

# Investing in the future of urgent and emergency care



The urgent care agenda is radically transforming emergency and unscheduled care through the development of new pathways, new services, new systems and new providers. Potentially currently worth £300 million a year, the urgent care business has also been allocated £100 million of new

money from the Department of Health. For more information and to book your place at this event either:  
Call: **020 7104 2000**  
Email: [kate.atkins@healthinvestor.co.uk](mailto:kate.atkins@healthinvestor.co.uk)

**Chairman: Michael Carpenter, Reviews and Studies Manager, Care Quality Commission, formerly, Lead, Urgent and Emergency Care Service Review, Healthcare Commission**

**9.30 Registration and refreshments**

**10.00 Chairman's introduction and welcome**

**10.20 Succeeding in a competitive market**

- Achieving National Quality Requirement Standards
- Scope and scale of services
- Patient experience and feedback
- Anticipating the future of urgent care (design and feedback)

**Eileen Lock, Regional Director, London and North Somerset, Harmoni**

**10.50 Innovative approaches to commissioning urgent and emergency care**

- How services are accessed
- Effectiveness and integration
- Piloting new ways of working
- Working with multiple partner organisations
- How patient feedback informs services

**Mabli Jones, Associate Director, Primary Care Commissioning Access/Urgent Care and David Groom, Access/Urgent Care Manager, Tower Hamlets PCT**

**11.20 Tea and coffee**

**11.40 Why invest in Urgent Care?**

- Increase in demands for services
  - Changing patient expectations
  - A pipeline of opportunities for providers
- Susan Smith, Chief Executive, The Princess Grace Hospital**

**12.10 Establishing a network of community based emergency care centres – lessons from an overseas provider**

- Changing the healthcare landscape

- Treating 200,000 patients annually
  - Models of excellence
  - The patient experience
  - Replicating our success in the UK market
- Dr Joe Djemal, Chief Executive, Terem Medical Centers**

**12.40 Morning summary and questions**

**13.00 Lunch**

**14.00 Driving Improvements in Urgent Primary Care**

- Areas for urgent attention
- The role of general practice
- The Department of Health Review
- Key issues for service reform

**Rick Stern, Primary Care Foundation and special advisor in primary care management to the NHS Alliance**

**14.30 Achieving success through partnerships: An award winning social enterprise**

- A unique urgent care service for London
- Keeping 97% out of hospital
- Innovation and new services in 2008/09
- Patient satisfaction survey reports

**Amanda Mayo, Clinical Director, Urgent Care Limited**

**15.00 Tea and coffee**

**15.20 Providing an out of hours service: Meeting the challenge**

- Service integration and continuity of care
  - OOH and the A&E interface
  - Patient feedback and service development
- Simon Abrams, Medical Director, Urgent Care 24**

**15.50 Anticipating the future - Q&A Session: All speakers**

**16.10 Chairman's summary and concluding remarks**

**16.15 Close of conference**