

Case Study

FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire

Jack, who is 18, has been playing football in the park with his mates one lunch hour. He falls awkwardly on his wrist, which quickly becomes very painful and swollen.

A

Advice and Assessment

Jack calls NHS 111 and gets an initial assessment over the phone. NHS 111 health advisors decide he needs further assessment and a possible x-ray. He receives advice to take pain killers.

S

Same Day

Jack is given an appointment at the nearest community urgent care service which has x-ray facilities. He is assessed and sent for an x-ray. The x-ray confirms a break and his wrist is plastered. He is then able to go home.

A

A&E

Jack does not need A&E even though he has broken his wrist. By calling NHS 111, he is directed to the nearest service that could meet his needs, avoiding a potentially long wait.

P

Personalised Care

Jack is contacted the following day by a specialist nurse who has also reviewed his x-ray. The nurse provides further advice which previously would have needed a face-to-face appointment at hospital, saving Jack an additional trip.