

## Appendix 1 - – Mobilisation Recovery Group

### Principles for Redesign of Urgent Care

These are to:

1. Establish an emergency care system that benefits everyone.
2. Deliver care as close to home as possible by minimising face to face contact, maximising access to a senior decision maker.
3. Ensure patients are seen in the most appropriate clinical environment to minimise the risk of harm and ensure safety.
4. Deliver a whole system, multi-agency, multi-disciplinary, person centred approach that ensures right care, right place, right time
5. Deliver strong public messaging to support any changes to care system to allow the public to use the system responsibly and ensure that it is linked to self care and management and healthier life choices.
6. Maximise and build upon digital solutions such as NHS Near Me and Virtual Wards.
7. Establish a single national access route which delivers simple, clear and effective access points to patients.