

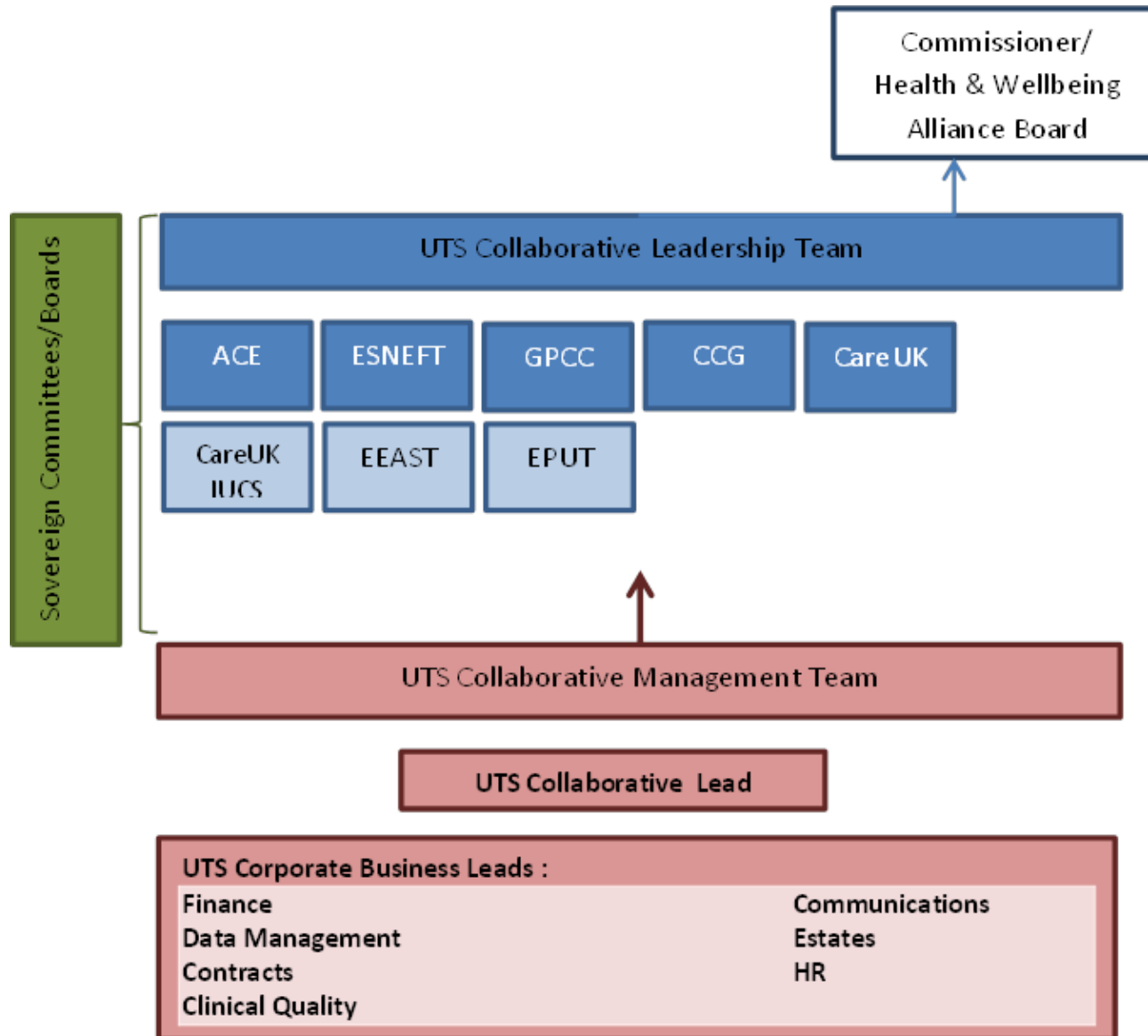


NEE Urgent Treatment Service (UTS) Collaborative

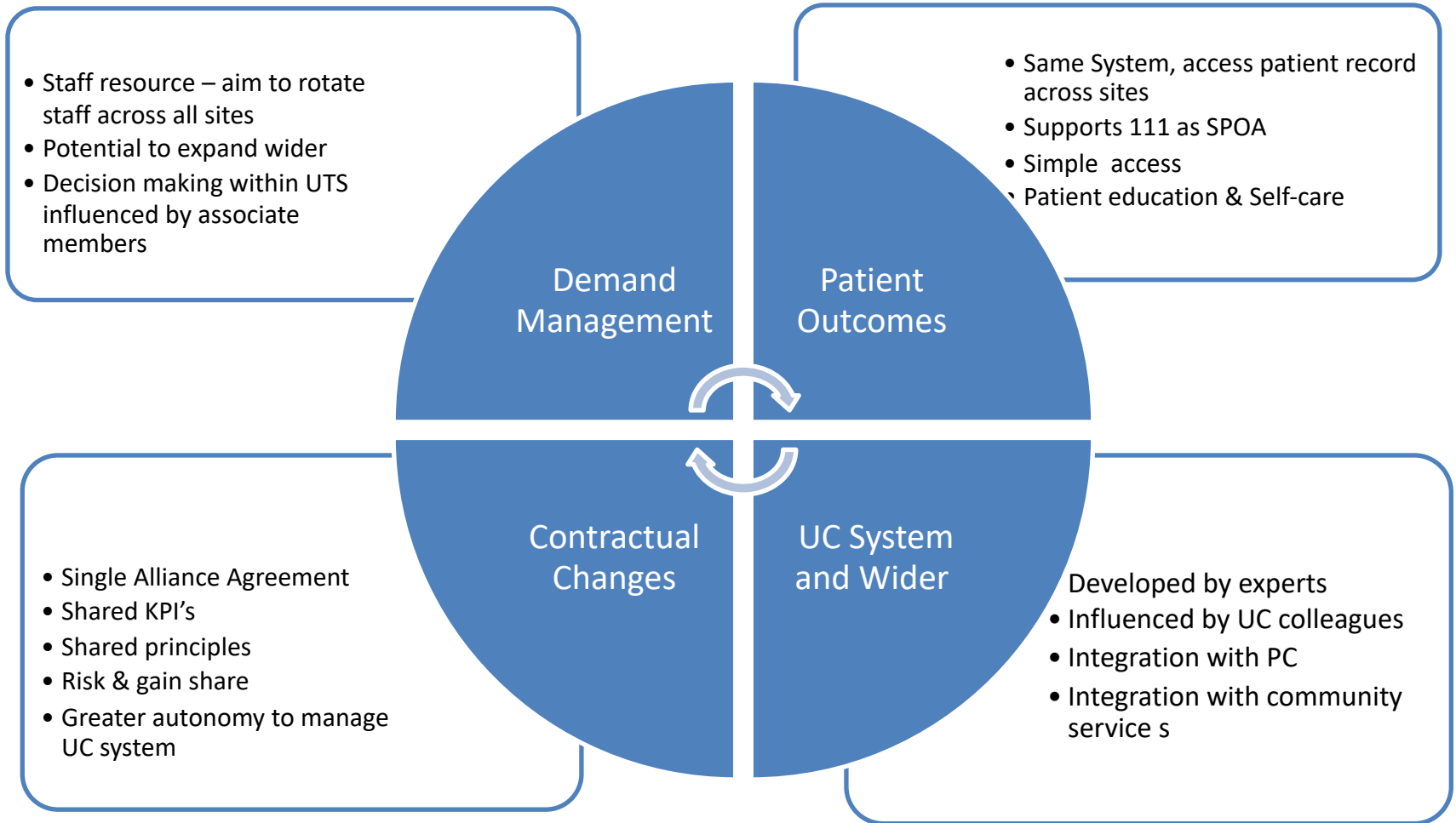


Morag Kirkpatrick – UTS Collaborative Programme Lead, NEE
Moragkirkpatrick@nhs.net

NEE UTS Governance Structure



NEE Benefits of Collaborative – An Alliance Approach

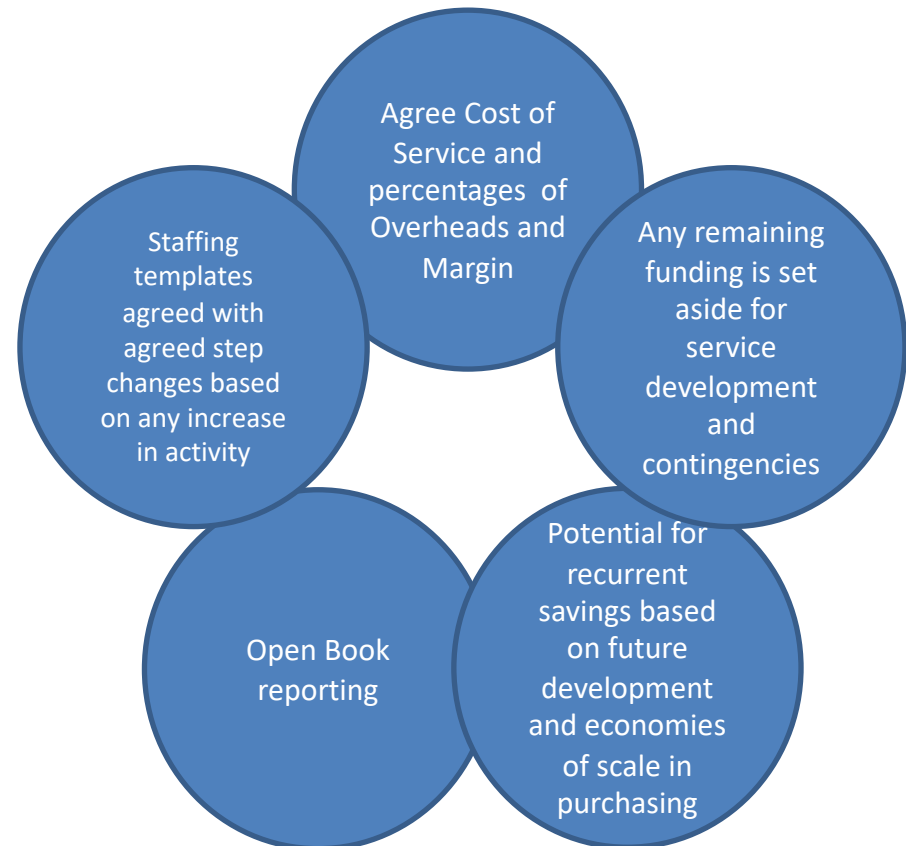


NEE UTS Risk & Reward mechanism

Purpose: Shares risks currently all providers face as individual orgs.

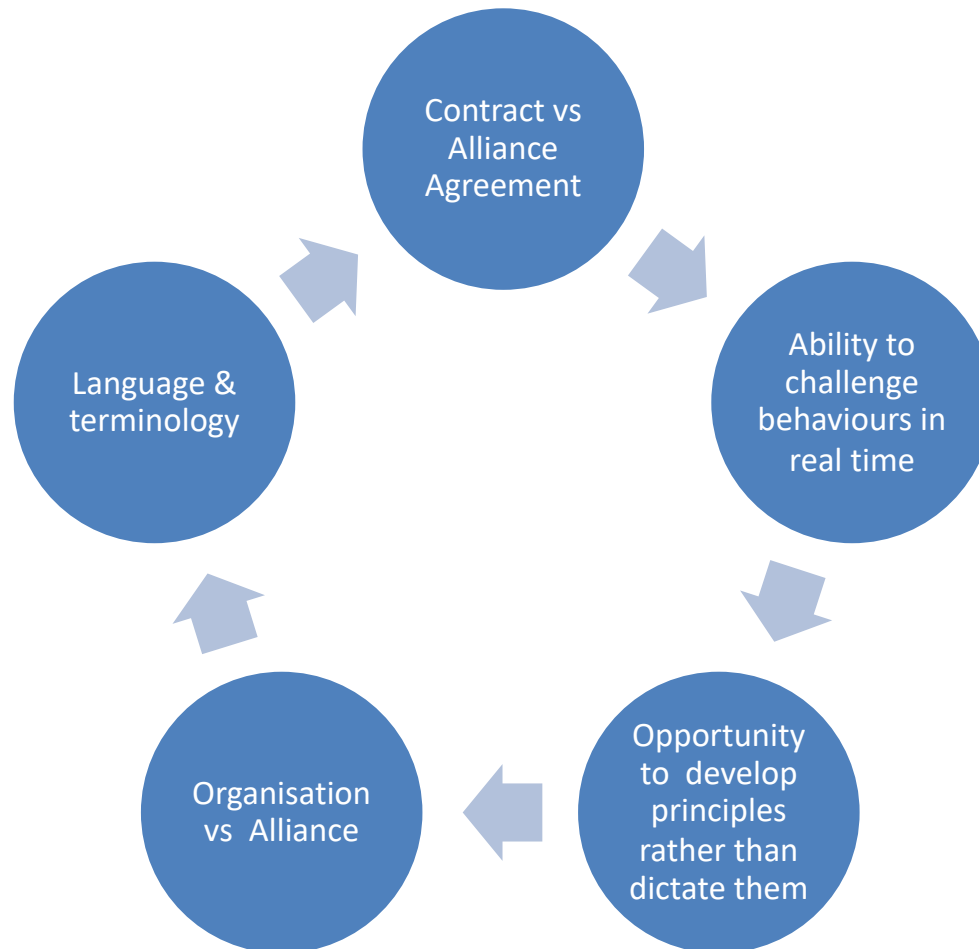
Risks:

- Increasing costs
- Disjointed service delivery
- Increased complexity in relationships and service provision
- Unclear patient pathways, confusion/duplication
- Poor quality, lack of governance
- Individual org targets/reputation compromised



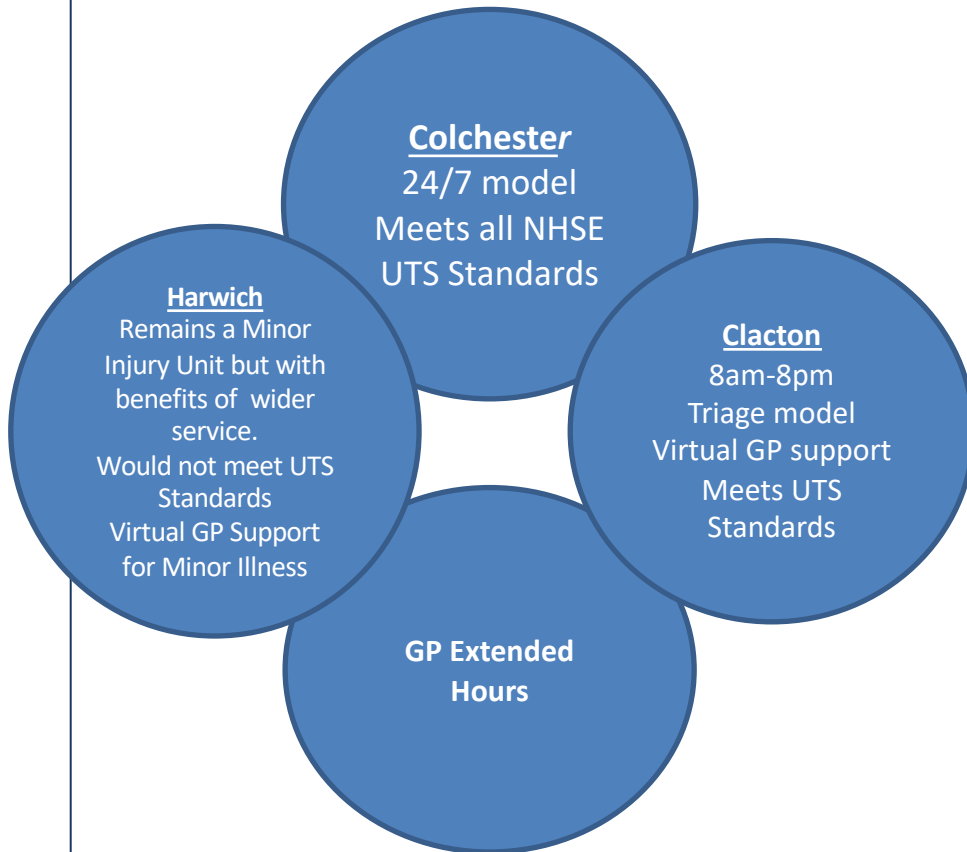
*NB: All Full Members part of Risk/Gain Share with exception of GPPC as EA monies are ring-fenced for this purpose only.

NEE UTS Culture & Behaviour Challenges – Working within an Alliance Approach...



NEE UTS Clinical Challenges

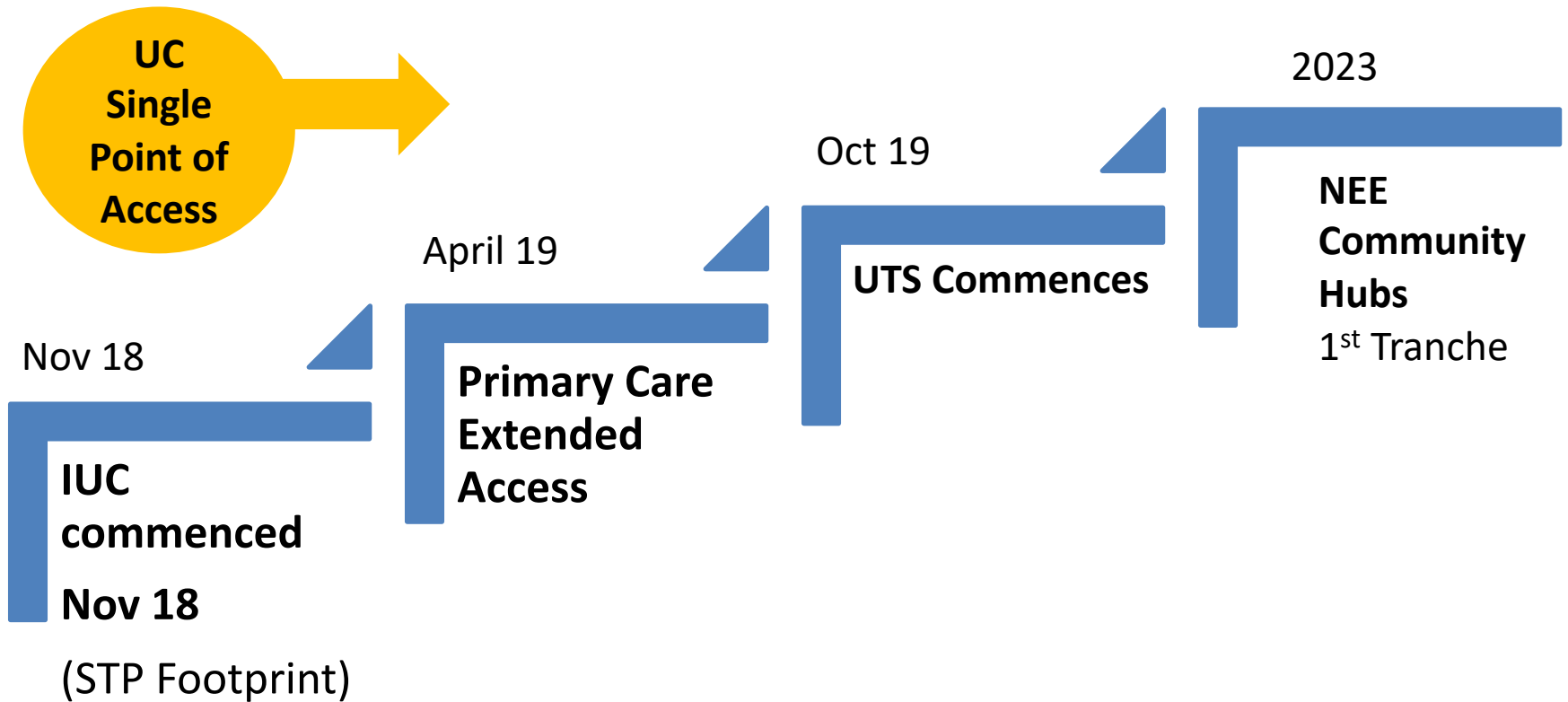
UTS Model:



Governance Assurance Framework



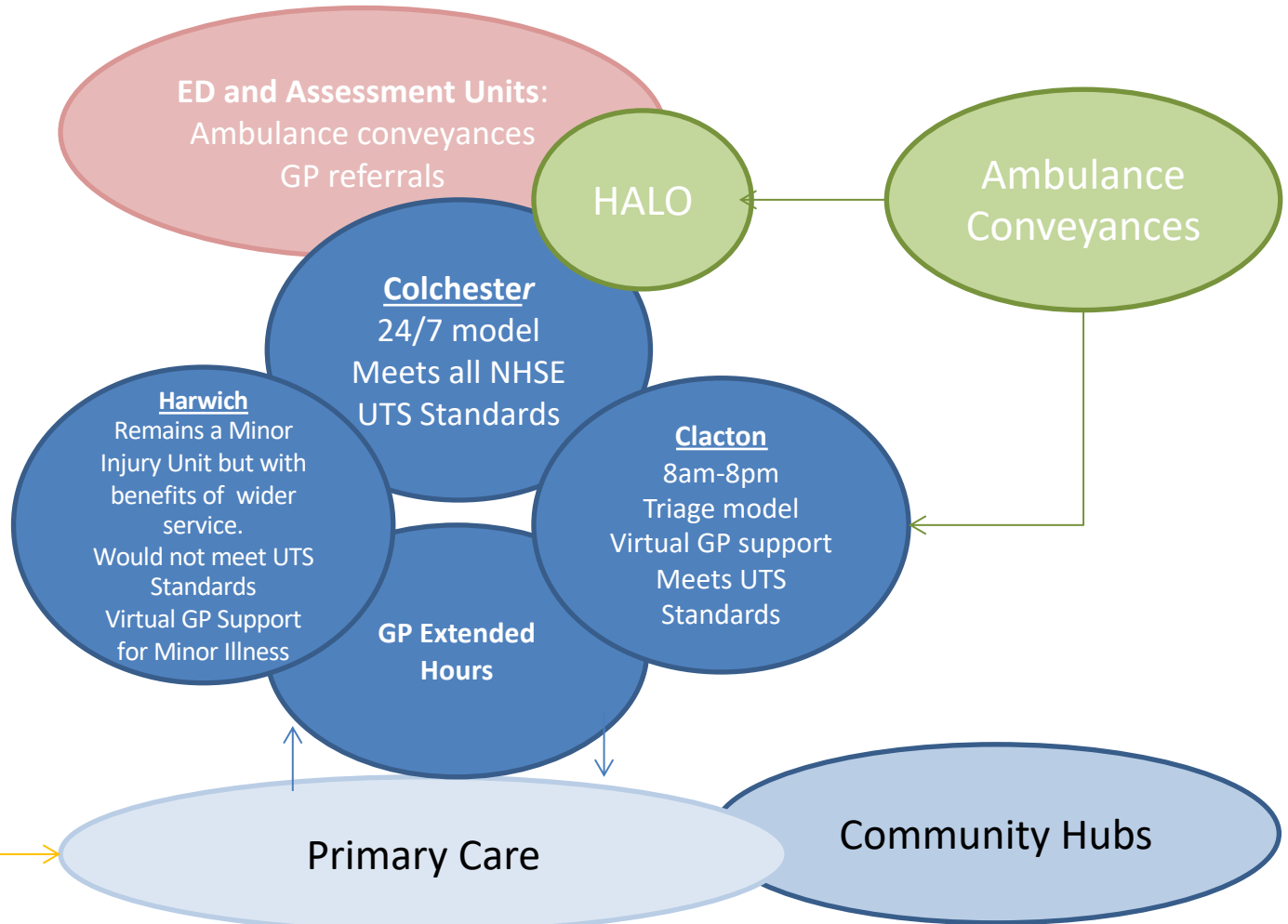
NEE UEC Timeline



NEE UTS and Wider UEC system



- Clinical Triage
- Self care Advice
- Bookable appointments to PC and UTC



The UEC system ask...

- Continued engagement and participation of System Partners
- Role model Alliance Behaviours & develop culture with own staff
- Give changes a chance, no blame