

Together We're Better is your local partnership of NHS, local government and voluntary sector organisations. We are working collectively to make decisions to transform health and care services across Staffordshire and Stoke-on-Trent.

Our partners are working closely together to achieve this transformation through a series of work programmes. Each programme is clinically-led and focussed on its own aims and objectives to ensure local people have access to high quality, sustainable services for the future.



Urgent and Emergency Care programme

We're working to make it easier for you to understand where you can go when you have an urgent health need or healthcare emergency and ensure the treatment you receive is timely and of high quality.

Our priorities and projects

- We will ensure that when you require urgent and emergency care you receive the right support in the right place – first time
- We want to connect urgent and emergency care services together to fully meet the physical, mental health and social care needs of everyone living in Staffordshire and Stoke-on-Trent
- We're committed to providing a responsive, urgent health service outside of hospital so you no longer need to queue in hospital emergency departments
- We will ensure that adults and children with more serious or life threatening emergency needs receive treatment in centres with the right facilities, processes and expertise in order to maximise their chances of survival and a good recovery.

Our aims and outcomes

- We want you to go to the right place, first time to meet your urgent and emergency care needs
- We're working to connect urgent and emergency care services and deliver the national requirement for Urgent Treatment Centres
- We want a 'single system' approach to the way services are planned and delivered
- We want to ensure the right services are provided out of hospital to your home
- We're making sure the correct processes and support are in place to enable you to be discharged from hospital in a safe and timely manner.

Case study

How receiving care at home has helped to support Ann: A nasty fall led to Ann suffering a broken wrist, along with bruises to her face and ribs. Following a stay in hospital, she was discharged and continued to receive care from members of the Home First service provided by Midlands Partnership NHS Foundation Trust. Their "friendly faces, encouraging words and practical help" meant Ann was able to recuperate in her own home and cope with what had been a traumatic incident. In line with the Home First principle, the majority of patients are enabled to return home whereby a dedicated team continues their care and assessment out of hospital. This support may include rehabilitation, support with activities of daily living or clinical support from nurses, including palliative care. They can then be assessed for their long-term needs in the right place.

