

Case Study

Leeds Urgent Care & Rapid Response Strategy

Background

Leeds CCG have developed an ambitious transformational programme for urgent care and rapid response services in Leeds. The strategy was in early development when the CCG asked the Senate to review the proposals to help inform its further development.

The Problem

The CCG saw the opportunity to improve the current urgent care services in Leeds to provide a more joined up pathway of care for the population. The changes are designed to improve the integration of services across multiple providers, change and develop the clinical workforce model for the city and comply with national policy for the provision of Urgent Treatment Centres.

Our Advice

The Senate agreed with the vision for this service. We agreed that the direction of travel is the right one and in line with available evidence and national policy.

The main issues that the Senate identified for the CCG were the:

- ◆ IT interoperability
- ◆ the required workforce
- ◆ overall accountability for a patient as they transition through the system
- ◆ building trusting relationships between partners in the service
- ◆ the alignment of the plans with the GP Out of Hours Service

Our Impact

The detailed letter you shared with us provided useful feedback, thoughts and considerations from a fresh perspective that we used to review the strategy and make amendments. The fresh perspective that you brought gave us food for thought.

Testimonial

Engaging with the Senate was a very useful exercise. The feedback we received was very detailed and gave an impartial/independent opinion that we used to re-look at the strategy from differing perspectives which helped make the strategy more robust. All the points made were valid, and constructive.

... provided a
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perspective

