



## Urgent and Emergency care

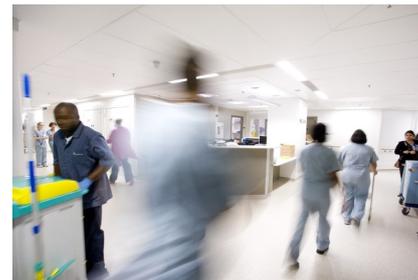


**Tower Hamlets  
Clinical Commissioning Group**

### Our vision

We want everyone in Tower Hamlets who needs urgent care to receive high quality care from the right person in the right place at the right time, 24 hours a day, seven days a week.

People will know what services they should use and visit A&E only when necessary. This will shorten waiting times and enable A&E and ambulance services to concentrate on more serious and life-threatening conditions.



### Our achievements

- We set up a new Urgent Care Centre at the Royal London Hospital A&E department, where patients are assessed by a GP and then seen by the professional best able to meet their needs. This relieved pressure on emergency care teams, with around 20,000 fewer people needing to use A&E, saving over £2m for the local NHS.
- We launched the NHS 111 telephone service. NHS 111 is a free number that can be used 24 hours a day, 365 days a year for advice and reassurance. On calling, patients are directed to the service best able to meet their needs.
- We funded and delivered a 'DIY Health Project' to provide parents with access to children's health management services, education and training in the home when needed.

### Our current priorities

- We will expand the Urgent Care Centre so that an additional 1,000 children and young people can be seen and treated.
- We will engage with patients, the public and service providers to carry out a review of our walk-in centres to ensure we continue to provide the best services for local people.
- We will develop the popular GP out of hours telephone service to meet the needs of the growing numbers of patients using it.

### Our priorities for 2014 - 16

1. We will continue to work with Barts Health NHS Trust to ensure that at least 95% of patients going to the Royal London Hospital A&E Department are seen and treated within 4 hours.
2. We will make a decision about the changes to make to the two walk in centres.
3. We will review the first year of the NHS 111 service and agree what improvements can be made.
4. We will build on the 'Not always A&E campaign', working with community groups to provide on-going advice, information and guidance on local services.