

## Case Study

# FIT FOR THE FUTURE

## Developing urgent and hospital care in Gloucestershire

It's Saturday morning and Patricia, who is 85 and suffers from dementia, is struggling with a bad cough and high temperature.

**A**

**Advice and Assessment**

Patricia's husband phones NHS 111 and the health advisor asks a number of questions and rules out a life threatening condition. Patricia's condition is assessed as urgent and she is given an appointment in two hours' time in a nearby community urgent care service.

The NHS 111 advisor also provides advice on immediate actions that she should take and what to do if her symptoms worsen.

**S**

**Same Day**

Patricia arrives at the service where she is seen by a clinician who has access to her health records. The clinician decides she has a chest infection so prescribes antibiotics and provides Patricia and her husband with advice on when to seek further help if her condition worsens.

**A**

**A&E**

Patricia is not considered to have a life threatening condition so does not require the support of A&E.

**P**

**Personalised Care**

Patricia starts her course of antibiotics and the clinician in the community urgent care service advises her that she should contact her GP practice if her condition does not improve. Information is electronically conveyed to Patricia's own GP.