



## Urgent Care Practitioners (UCPs) – Vale of York CCG

Vale of York CCG has commissioned an Urgent Care Practitioner (UCP) Service for the entire CCG area, as an enhancement to the regional 999 service. UCPs are paramedics and nurses with extended skills who can respond to vulnerable, elderly or frail patients who have urgent or emergency care needs and are at risk of hospital attendance.

As independent advanced practitioners, UCPs are able to assess patients in their own homes, provide direct treatment and make referrals to other local services, with the aim of managing patients in the community wherever safe and appropriate. UCPs cannot prescribe but have a range of drugs for common infections and analgesics to dispense.

**UCPs can offer the most benefit to patients who have fallen, have minor injuries and are at risk of attendance at hospital.**

**Referrals are welcomed from primary care; though please note that the UCP service is not intended to replace GP home visits.**

There are typically 2 UCPs on shift every day and the service can receive direct referrals from GP surgeries using the referral process and criteria below. Due to limited capacity the UCP service will only be able to take 5 home visit requests per day, in addition to their existing workload.

### **Referral Process:**

VOYCCG GPs can contact the UCP Service directly 8am –5pm through the YAS Emergency Operations Centre on: **0300 330 0275 opt 2.**

**Please refer to the detailed referral guidance (overleaf) when making a referral.**

### **Referrals should be made by the attending healthcare professional.**

- Where delegation is unavoidable, the individual making the referral should be in a position to answer detailed triage questions about the patient's condition and circumstances leading to the referral.

Referrals to the UCP service will be triaged through YAS UCP desk to determine their appropriateness for an onward referral to an UCP. Referrals will be accepted based on clinical appropriateness and the response time based on availability of local UCPs. If the UCP service accepts a referral the clinical responsibility still rests with the GP who will discuss the case with the UCP to form a management plan.

## York Urgent Care Practitioners (UCP) Service Referral Guidance for Healthcare professionals

Each case is individually assessed by the UCP desk; general criteria are described below to guide referrers.

Referrals are welcomed from primary care, though please note that the UCP service is not intended to replace routine GP home visits.

### **Inclusion Criteria**

- Patient registered with a Vale of York GP, or living within the boundaries of Vale of York CCG
- Home visit requests for patients who are at high risk of hospital attendance/admission where the GP practice cannot respond within a reasonable timeframe.
- Minor injuries such as skin tears and lacerations or soft tissue injuries from falls in those patient groups who cannot easily attend a minor injury unit.

### **Exclusion Criteria**

- Stroke and NEWS2 of 5 or greater
- Non-traumatic chest pain
- Obstetric and gynaecological presentations
- Acute mental health presentations
- Overdose of possible lethality
- Patients intoxicated with alcohol or drugs