NHS England

Urgent & Emergency Care Review - Evidence Base & Emerging Principles – Questionnaire

Overview

The urgent and emergency care system in England plays a critical role in the NHS, providing care for patients who need medical help quickly and unexpectedly. It's important therefore that we build a safe, more efficient and sustainable system for the future.

In January 2013 Professor Sir Bruce Keogh announced a review into the way the NHS responds to and receives emergency patients, called the Urgent and Emergency Care Review.

Why We Are Consulting

The Review has developed an evidence base for change, emerging principles on how a future system might be shaped, objectives which the new system would seek to achieve, and possible implementation options.

Please help us by commenting on the work so far, and by making suggestions which will help us to strengthen this work and the evidence base.

This is your chance to shape the future of your urgent and emergency care service. Your feedback sits at the heart of this Review.

Find below the weblink to all documents and the engagement questionnaire:

https://www.engage.england.nhs.uk/survey/urgent-emerging-care

Please find below an offline version of the questionnaire:

1. What is your name? (Required)

2. What is your email address? (Required)

3. What are the first three or four digits of your postcode? (these will help us to analyse results on a local and regional basis) (Required)

4. Are you providing a response as an individual, or on behalf of an organisation?

   ○ As an individual

   ○ On behalf of an organisation

5. If you are responding on behalf of an organisation, which organisation is it? (Text box, 400 characters max)

6. Which of the following areas of healthcare are you representing? (please tick all that apply) (Required)

☐ Commissioners of healthcare services

☐ Acute services

☐ Mental health services

☐ Primary care services

☐ Community based care

☐ Patients and service users

☐ Other

☐ None

If you ticked Other, please specify which organisation you are responding on behalf. (Text box)

7. Do you believe that the current system of urgent and emergency care in England needs to change and improve? (Required)

○ Yes

○ No

8. Have you read the full Urgent and Emergency Care Review evidence base? (Required)

○ Yes

○ No

9. Do you agree with the evidence base presented for self-care and self-management (section 5 of the evidence base)?

○ Yes

○ Mostly

○ Partly

○ No

10. Do you agree with the evidence base presented for telephone care (section 6 of the evidence base)?

○ Yes

○ Mostly

○ Partly

○ No

11. Do you agree with the evidence base presented for face to face care (section 7 of the evidence base)?

   ○ Yes

   ○ Mostly

   ○ Partly

   ○ No

12. Do you agree with the evidence base presented for 999 emergency services, accident and emergency departments, and access to back-up services (sections 8 and 9 of the evidence base)?

   ○ Yes

   ○ Mostly

   ○ Partly

   ○ No

13. Do you agree with the evidence base presented for emergency admissions (section 10 of the evidence base)?

   ○ Yes

   ○ Mostly

   ○ Partly

   ○ No

14. Do you agree with the evidence base presented for urgent and emergency care workforce (section 11 of the evidence base)?

   ○ Yes

   ○ Mostly

   ○ Partly

   ○ No

15. Do you agree with the evidence base presented for urgent and emergency care networks (section 12 of the evidence base)?

   ○ Yes

   ○ Mostly

   ○ Partly

   ○ No

16. Do you have any other comments on the evidence base, or is there any further evidence that you would like to offer to support improving the urgent and emergency care system in England? (Text box)

17. Have you read the full Urgent and Emergency Care Review emerging principles? (Required)

    ○ Yes

    ○ No

18. Do you agree that any improvements and changes to the urgent and emergency care system need to be based on the emerging principles?

    ○ Yes

    ○ No

19. Do the system design objectives outlined allow the emerging principles for the future delivery of urgent and emergency care to be met?

    ○ Yes

    ○ Mostly

    ○ Partly

    ○ No

20. Do you support the identified possible implementation solutions?

    ○ Yes

    ○ Mostly

    ○ Partly

    ○ No

21. What type of things would help with implementing the possible solutions? Please tick all that apply.

    ☐ Improved IT and information sharing

    ☐ Increased focus on clinical outcomes

    ☐ Urgent and emergency care networks

    ☐ Closer working across organisations

    ☐ Closer working between GPs and secondary care clinicians

    ☐ Wider range of skills and increased training

    ☐ Common commissioning framework

    ☐ Better alignment of incentives/commissioning levers

    ☐ Other , if you ticked Other, please specify (Text box, max 2,000 characters)

22. What type of things might prevent implementing the possible solutions? Please tick all that apply.

☐ Incompatible IT systems/data sharing issues

☐ Culture of silo working – not owning the whole pathway

☐ Lack of secondary care support for GPs

☐ Lack of awareness of how GPs can contribute to their patients care in hospital

☐ Inability to risk share/ double-run systems in transition

☐ Focus on process rather than outcome

☐ Insufficient skills mix across workforce

☐ Current Payment by Results structures

☐ Contractual focus on penalties rather than incentives

☐ Other, if you ticked Other, please specify (Text box, max 2,000 characters)

23. Do you have any further comments about the emerging principles, system design objectives, or implementation solutions, or are there any other suggestions you would like to make? (Text box)

24. Would like to be involved in further work relating to the Review?

○ Yes

○ No