

Integrated Urgent Treatment Centre at Peterborough City Hospital

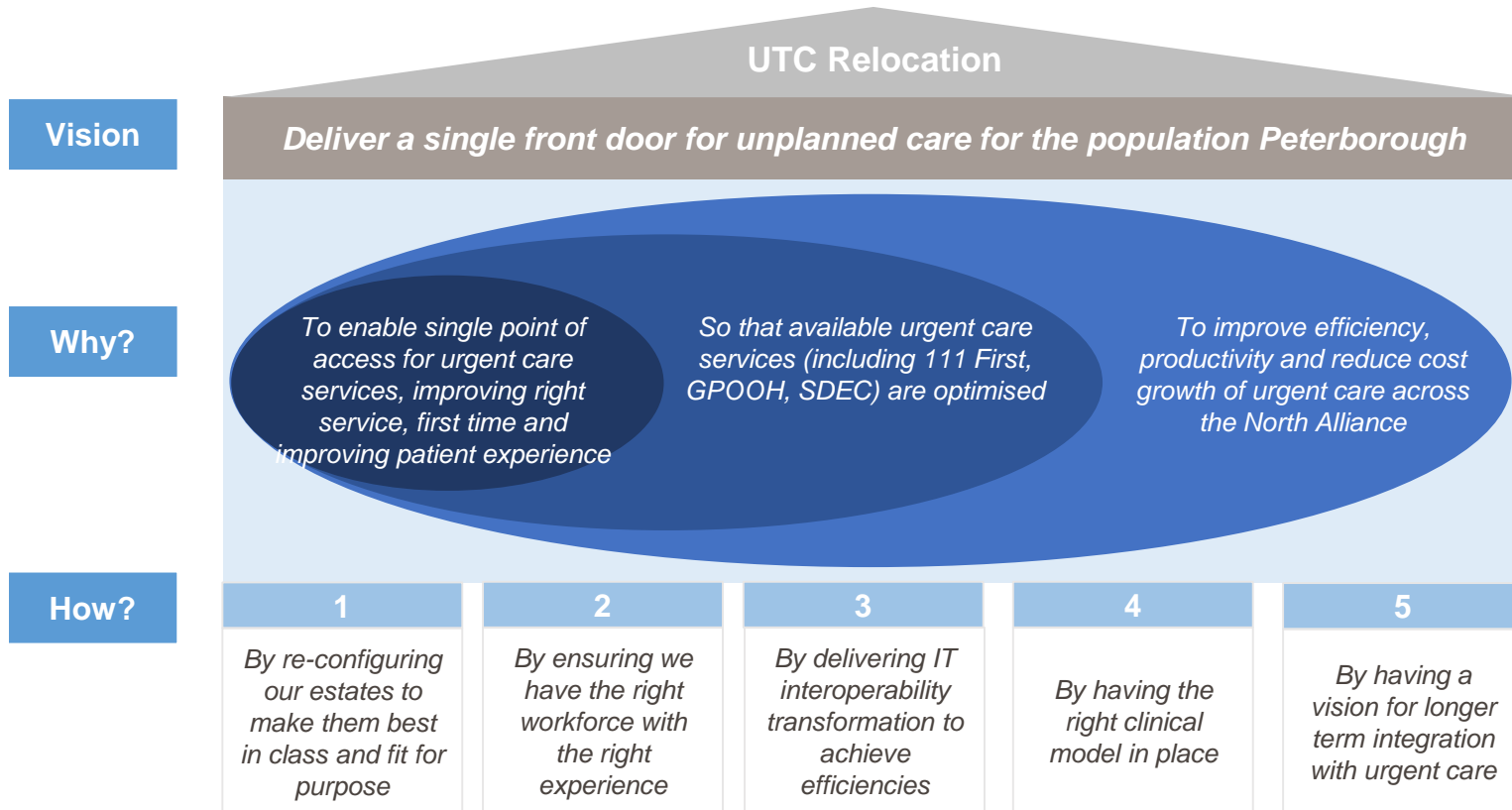
Council of Governors update
August 21

Stacie Coburn



Vision for UTC Relocation

The below vision statement outlines what we are seeking to achieve from the UTC Relocation



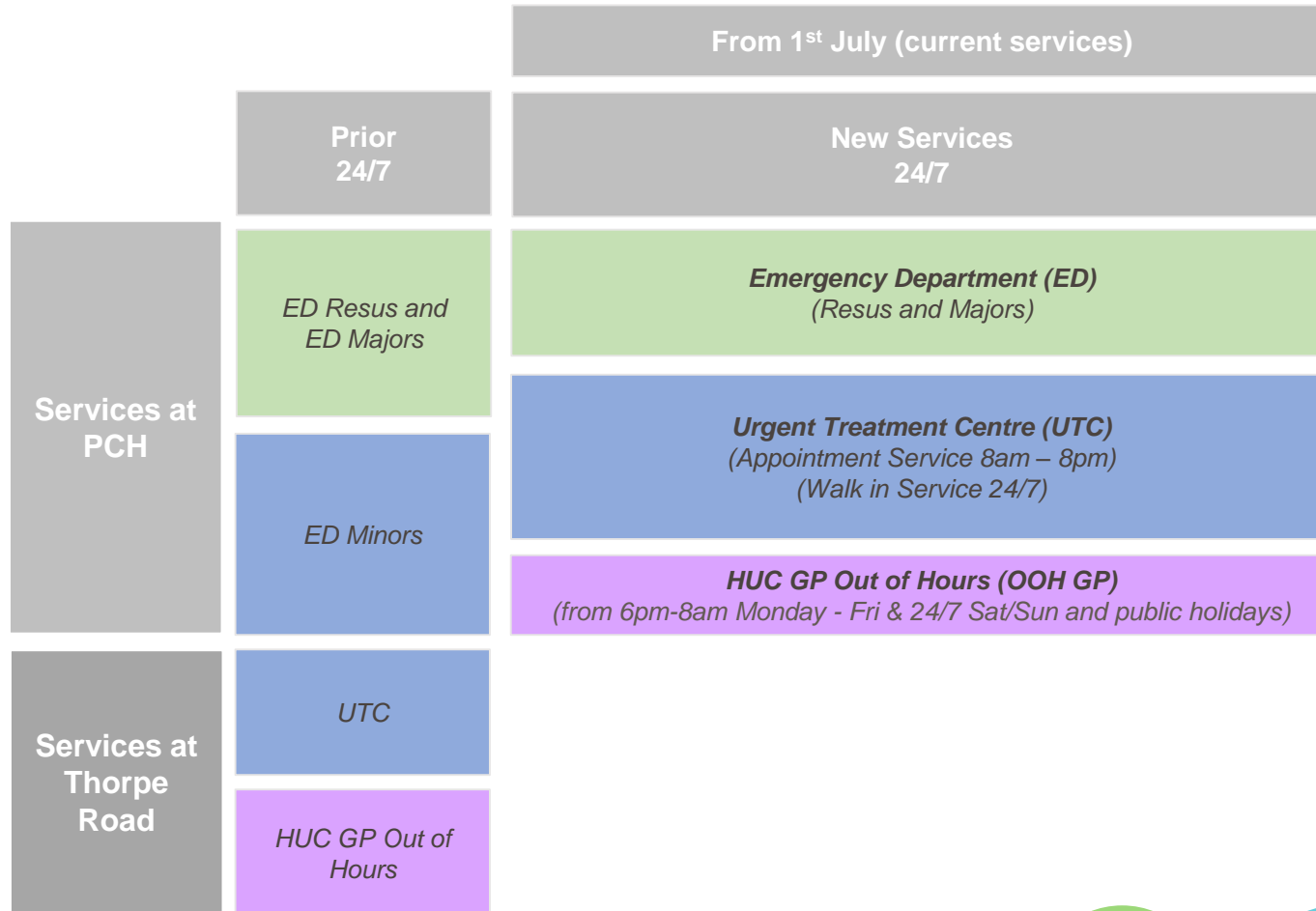
What has taken place in the run up to July?

We've summarised below the 5 key things that have taken place as part of the relocation

	Estates Transformation	Transfer of UTC Service	Staff Transfer	New Clinical Model	GP Out of Hours
What has happened?	<i>You'll have seen in the past few months the new modular units in the ground floor courtyard being lifted in and fitted out</i>	<i>On 1st July the UTC service moved to PCH from the current location at the City Care Centre. NWAFT took over responsibility for the service from Lincolnshire Community Health Services (LCHS)</i>	<i>The existing staff from LCHS who are delivering the service transferred over to NWAFT</i>	<i>We put in place a new clinical model with a new navigation and streaming service to ensure patients see the right clinician first time</i>	<i>The Herts Urgent Care Service moved location from the City Care Centre to our brand new UTC</i>



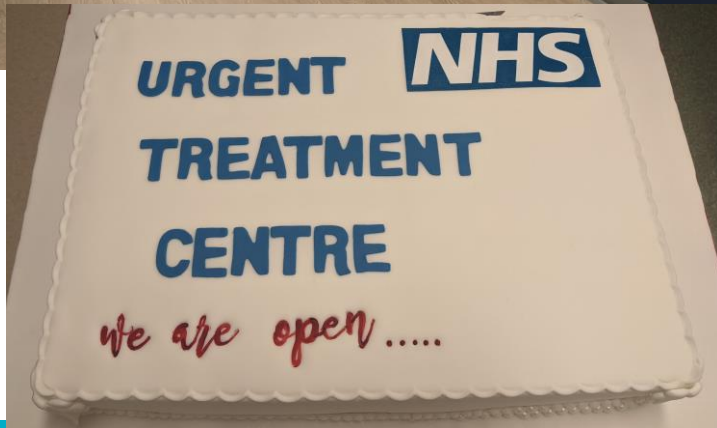
How does the UTC sit within our wider UEC footprint?



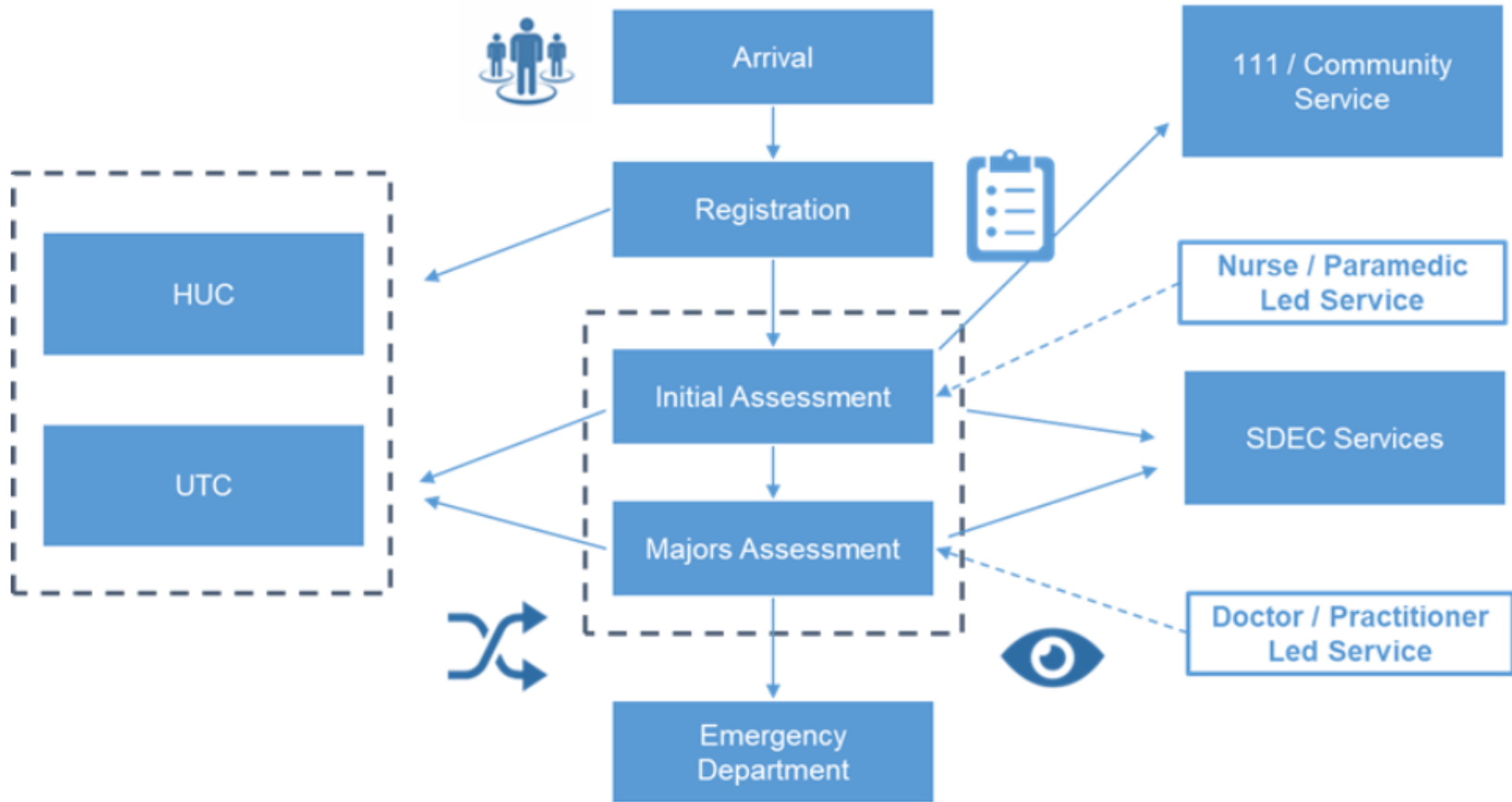
UTC development



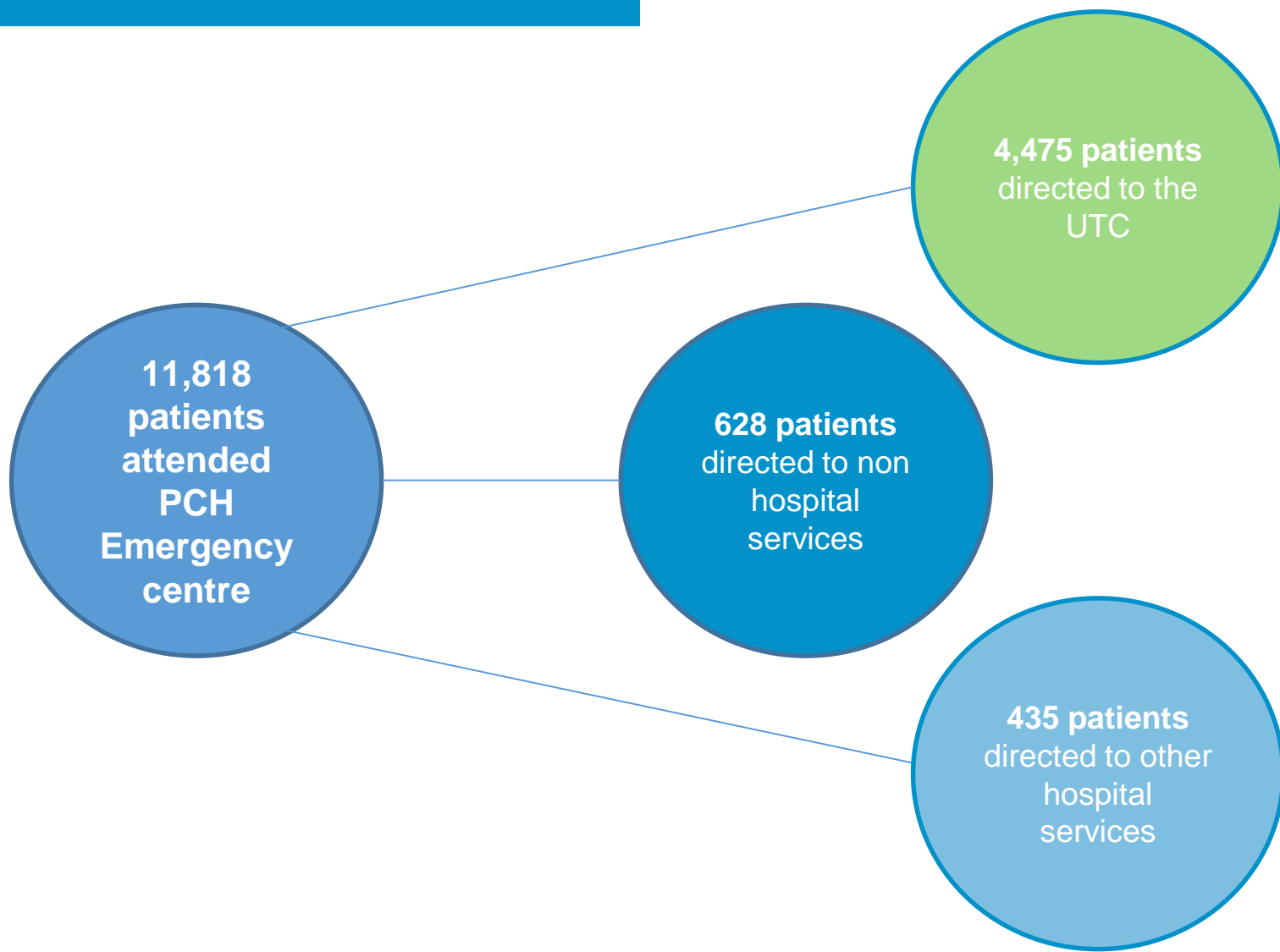
UTC development



UEC pathway



UEC activity



UTC performance

Average wait for triage:

21 minutes

Best day for triage:

9 minutes

Average duration in UTC:

2hrs 57 minutes

Best day for duration:

1hr 58 minutes

Average 4 hour performance

85.5%

Best day for 4 hour performance:

98.7%



What next?

- ❖ Finalise all building work across our urgent and emergency care departments
- ❖ Continue recruitment to all of our UEC roles
- ❖ Get used to the new processes and different patient pathways
- ❖ Learn from patient and staff feedback on what's working and what's not working so we can continuously improve



Thank you
Any questions?

