In January 2016 we presented our plans for approval.

Following the review and your feedback we have been working with the leaders of Herefordshire’s health and social care organisations to develop our Urgent Care Transformation plan to:

- Ensure that services both protect and support help patients be in the right place at the right time.
- That we reshape urgent care services to make them more responsive to patients needs.

You can read our Journey so far here.

To view an interactive version of this infographic click the link.

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**Urgent Care Journey so far...**

From September 2013, Herefordshire Clinical Commissioning Group (CCG) asked patients, public/patients, family/carers and front line teams to develop our Urgent Care Transformation plan to:

- That services are simpler to access
- That we reshape services to make them more responsive to patients needs.
- Universal behaviour change
- Whole person approach including mental and physical well being
- Our working targets for 2016/17

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**December 2015 Governing Body**

**January 2016 - present**

**2014 Governing Body**

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**Key Things Important to you**

- Improved communication
- Improved waiting times
- Improved access to appointments
- Improved access to services
- Improved access to information

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**Hereford Times Hall**

The 5th June 2014, we met with the public/patients, family/carers and front line teams to develop our Urgent Care Transformation plan to:

- That services are simpler to access
- That we reshape services to make them more responsive to patients needs.

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**Hereford Times**

We convened a Primary care and 7 Day working survey

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**7 Day Working Survey**

We convened a Primary care and 7 Day working survey

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**View the Urgent Care report**


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**Urgent Care website**

www.herefordshireccg.nhs.uk/urgent-care

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**Urgent care update**

- The Urgent Care plan was announced in May 2015 for public consultations and feedback.

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**Urgent Care Report 2013**

- View all the documents submitted in the report
- Download the report

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**Herefordshire Urgent Care Review**

- “The Herefordshire Way to Well Being”
- We presented our plans for approval

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**7 Shared Ambitions**

- Enhanced and integrated care
- More effective and efficient care
- People feel empowered and make great choices
- Services listen
- Services are simpler to access
- Improved access to appointments
- Improved access to information

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**Hereford Times**

\[ Forum held in Hereford town hall. There was great discussion and some very interesting points made. Learn more by visiting: www.herefordshireccg.nhs.uk/surveys-and-7day-gp-services-3386/ \]

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**Hereford Minor Injury Units**

- A&E is a calm and peaceful place
- A&E is free to deal with accidents and emergencies
- People feel empowered and make great choices
- Services listen
- Services are simpler to access
- Improved access to appointments
- Improved access to information

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**Our working targets for 2016/17**

**Health is a joined up journey – not a series of crises**

**Whole person approach including mental and physical well being**

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**Find out more in our Urgent Care website**

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**Hereford Times**

We published our progress, findings and case for change in our Urgent Care website.

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**Herefordshire’s walk-in centre**

- 2 x Hereford, Bromyard; Kington; Leominster; Ledbury and Ross
- 125 participants made up of public/patients, family/carers and front line teams
- Locations: 2 x Hereford, Bromyard; Kingstone, Ledbury and Ross

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**Hereford Times**

On the 5 June 2014, we met with the public/patients, family/carers and front line teams to develop our Urgent Care Transformation plan to:

- That services are simpler to access
- That we reshape services to make them more responsive to patients needs.

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**Hereford Times**

We conducted a public service engagement event called ‘Your Voice’. You can read about it at: www.herefordshireccg.nhs.uk/urgent-care-care-review

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**Hereford Times**

We decided to change how we buy care plans. View the press release at: www.herefordshireccg.nhs.uk/news/herefordshire-ccg-update-on-urgent-care-services-and-7day-gp-services-3386/

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**Hereford Times**

Based on the results of the Report...

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**Hereford Times**

We conducted a Primary care and 7 Day working review and plan.

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**Hereford Times**

This includes a list of frequently asked questions (FAQs) at: www.herefordshireccg.nhs.uk/urgent-care-care-review-2016-papers-2016#January GBM 2016

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**Hereford Times**

We are conducting a public service survey about the Urgent care website.

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**Hereford Times**

We created a webpage dedicated to the Urgent Care and 7 Day working review and plan.