A&E and urgent treatment centres (UTCs)

A&E / 999 becomes the default choice when patients are unsure of where to go.

Rugby residents concerned about distance and difficulty of travelling to UHCW.

Services to be closer to communities and neighbourhoods – A&E is not the preferred option.

Rugby UTC does not have a GP and cannot see children aged 0-5.

Rugby patients unsure of what Rugby UTC can do, feeling they need to go to UHCW or Warwick Hospital to be seen.

Concern about long A&E waiting times and availability of urgent care closer to home.

Feasibility studies for new local A&E or UTC in high demand areas e.g. Rugby.

General practice (GPs) and primary care

Difficulty getting GP appointments and perception that GPs are too busy.

Better understanding of patient needs, especially long-term conditions/disabilities.

Face to face appointments preferable, especially for digitally excluded or complex needs patients.

NHS 111 and access/navigation

"Which service should I use?"

Lack of awareness about some services; A&E or GP is the default.

To be able to book appointments using NHS 111 for urgent care services.

Access to urgent care in communities is not clear and often doesn't provide the care needed.

Service awareness and communication

Campaigns to explain service changes, names and appropriate use.

Language and digital barriers.

Translated materials and messaging is limited in some communities.

Lack of awareness about some services; A&E or GP is the default.

Stronger promotion of pharmacy services needed as an appropriate alternative.

Care coordination and patient journey

Improved continuity of care, better follow up and more consistent triage and navigation.

Being moved from service to service with the onus on the patient to navigate services.

Services are not joined up and patients do not always know who provides what, where and when.

Having to tell your story multiple times to many people.

Unclear booking in and triage processes at UHCW, with patients moved between multiple services.

Mental health urgent care

Difficulty accessing urgent care for mental health; lack of confidence navigating these services.

Invest in recruitment and training for UEC staff, focus on mental health and out of hours.

Local service provision and capacity

South Warwickshire urgent care access has been challenging since Covid.
This area needs consistent urgent care provision across localities.