

## UEC Learning & Improvement Network

### Integrating Urgent and Emergency Care- Supporting Patient Flow

The Belfry, Back Ln, Great Cambourne, Cambourne, Cambridge CB23 6BW  
 24<sup>th</sup> April 2025 09:30 – 16:00

| Timings       | Agenda Item  | Lead  |
|---------------|--|---|
| 09.30-10.00   | Registration & Coffee  |   |
| 10.00-10.20   | Welcome  | <b>Nick Hulme</b> , UEC LIN CEO & CEO East Suffolk & North Essex Foundation Trust   |
| 10.20 -10.30  | Getting to know each other                                   | <b>Jenny Mooney</b> , Deputy Director for Learning & Improvement Networks & NHS Impact, NHSE East of England<br><br><b>Batsi Katsande</b> , Deputy Director for UEC Improvement, NHSE East of England |
| 10.30 – 11.00 | Integrating Urgent & Emergency Care- supporting patient flow | <b>Julian Redhead</b>   |
| 11.00-11.15   | <b>Break</b>   |   |
| 11.15-11.45   | Ambulance to SDEC Pathway ( <i>confirm title</i> )           | <b>Dominic Giles</b> , AMU Consultant James Paget University Hospital   |

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|---------------------|--|---|
| <b>11.45- 12.15</b> | <b>Managing Patients Across Primary, Community, and Acute Interface</b><br><i>UEC integration across 999/Primary care/ community/UCCH/Virtual wards and Acute trust pathways</i> | <b>Dr (Professor) Raj Thakkar,</b><br>GP & President of Primary Care Cardiovascular society,<br><br>NHS England Expert Advisory Group Primary care member for Heart Failure, Frailty, UEC hotline & Virtual Ward Mid &South Essex Community Collaborative |
| <b>12.15-12.45</b>  | <b>Using Clinically Ready to Proceed &amp; Internal Professional Standards to support patient flow</b> ( <i>confirm title</i> )  | <b>Carolyn Tester,</b> Head of Transformation, ESNEFT   |
| <b>12.45-13.30</b>  | <b>Lunch and Networking</b>  |   |
| <b>13.30- 14.00</b> | Working in groups on improvement challenges using improvement tools (Topic 1)  |   |
| <b>14.00- 14.30</b> | Working in groups on improvement challenges using improvement tools (Topic 2)  |   |
| <b>14.30-15.00</b>  | Working in groups on improvement challenges using improvement tools (Topic 3)  |   |
| <b>15.00-15.15</b>  | <b>Break</b>   |   |
| <b>15.15-15.45</b>  | Feedback and sharing across systems with Menti   | <b>Jenny Mooney</b><br><b>Batsi Katsande</b>  |
| <b>15.45.16.00</b>  | Close  | <b>Adam Cayley,</b> Regional COO, NHSE East of England<br><br><b>Nick Hulme</b>   |

Facilitators x 6  
Identify a scribe at each table

N&W-  
HWE-  
SNEE-  
BLMK-  
C&P-  
MSE-