Greater Manchester Model of 24/7 Urgent Primary Care
In Greater Manchester we will have:

- **GP Practice first - 24/7** making it easier for patients to access care when they need it

- Primary care lead **streaming** services in place that move people away from A&E and into more appropriate services

- An **Urgent Treatment Centre** in each locality (e.g. CCG footprint) that will receive referrals from General Practice, A&E, NWAS, NHS 111 and ‘walk ins’ - it must be primary care led and open 12 hours a day

- Access to **diagnostics** including near patient testing, available in each urgent treatment centre
GP Practice First - 24/7 - Day time

GP Practice First – 24/7: Having one number to call will make it easier for patients to access services and enable localities to develop simple messages to patients.

Further details:

- During **core GP hours (08.00 - 18.30)**, patients will be directed to the best place for treatment and advice.
- This could include the offer of a routine appointment, same day appointment, signposting to other appropriate services.
GP Practice First – 24/7 - Evenings & Weekends

GP Practice First – 24/7: Having one number to call will make it easier for patients to access services and enable localities to develop simple messages to patients.

Further details:

• **Outside of core hours (18.30 - 08.00 Monday - Friday, 24 hrs Saturday - Sunday)**, patients will still ring their practice number and either be directed to NHS111 or an alternative local arrangement.
• This could include additional access hubs, GP out of hours, Urgent Treatment Centres etc.
• We will be commissioning NHS 111 in innovative ways in the future.

Greater Manchester Health and Social Care Partnership
Primary Care Led Streaming

The GM model for A&E streaming has been adapted from the Luton and Dunstable model. Following a basic assessment (not clinical triage) by a primary care healthcare professional, patients will be streamed to the most appropriate place for them e.g. the ED or primary care led service.

The GM streaming process:

- Patients greeted by senior healthcare professional (e.g. senior nurse or GP) with primary care experience
- Patient’s are assessed against a set of criteria based on presenting complaint & basic physiology - Not clinical triage
- Patient’s are directed to the most appropriate service e.g. ED, primary care (Future ambition includes physio, pharmacy, dental etc)
- A co-located urgent GP clinic (open 12 hours per day) treats streamed patients. During quiet periods, GPs will actively seek patients in A&E

Further details:

- The service will be primary care led
- Streaming takes place before A&E triage
- The service will be available for a minimum of 12 hours per day (times to be determined locally)
- There will be a minimum 20% deflection from A&E minors
An Urgent Treatment Centre in each locality

The service will be:

- Clinically led by primary care
- Open for a minimum of 12 hours per day
- Provide pre-booked same day & ‘walk-in’ appointments
- Accept appointments from A&E, NHS111, NWAS & general practice
- Provide access to diagnostics
- Co-located in the community or with a hospital
- Have access to the full clinical record

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Access to Diagnostics

Streaming Services

Patients directed to the co-located primary care service via A&E streaming should have access to routine diagnostics. This could include near patient testing (NPT).

In many hospitals, pathways will need to be redesigned to ensure patients can be **booked directly** in for diagnostics and not have to go back through the emergency department.

Urgent Treatment Centres

All UTCs should have access to diagnostics including swabs, pregnancy tests, urine and ECG. Near patient blood testing should also be available e.g. troponin levels, simple x-ray facilities are recommended.

Ideally these services should be co-located with the UTC, however they can also be accessed through direct booking.
What will we achieve by December 2017

By December 2017, in GM we will have:

• Primary care led streaming in place in all A&E departments

• Urgent Treatment Centres in place in up to 4 localities

• The location of proposed Urgent Treatment Centres identified in each locality (which can be done by adapting current streaming services)

• Access to diagnostics from local streaming services
The Evolution of Urgent Treatment Centre’s

Work is ongoing to determine where each Urgent Treatment Centre will be. However, there are opportunities to begin to adapt the current GP led streaming clinics:

**2017 Position**

- Patients are streamed from A&E to a co-located primary care service

**Future Ambition**

- The GP led streaming clinic develops some of the capabilities of an UTC

- As the UTC develops, patients are streamed to the UTC