Urgent and specialist care closer to home

What is this all about?

Introduction
From the beginning of November 2010 NHS Oxfordshire, along with health and social care providers\(^1\) will be testing a new way of supporting people when they need urgent care. This approach aims to provide their care closer to home for patients who might otherwise have gone to hospital. It will also help by making the discharge quicker if a patient has been in hospital and requires support when they leave.

The pilot will be tried in the Abingdon area starting in November and if it is successful the service will be available across the county next year.

Why is this happening?
The NHS needs to save money so that we can go on meeting the increasing demands for services. This means that even though our budgets have not been cut and our funding will increase in the next three years there are more demands being made on the pot of money we have.

These demands are increasing because:
- the population is getting older,
- there have been advances in technology
- more new medicines are being developed
- patients have higher expectations

We have to make sure that we use the money we do have in new ways and to the best effect to help our patients.

What difference will it make?
Patients will be treated in a different way which will reduce hospital admissions and importantly improve their experience. Care will be provided in a community setting or in people’s homes and health and social care staff working more closely together to meet the needs of patient’s in the community. Adult patients will see different services depending on their level of need. These are explained in the handout called “What the services will there be?”

How will we know it has worked?
From November NHS Oxfordshire and partners will be engaging with the public, patients, carers and health and social care staff to get feedback on the pilot. This will include looking at patient experiences, getting feedback from

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\(^1\) Oxfordshire County Council, Oxford Radcliffe Hospitals NHS Trusts, Community Health Oxfordshire and Oxfordshire and Buckinghamshire Mental Health NHS Foundation Trust.
patients and assessing clinical outcomes for patients who use the new services.

**What is urgent care?**
Urgent care is any health service support you may need which is unplanned. You may contact a range of health professionals including your GP, the ambulance service or the out of hours service in the first instance. During this pilot everyone involved will be considering whether the best route is to use one of the new service arrangements which may mean you do not go to hospital. You will not need to do anything differently the change is to the services which may be offered to you.

**How will I know if this will include my services?**
For the first two months this will only affect patients from the following surgeries: Marcham Road, Long Furlong, Sturt Street, Malthouse and Berinsfield. We expect this to extend further early next year.

**What services are there?**
For information about the services involved please see the information sheet “Urgent and specialist care closer to home - What the services will there be?”

**How to get involved in the consultation**
Take a look at the consultation pages on our website. You will be asked to register before you can get all the information.
https://consult.oxfordshirepct.nhs.uk/consult.ti/Urgentcarepilot/consultationHo me

Complete our questionnaire either on our webpage or available as a hard copy by contacting us as shown below.

**How to find out more**

**Email:** talking.health@oxfordshirepct.nhs.uk

**Phone** 01865 334641

**You can also write to us with your views at:**
Communications & Engagement
FREEPOST RRRKBZBTASXU
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