<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>9:00 – 9:45</td>
<td>Registration, Networking</td>
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</table>
| 9:45 – 10:10 | Introduction and welcome  
Nick Hall, Head of Integrated Urgent Care, NHS England |
| 10:10 – 10:40 | WFDP Maturity Index Implementation Guidance for Commissioner  
David Davis |
| 10:40 – 11:10 | Digital Urgent Care Update  
Di Baynham - Head of Service Design, Digital UEC |
| 11:10 – 11:30 | How the Pharmacist Integration Programme supports the wider system.  
Paula Russell |
| 11:30 – 11:45 | Refreshments |
| 11:45 – 12:30 | Workshop Session 1 |
| 12:30 – 13:15 | Lunch |
| 13:15 – 13:45 | Winter Planning / Provider Resilience - IUC  
Ruth Allanson – Operational Performance Manager, NHS England  
Ashley Kittle – Forecasting and Capacity Analyst  
Adrian Price – Head of IT and Telephony |
| 13:45 – 14:15 | How can the wider system support Winter? |

**Breakout Sessions**

A series of breakout sessions will be run concurrently with delegates having the opportunity to attend 3 workshops. The 1st workshop will be prior to lunch with remaining 2 following lunch. Workshops will focus on:

A) **Mapping Patient Journey - Pathways.**  
Review the pathways patient journey from a commissioner perspective; understand the DOS capability and skill mix.  
(Ciaran Sundstrom, Deputy Head of Acute Care - Urgent and Emergency Care, Dr Barbara King, Deputy National Clinical Lead, NHS England)

B) **Improving access to general practice: developing integrated models of primary and urgent care.**  
Provide an overview of the national policy on improving access to general practice, including insight from localities talking about how they are working across their local system to integrate with UTCs, NHS111 etc.  
(John Taylor, Head of Improving Access to General Practice, NHS England.)

C) **Direct Booking – Patient Journey.**  
An opportunity for commissioners to understand the technical patient journey to allow direct booking into Urgent Treatment Centres and GP extended access hubs. How can we integrate IUC – UTCs and Extended Access Services?  
(Lead by examples from London and Luton)

**During the breakout sessions we will also hold a Key Performance Indicator Drop in Session**  
(John Hutchison, Integrated Urgent Care Programme Manager)
**Urgent Treatment Centres, GP Extended Access Hubs and Ambulance service**

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<tbody>
<tr>
<td>14:15 – 15:15</td>
<td>Workshop Session 2</td>
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<tr>
<td>15:15 – 16:15</td>
<td>Workshop Session 3</td>
</tr>
<tr>
<td>16.15 – 16.30</td>
<td>Reflections and next steps</td>
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<td>16.30</td>
<td>Event close</td>
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