

REVIEW:	EMERGENCY CARE ACCESS	
Scrutiny Committee:	Health	Chair: Councillor W.J.S. Thomas
Lead support officer:	<i>To be agreed</i>	

DRAFT SCOPING AND TIMETABLE

Terms of Reference

With the overall context of access and waiting, the review will examine the process of accessing emergency care in the following areas:

- a) Initial contact with the NHS, for example, Accident and Emergency, NHS Direct, GP practice or dialling '999';
- b) The process of getting from place of need to hospital, for example, using the ambulance service;
- c) The initial point of access in hospital (ie where a patient is seen by a clinician).

Running concurrently with this review is a project, sponsored by Hereford Hospitals NHS Trust, which will look in detail at the process of emergency service provision identifying potential blockages in the system and possible solutions.

Desired outcomes

- To make recommendations for improving access to appropriate emergency care services within Herefordshire;
- To make recommendations for patients to enable them to access the right services;
- Ensuring equality of access

Key questions

- What range of emergency services can patients currently access?
- Is there demand for services for which this is currently no access?
- Is the community sufficiently informed about emergency services to make the right choice?
- Are patients and GPs satisfied that their needs are met in a timely fashion?
- Are members of the public using emergency services appropriately?
- Is the provision of emergency services sufficient for the needs of the community?
- Are the local NHS organisations meeting agreed national targets?
- Are appropriate resources being committed?

Timetable	
<i>Activity</i>	<i>Timescale</i>
Agree scoping, witnesses, data/research required	February to June 2004
Undertake interviews and gather data	June to September 2004
Interrogate data/information gathered	June to September 2004
Formulate recommendations	October to December 2004
Submit recommendations	January 2005

Members	Support Officers
(Councillors Mrs P.A. Andrews, Mrs W.U. Attfield, G. Lucas, Ms G.A. Powell)	<i>To be agreed</i>