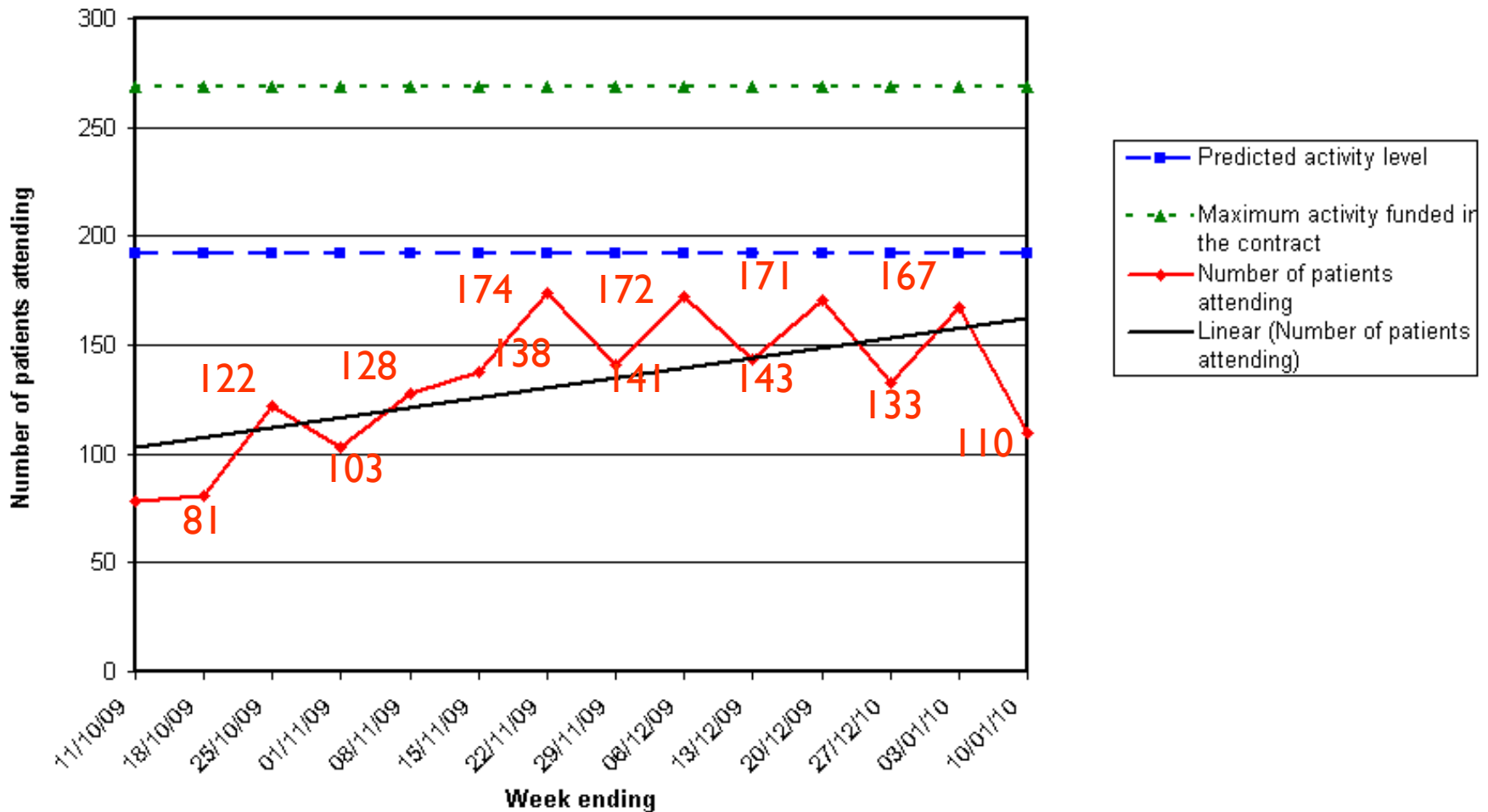
Their effectiveness is being evaluated continuously, both by the Trust and an independent market research company to assess the services in terms of:

- Patient safety
- Clinical and cost effectiveness
- Value for money
- Governance
- Customer care



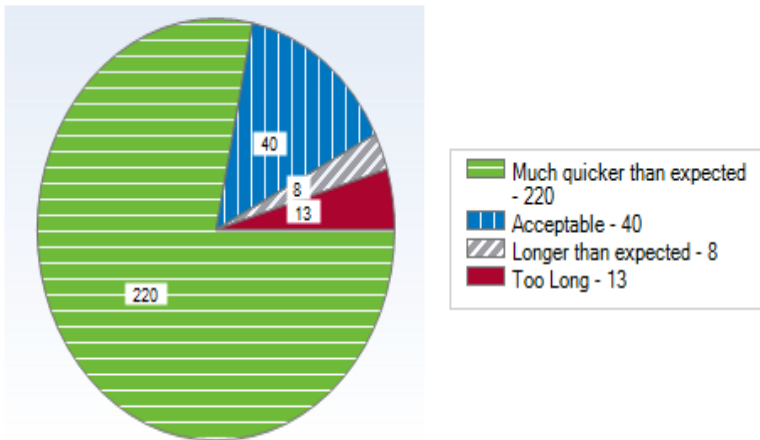
4 months in how are we performing – patient activity

Hertford Urgent Care Centre Weekly Activity

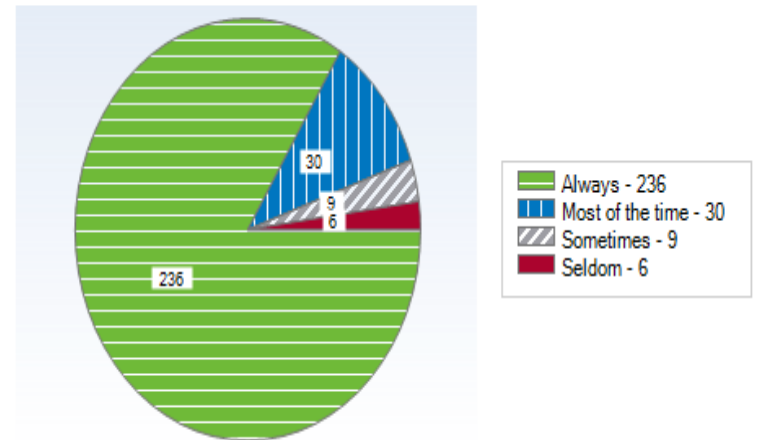


Patient experience – instant feedback from patient trackers

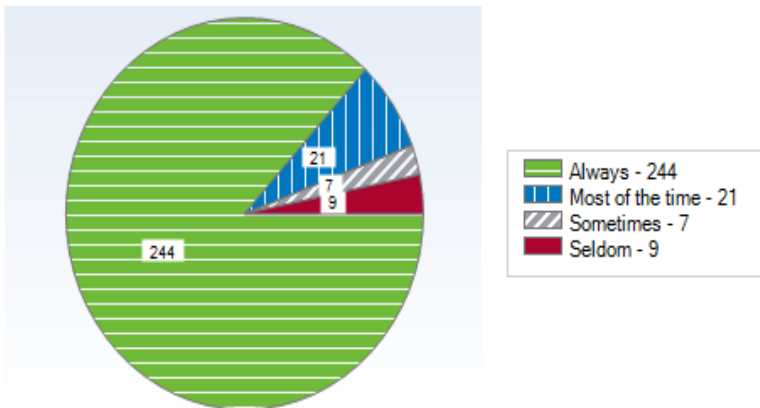
In your opinion how long was the wait before being examined by a doctor or nurse practitioner? - 89%



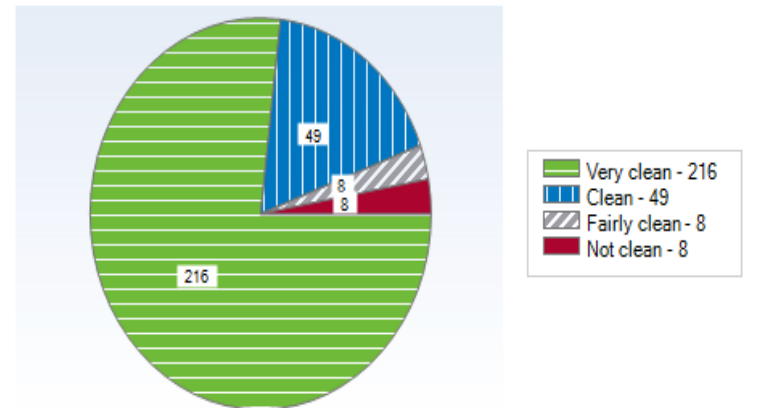
Did you have confidence and trust in the nurses looking after you? - 92%



While you were in the department, did the doctors explain your condition and treatment in a way you could understand? - 93%

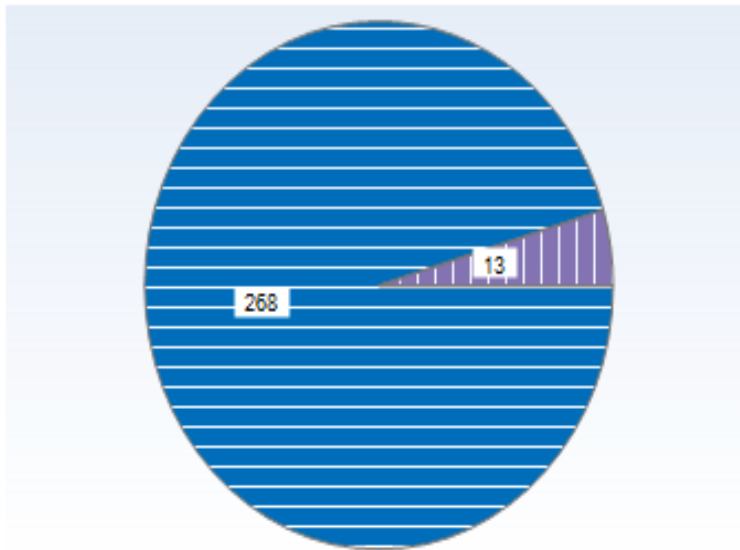


In your opinion, how clean is the hospital ward/department you are in? - 89%



Patient experience – instant feedback from patient trackers

Would you recommend this hospital/ward/department to your family and friends? - 95%



Yes - 268
No - 13



Patient feedback - what we're doing well

“Everyone was very friendly and helpful - couldn't have asked for better treatment”

“Thanks for all your help - very happy and confident with the treatment”

“Very fast and helpful service”

“Thanks to everyone involved in the care of my mother”

“Super service, very quick and pleased with locality – thanks”

“Today I received the most efficient and professional care and treatment – this is an excellent facility”

“Caring and very quick - good understanding and excellent service”

Thanks to everyone involved in the care of my husband”

“Thanks for the impeccable care provided to my son”

Thanks for the excellent treatment and the caring nature of all staff”

Patient feedback – what we could improve

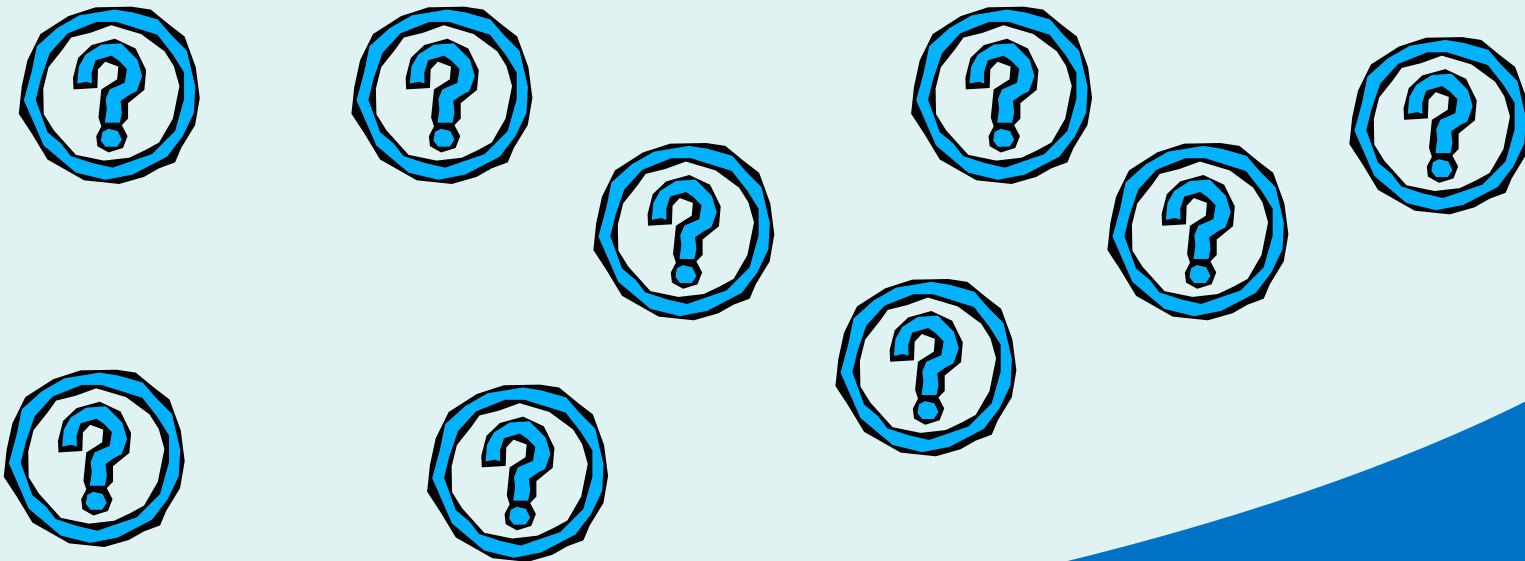
- Reception desk
- Road signage
- Access to UCC by phone
- Awareness of the service



Questions for you...

- Had you heard of the UCC in Hertford before today?
- Have you or anyone you know used the service?
- Would you use the service?
- If not, what would prevent you?
- How can we raise the profile of the service – let residents know we are here?

Thank you and questions for us



Dates for the diary



- Next edition of the FT out in May
- More news and opportunities to get involved – do we have your email address?
- Calendar of events being planned – what would you like to see on it?