

Core brief

Message from Jane Grant, Chief Executive
(30 November 2020, 4.20pm)

Right Care, Right Place – new model of urgent care for Scotland

Over the past few months, extraordinary efforts have been made by teams across our whole system to prepare for the national roll out of a new approach to urgent care which will transform the way people access emergency services.

Scotland's new approach to urgent care will see those with non-life threatening conditions who would usually visit ED be first asked to call NHS 24 day or night on 111. People can also continue to call their GP practice for urgent care or access help online from NHS Inform.

NHS 24 will assess people by telephone and will be able to refer them to the right care by the right healthcare professional and as close to home as possible. This will help keep people safe and avoid unnecessary travel to hospital.

As part of the new approach, all Boards have developed a Flow Navigation Hub to offer rapid access to a senior clinical decision maker, using digital health where possible in the clinical consultation, with the ability to advise self-care and signpost to available local services including, where appropriate, same day emergency care. This may include mental health hubs, Minor Injury Units, Primary Care (in and out of hours) and the Emergency Department, as well as the existing COVID-19 pathway.

I am delighted to say that we have now had confirmation from the Cabinet Secretary for Health and Sport that the rollout of the new model will go live from 10 am tomorrow, Tuesday 1st December. All Boards will begin to promote the new approach locally, in advance of a national TV and radio campaign launching in January.

This major transformational programme is a significant achievement, being delivered in what are exceptionally challenging times.

This is a really exciting time for all involved and we will continue to involve colleagues on optimising what is the biggest transformational change to unscheduled care in our working careers.

I want to thank everyone for all your tremendous work to deliver on the Programme. We will continue to keep the new model under close review. This will include a national evaluation on all aspects of the Programme to understand sustainability and, most importantly, the impact of the programme on clinical value, patient care and experience.

Thank you and well done!

It is important to share Core Brief with colleagues who do not have access to a computer.
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