



Chief Operating Officers,
Medical Directors,
Directors of Planning,
Directors of Primary, Community and Mental Health Services,
Assistant Chief Operating Officers,
Assistant Directors of Planning

Our Ref:/Your Ref: AS/A21827921

Date: 29 March 2018

Dear colleague,

**Urgent Care in the Community – a National Programme
for Unscheduled Care Online *Quick Guide***

We are writing about the publication of an online *Quick Guide* intended to provide practical tips and ideas on how to safely manage patients with urgent care needs in the community, where clinically appropriate. This guide is one of a series developed through the National Programme of Unscheduled Care (NPUC).

The practical tips within this quick guide are to be taken as pragmatic recommendations to support local health and care systems; they are not mandatory. However, you will wish to consider whether your local organisations are delivering these actions consistently to support optimal delivery of care to citizens, with enabling greater resilience over Winter 2018/19 in mind.

The guide lists opportunities to enact improvement in areas including culture, improving communication and sharing information, as well as for specific service areas.

You will find the guidance via this link: <http://howis.wales.nhs.uk/sitesplus/407/page/36206>

Yours sincerely

Andrew Sallows
Delivery Programme Director

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Director, National Programme for
Unscheduled Care