

Discussions are underway as to how the current GP OOH service and the new telephone clinical assessment service will fully integrate along with this service, providing opportunities for more seamless urgent care response and reduced journeys to ED. The Urgent Care Centre will have access to the RVH Emergency Department and also to Clinical assessment unit in Zone B for further assessment. The UCC will also have referral pathways to diagnostics and rapid access services.

Patients who would have traditionally attended the Emergency Department on the Royal Victoria Hospital Site are now being diverted to our Urgent Care Centre (UCC). Once triaged and assessed in the Urgent Care Centre (UCC) the patient may be either:

- Transferred to the Emergency Department for ongoing emergency care
- Provided with a more appropriate urgent care pathway, or
- Assessed and discharged with relevant treatment or advice by a medical practitioner.

It is anticipated that the referral pathway from GPs into Urgent Care Centre will be operational in coming weeks- A CCG will be rolled out on a phased basis. Improvements from the hybrid model of UCC and ED are illustrated in the diagrams below:

