

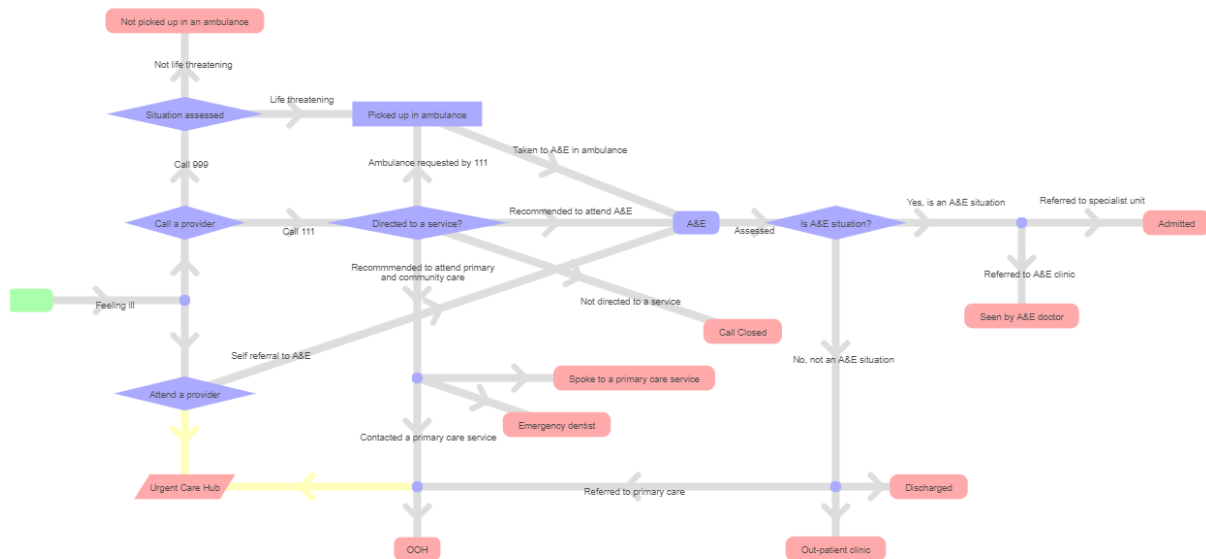
NETIMIS

REFERENCE DOCUMENT

Client: NHS Leeds North Clinical Commissioning Group

Pathway: Urgent Care System (Future State Pathway)

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Online at: <https://www.netimis.co.uk/shared/5982d616fe17360c17cb413b>

Brief

In collaboration with X-Lab and Leeds North Clinical Commissioning Group (CCG), the model above has been created to represent and simulate a future state process within the Urgent Care System in Leeds with the integration of an Urgent Care Hub. This document provides detail of the settings specified in the NETIMIS model such as capacity, time, cost and probability.

Client

Leeds North CCG work together with patients, communities and GP practices within the Leeds region to ensure that the right services are in place to support patients and help improve their wellbeing. The group operates as one of three CCGs covering Leeds, led by General Practitioners (GPs) and nurses, covering approximately 300,000 of the population. In conjunction with NHS' Five Year Forward View, NHS North CCG aims to restructure the Urgent Care System across Leeds to allow better integration and implementation between providers.

Model

The model represents the integration of the proposed Urgent Care Hub into the pathway which replaces the Minor Injuries Unit (MIU) and Walk-in Centre (WIC). The purpose for this change is to create a more efficient way of managing patients through the urgent care pathway.

Overall Model Settings	
Population Size: 500	Estimation of patient admittance.
Time Unit: Minutes (min)	Rationale: most appropriate time unit
Costs: Various assessment service bands	Based on cost assumptions discussed and agreed by client

Patient Field Settings					
Gender		Age		Condition	
Female	46.57%	0-4	9.32%	Unknown	53.57%
Male	53.43%	5-19	12.46%	Dislocation/ fracture/ joint injury/ amputation	9.74%
		20-64	53.71%	Respiratory conditions	9.57%
		65+	24.51%	Central Nervous System conditions	6.63%
				Cardiac conditions	6.55%
				Collapse	4.84%
				Falls	4.74%
				Gastrointestinal conditions	4.36%

Pathway Settings				
Activity	Time (min)	Cost	Probability	C.I.*
Feeling ill			Call a provider – 50% Attend a provider – 50%	2

Direct Call Settings												
Activity	Time (min)	Cost	Probability						C.I.*			
Call a provider			Call 999 – 50% Call 111 – 50%						3			
Call 999		£7	Assess situation						4			
Situation assessed			(%)	Conditions						5		
				Unknown	D/F/J/A	Resp.	CNC	Cardiac	Collapse		Falls	Gastro.
			Not L.T.*	17.34	50	18.06	22.22	22.79	28.84		29.9	58.7
L.T.*	82.66	50	81.94	77.78	77.21	71.16	70.1	41.3				
L.T.* – life threatening												
Not life threatening		£47	Not picked up in an ambulance						4			

Life threatening	8	£230	Picked up in an ambulance	4																																				
Call 111		£9.13	Directed to a service?	4																																				
Directed to a service?			Ambulance requested by 111 – 20% Recommend to attend A&E – 20% Not directed to a service – 20% Recommend to attend primary and community care – 40%	3																																				
Ambulance requested by 111	8	£20	Picked up in ambulance	4																																				
Recommend to attend A&E		£87	A&E	4																																				
Not directed to a service			Call closed	5																																				
Recommended to attend primary and community care		£45	Spoke to a primary care service – 33.33% Emergency dentist – 33.33% Contact a primary care service – 33.33%	3																																				
Contacted a primary care service			<table border="1"> <thead> <tr> <th>(%)</th> <th colspan="8">Conditions</th> </tr> <tr> <th></th> <th>Unkno wn</th> <th>D/F/J/ A</th> <th>Resp.</th> <th>CNC</th> <th>Cardiac</th> <th>Collap se</th> <th>Falls</th> <th>Gastro</th> </tr> </thead> <tbody> <tr> <td>UCH*</td> <td>57.3</td> <td>97.26</td> <td>9.09</td> <td>6.5</td> <td>3.67</td> <td>33.33</td> <td>33.33</td> <td>4.76</td> </tr> <tr> <td>OOH*</td> <td>42.7</td> <td>2.74</td> <td>90.91</td> <td>93.5</td> <td>96.33</td> <td>66.67</td> <td>66.67</td> <td>95.24</td> </tr> </tbody> </table> <p>UCH* - Urgent Care Hub OOH* - Out-of-hours</p>	(%)	Conditions									Unkno wn	D/F/J/ A	Resp.	CNC	Cardiac	Collap se	Falls	Gastro	UCH*	57.3	97.26	9.09	6.5	3.67	33.33	33.33	4.76	OOH*	42.7	2.74	90.91	93.5	96.33	66.67	66.67	95.24	5
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Picked up in ambulance			Taken to A&E in ambulance	5																																				
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				Unknown	D/F/J/A	Resp.	CNC	Cardiac	Collapse	Falls	Gastro.	
			SU*	96.05	93.16	99.78	99.9	99.74	50	50	99.89	
			AE*	3.95	6.84	0.22	0.1	0.26	50	50	0.11	
			SU* - Specialist unit AE* - A&E clinic									
Referred to specialist unit		£520	Admitted									4
Referred to A&E clinic	60	£41	Seen by A&E doctor									4
IF No			(%)	Conditions								5
				Unkno wn	D/F/J/ A	Resp.	CNC	Cardiac	Collap se	Falls	Gastro .	
			Dis*	87.84	39.34	97.67	91.44	94.96	33.33	33.33	97.06	
			OP*	5.12	9.9	1.79	7.33	3.95	33.33	33.33	2.09	
			PC*	7.04	50.76	0.54	1.23	1.09	33.33	33.33	0.85	
Dis* - Discharged OP* - Out-patient clinic PC* - Refer to primary care												
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UCH* - Urgent Care Hub OOH* - Out-of-hours												

Direct Attend Settings												
Activity	Time (min)	Cost	Probability									C.I.*
Attend a provider			(%)	Conditions								5
				Unkno wn	D/F/J/ A	Resp.	CNC	Cardiac	Collap se	Falls	Gastro .	
			SR*	91.7	40.45	80.47	70.43	62.23	0	0	85.49	
			UCH*	8.3	59.55	19.53	29.57	37.33	100	100	14.51	
SR* - Self referral to A&E UCH* - Urgent Care Hub												
Self-referral to A&E		£87	A&E									4

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* C.I. is a Confidence Indicator for confidence in the evidence base used to construct the model based on a score of 1-5 with 5 being highest (0=No confidence/ not applicable; 1=Guess by Modeller; 2=Estimate from Domain Expert; 3=Empirical evidence for direct observation/ Extrapolation from published literature; 4=Multiple reliable sources; 5=Confirmed through Expert Review Board).