APPENDIX A

Leicester, Leicestershire and Rutland Urgent & Emergency Care Plan for Adults 2024/25



Flow in

Flow through

Flow out

Processes & Productivity



Optimise the 'same-day access to care' model across LLR, including Pharmacy First and primary care based same-day access for non-acute patients



- Implement e-beds technology at UHL for real-time understanding of bed availability
- Improve 7-day access to diagnostics and therapy services
- Improve specialist input into the LRI Emergency Department and Glenfield Clinical Decisions Unit



- Work together to improve safe and timely discharge of patients from hospital across all discharge pathways
- Implement criteria-led discharge across UHL and LPT (patients going home when criteria is met)

Capacity



- Establish a consolidated Urgent Treatment Centre model within the City
- Optimise use of Same-Day Emergency Care (SDEC) at the LRI and Glenfield Hospitals



 Open 18 additional beds at the Glenfield in a new modular ward



- Work together to reduce longer patient Length of Stay across all pathways (+7 days)
- Embed the LLR Intermediate Care model

Partnerships



- Embed the proactive model of care for complex patients that includes support at home and alternatives to hospital admission
- Establish Acute Respiratory Infection hubs in the community
- Expand our use of 'step up' capacity across all community settings, inc virtual wards



 Develop a whole-system plan for bedded and non-bedded capacity during times of peak demand



- Work with partners including social care to increase the number of patients discharged to their own homes
- Transition to our new patient transport provider, improving the timeliness of the service

Leicester, Leicestershire and Rutland



Urgent & Emergency Care Plan for Children and Young People 2024/25

Flow through Flow out Flow in **Processes & Productivity** Introduce e-beds for paediatrics across Implement robust processes for reviewing Establish a community hub model involving patients with long Length of Stay GPs with a specialist interest, creating Reduce the wait for imaging and Improve care for jaundice patients through alternatives to Children's ED investigations on UHL inpatient wards outpatients and community settings Capacity Enhance paediatric Urgent Treatment Complete bed reconfiguration to improve Centre capacity Enhance community epilepsy support to aid elective and emergency capacity early discharge and prevent admissions Implement respiratory diagnostics in the Paediatric nursing recruitment & retention community **Partnerships** Establish Acute Respiratory Infection Work with Local Authorities and Education Expand children's virtual wards ********* pathways to ensure the delivery of holistic care for Introduce Outpatient Parenteral Antibiotic children with mental health and Improve community services for children Therapy (OPAT) at home neurodiverse needs with mental health and neurodiverse needs