

## Case Study

# FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire

Margaret is an 84 year old lady with a painful rash on her back. She has had the rash for 24 hours but does not want to 'bother anybody'. Her son, David, visits Margaret and is concerned. David takes Margaret straight to the local community urgent care service at 7pm.

**A**

**Advice and Assessment**

Margaret is seen and assessed within 15 minutes. She has a painful blistering rash on the right hand side of her back. Apart from the rash she is actually quite well, but due to her pain an appointment is made in two hours' time.

**S**

**Same Day**

Margaret receives a face-to-face appointment with an Advanced Nurse Practitioner at 9pm and is diagnosed with shingles. She is prescribed an anti-viral medication which she can collect from a local pharmacy.

**A**

**A&E**

Margaret did not need A&E.

**P**

**Personalised Care**

Margaret is advised on the infection risk to others and her GP receives an update electronically. She is provided with advice on how to access services in the future, including the benefits of making a phone call or going on-line before leaving home.