

## What's happening in Lewisham

# Urgent and emergency care

Our aim is to develop new models of care to enable our population to receive the right care from the most appropriate professional in the right setting. We intend to deliver this by:

- Remodelling parts of the Urgent Care Centre and Emergency Department
- Our Rapid Response Service in the community and a Multi-disciplinary Team within the Emergency Department who will ensure that fewer vulnerable patients are treated in hospital. These services provide access to therapy, nursing and social work support to enable people to stay in their own home and prevent an emergency admission to hospital.

- Our plans also include the re-commissioning of an Integrated Urgent Care Service (currently NHS 111), which will incorporate access, assessment, advice and treatment.
- The Health Help Now website and app is also available to patients to receive information on where best to go to receive advice or treatment based on their individual concerns and symptoms.  
[www.healthhelpnow.nhs.uk](http://www.healthhelpnow.nhs.uk)



### **Making it easier to get a GP appointment**

We have commissioned over 20,000 extra GP appointments a year. That's on top of what your own GP already provides. They are available through our GP Extended Access Service, which operates between 8am and 8pm seven days a week.

If your GP has no appropriate appointments available, they can book you into the GP Extended Access Service, including on the same day, evenings, weekends and Bank Holidays. GP appointments are also accessible to A&E departments and NHS 111 to ensure that patients can be re-directed to the most appropriate service for their health needs.

