

Health Need for Urgent Care

Need but no demand and no supply (unmet need):

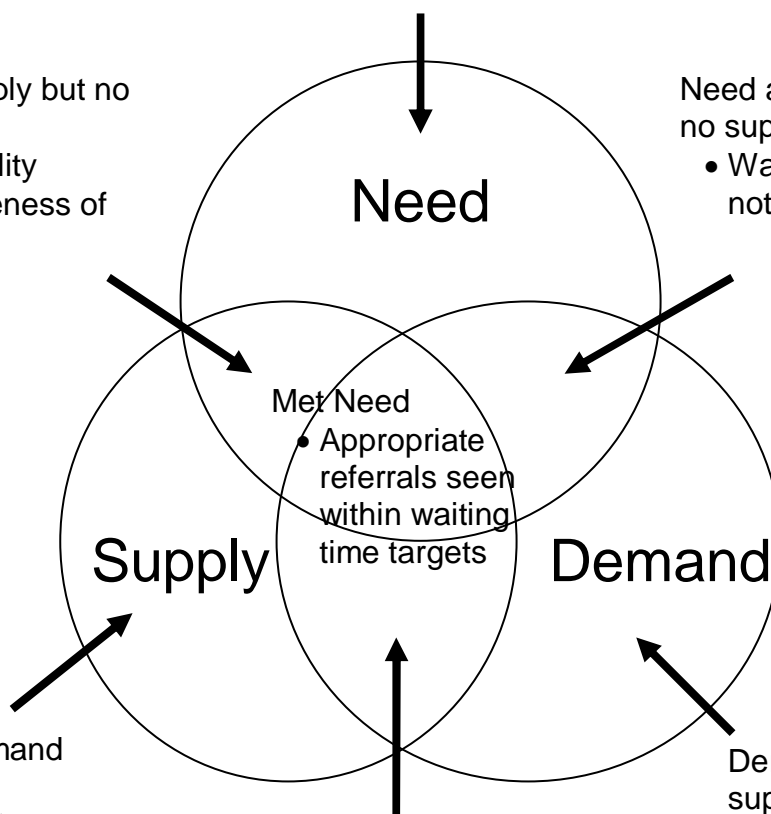
- Delayed presentation to GPs when condition has worsened
- Emergency hospital admissions (above average emergency hospital admission rates)

Need and supply but no demand:

- Inaccessibility
- Poor awareness of service

Need and demand but no supply:

- Waiting time targets not met



Supply but no demand and no need:

- Excess capacity

Supply and demand but no need:

- Inappropriate attendances/referrals that are treated due to poor management in primary care e.g. asthma and other respiratory conditions
- Inappropriate self-referrals that are treated due to poor awareness of service aims

Demand but no supply and no need:

- Inappropriate attendances

Questions:

- Are waiting times being met by the Out of Hours GP Service within Gateshead?
- Are there any categories of presentation that are inappropriate because they could be better managed by planned primary care (in-hours GP services and community nursing)?
- Are there any categories of presentation that are inappropriate and could be reduced due to better awareness of aims of the service by service users and/or other health professionals?