



# The art of the possible for front-line services

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responsive  
committed  
effective



# Front-line services – who are we and what are we trying to achieve?

- Historically emergency services, now a much wider view
- Personalised plans with localised focus delivered in a joined up way



# Emergency care

- Pre-hospital & in EDs
- 40% of 999 volume (5-8% is R1)
- Hands on
- Very technical



# Urgent care

- Accessed through a variety of points
- 60% of 999 volume
- Hands on but also remote delivery
- Signposting to alternatives incl. self-care
- Often very complex/multi-disciplinary



# Dependencies

- Strong IT infrastructure
- Cross-system commissioning
- Integration with public health
- Impact of social-economic diversity