

Transforming urgent and emergency care services in England
Urgent and Emergency Care Review - End of Phase 1 Report
High quality care for all, now and for future generations



Appendix 2: Revised principles and design objectives for a new system of urgent and emergency care

Revised principles

Principles for urgent and emergency care in England outline a system that:

1. Provides **consistently** high **quality** and **safe** care, across all seven days of the week;
2. Is **simple** and guides good, **informed** choices by patients, **their carers** and clinicians;
3. Provides **access to** the **right care** in the **right place**, by those with the **right skills**, the **first time**; and
4. Is **efficient and effective** in the delivery of care and services **for patients**.

* Content in red reflects amendments made following engagement

Revised system design objectives

1. Make it **clear how I** or my family/carer access and navigate **the** urgent and emergency care **system quickly, when needed**.
2. **Provide me** or my family/carer **with information on** early detection and options for self-care, and **enable** me to manage my acute or long-term physical or mental condition.
3. Increase my or my family/carer's awareness and publicise the benefits of **'phone first'**.
4. **When** my need is urgent, provide me with guaranteed same day access to a primary care team that is integrated with my GP practice and my hospital specialist team.
5. Improve my care, experience and outcome by ensuring **the** early **input of a** senior clinician in the urgent and emergency care pathway.
6. Wherever appropriate, **care for and treat** me where I present (including at home and over the telephone).
7. If it's not appropriate to **care for and treat** me where I present, take or direct me to a place of definitive treatment within a safe amount of time; ensure I have rapid access to highly specialist **care** if needed.
8. Ensure all urgent and emergency care facilities **can** transfer me urgently, and that the transport is capable, appropriate and **approved**.
9. **Real time** information, essential to my care, is available to all those treating me.
10. Where I need wider support for my mental, physical and social needs ensure it is **co-ordinated and** available.
11. Each of my clinical experiences should be part of programme to develop and train clinical staff and ensure **development of** their competence and the future quality of services.
12. The quality **and experience** of my care should be measured **and acted upon to ensure continuing improvement**.

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