

# Step 4: Ingredients for success for commissioners

## Urgent Community Frailty Response Service Ingredients for success

### Data

- Utilise population health management data to help understand system needs
- Process map current service provision to identify opportunities and barriers

### Integration and pathway development

- Clear standard operating procedures for ambulance service and supporting organisations including GPs
- Integrated pathways for ease of access to services
- Developing an integrated approach demonstrating benefit to all stakeholders
- Developing clear pathways for immediate provision for X-ray / tests, without admitting patients

### Relationships

- Paramedics building trusted relationships with clinical leads
- Enhancement of relationships with community teams to streamline processes e.g. Rapid referral to Community Services e.g. District Nurse, Community Team
- Enable rapid access / provision of medication / pain relief across the system; Rapid referral to social care services / placements; Rapid referral admission to Emergency Department (ED) / hospital and discharge to assess (D2A) beds

### Funding

- Where needed, funding for a Band 7 Specialist Paramedic
- Funding to be part of 'business as usual' to ensure sustainability, recruitment and retention of staff

### Governance

- Risk sharing / indemnity across the system