

Case Study

FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire

Beverley is 86 and although she isn't very mobile and can't move around easily, she loves her garden. On Thursday morning, Beverley falls and cuts her leg while gardening. Fortunately, she is able to walk back to the house.

A

Advice and Assessment

Beverley calls NHS 111 and is given immediate advice and assessment over the phone. The health advisor can see from Beverley's records that she has had frequent falls in the past. Beverley confirms she can get a lift from a friend to a community urgent care service and an appointment is made for her.

S

Same Day

Whilst not a serious injury, Beverley's leg needs prompt attention and she gets an appointment for lunchtime. She is seen by a nurse practitioner who, having reviewed the notes from NHS 111, carries out a more detailed assessment. The wound is cleaned and stitched.

A

A&E

Beverley does not need A&E and is able to be seen more promptly and appropriately by her local service.

P

Personalised Care

Staff at the community urgent care service talk with Beverley about her fall and give her falls prevention advice and information about when she should have her stitches removed. They also update their records so that her GP is aware of the accident.