



Manchester  
Health & Care  
Commissioning



# Trafford 111 First Implementation

Dr Mark Jarvis – Medical Director

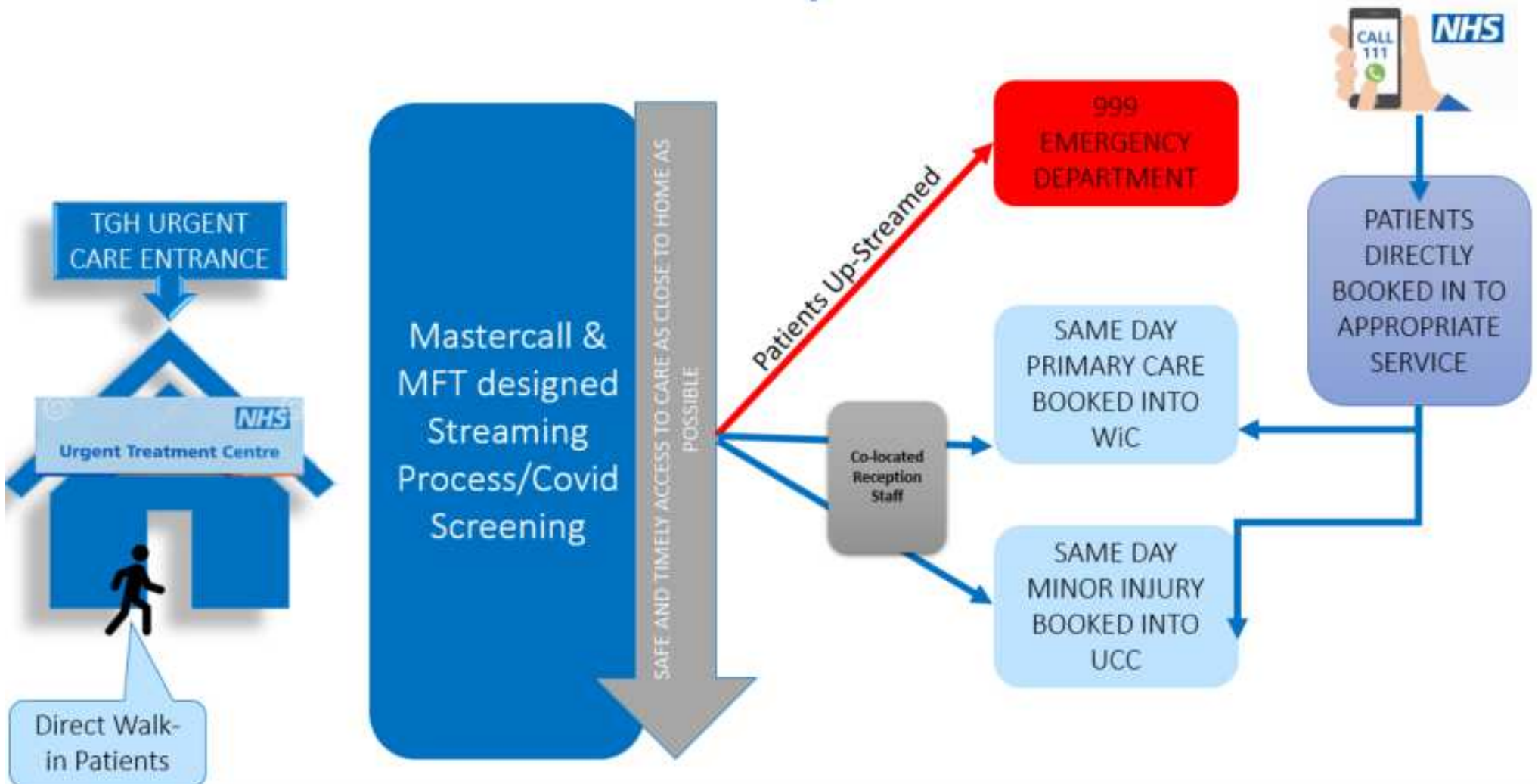
Cathy O'Driscoll – Associate Director of Commissioning TCCG

# Background

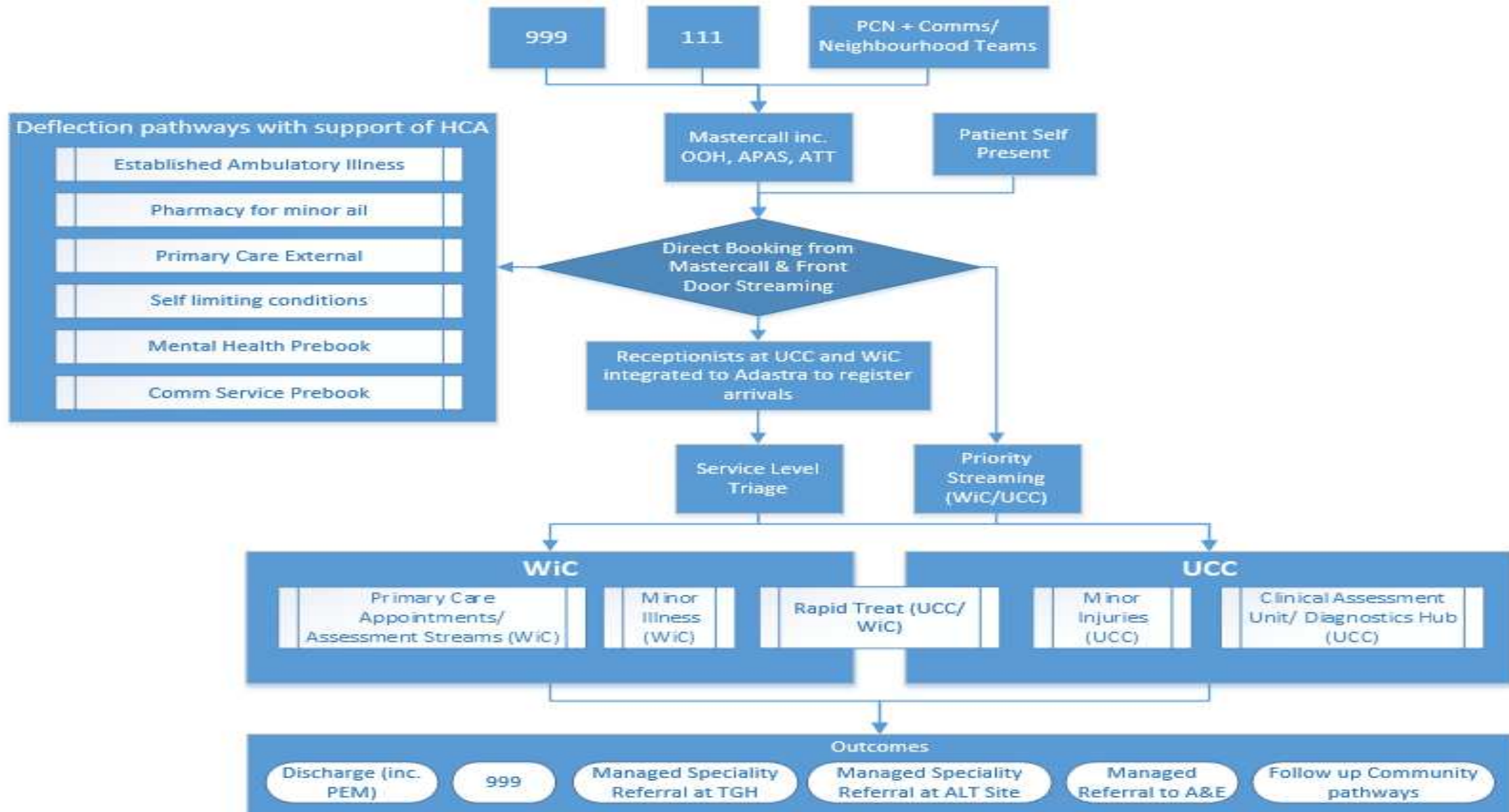
- In response to Coronavirus and seasonal Flu and to keep people safe the Urgent Care Centre (UCC) and Walk in Centre (WiC) based on the Trafford General site will become directly bookable services in line with the national and regional approach for urgent care services from the 27<sup>th</sup> October 2020
- People who need urgent medical attention at Trafford General's Urgent Care Centre or Walk-in Centre will be urged to contact NHS111 before attending the hospital.
- There will be no service changes on the site for patients other than how they access the services . The temporary move is part of the work to make the site COVID-free so that it can host a dedicated hub for elective (planned, non-emergency) surgery.
- The patient will be offered a timed appointment slot in the Urgent Care Centre or Walk-in Centre or directed to another appropriate service to meet their needs, which could be a GP, pharmacy or other suitable service.
- It is expected to create a more positive experience for patients who will be quickly directed to the most appropriate service, reducing the amount of time they need to wait for medical attention and being able to attend at a time that suits their needs.

# TGH Model

## Patient Experience



# Proposed Patient Pathway



# Next steps

- Targeted communication campaign for Trafford 111 First (TGH changes) - October/November 2020
- Ongoing delivery of UEC by appointment programme across Manchester and Trafford - October/November
- Pathway development across services in Manchester and Trafford i.e. Community/mental etc. for deflected patients - October/November
- Comms campaign to support 111 First programme across GM - December 2020