

WORKING IN URGENT CARE MEDICAL SYSTEMS			
	Topic	Knowledge	Skills
		Should be able to	Should be able to
1.1	Urgent medical care services systems models and components	Define an urgent medical system	Apply knowledge to clinical settings
		Categorise the components of that system	
		Contrast different regional, national and international systems that offer urgent care	
1.2	Urgent care operational environments	Categorise the different environments urgent care is practiced	Demonstrate the judicious use of resources
		Contrast different urgent care systems in urban, rural and remote settings	Demonstrate resilience decisions in times of high service demand
		Evaluate the impact of different operational environments on.	Demonstrate the judicious use of resources in different urgent care operational environments
		a. Risk to personal	Handover of patients from the urgent care environment
		b. Patient safety	Demonstrate appropriate safety netting
		c. Clinical care	
d. Onward referral			
1.3	Working in multidisciplinary teams	Recognise the range of health and social care professionals commonly found in urgent and unscheduled care systems	Take into account the varying contributions of the multidisciplinary professional workforce and the interrelationship between Health and Social care in providing urgent care
		Compare the differences in training of professionals practicing in urgent / unscheduled care	
		Summarise the clinical capabilities of the healthcare professionals working in this area	
		Summarise the role of the regulatory bodies that oversee the professionals working in this area	

1.4	Call handling and dispatch	Describe the process of ambulance emergency	Discuss and apply the process of emergency and urgent call handling, prioritisation, dispatch categorisation and resource management for onward transfer and referral to urgent care
		a) Call handling	
		b) Call prioritisation	
		c) Dispatch	
		d) Resource activation	
		e) Resource management	
		Describe the process of non emergency call systems in relation to	
		a) Call handling	
		b) Call prioritisation	
		c) Decision support systems	
d) Clinical input			
1.5	The function of urgent care	Define the role of medical services involved in Urgent Medical Care	Be able to identify an appropriate clinical pathway for patient disposition
		Categorise the activities available and the scope of urgent care	
		Describe the role of different clinical professionals operating in urgent care	
1.6	Legal considerations for mental capacity and mental health	Differentiate between lawful consent to treatment in adults and children	Apply mental capacity and mental health acts including deprivation of liberty safeguards to the urgent care setting
		Differentiate between lawful refusal of treatment in adults and children	
		Explain the use of the Mental capacity and mental Health acts in urgent care and how they differ	
		Describe the emergency provision available in legislation for :	
		a) Protecting and safeguarding in mental health patients	
		b) Protecting and safeguarding children	

		c) Protecting and safeguarding vulnerable adults	
		Cite examples where confidentiality may be breached in urgent care	
		Describe the legal requirements for dealing with expected and unexpected death outside of hospital	
1.7	Working effectively with emergency and urgent care services	Describe the role and responsibilities of the emergency and urgent care services including their role in “hear and treat” and “see and treat” systems	Apply knowledge of emergency and urgent care service options to planning treatment of patients seen in the urgent care setting
		Describe the potential non-hospital options for patient disposition including, but not limited to, Minor Injuries units, Walk in centres etc	
1.8	Working effectively with acute specialist services	Describe the national framework for ambulatory care	Apply knowledge of specialist service options to planning treatment for patients seen in the urgent care setting
		Recognise the difference between District General Hospitals, Trauma Units and Major Trauma Centres	
		Describe the difference in tertiary referral centres for example vascular and burns units	
		Differentiate conditions that warrant the expertise of specialist teams such as Mental health services or rapid response teams	
1.9	Providing support remotely to urgent care providers	Describe the challenges associated with providing remote support to urgent care teams in the community	Demonstrate an ability to provide appropriate remote advice to practitioners working in urgent care settings including interpretation of ECGs and common X-rays

PROVIDING URGENT MEDICAL CARE			
	Topic	Knowledge	Skills
		Should be able to	Should be able to
2.1 Adapting practice to the Urgent Care Setting			
2.1.1	The importance of the consultation setting	Describe how the form of consultation and strategies for assessment may be altered in the following locations : private residence, nursing/residential homes, urgent care/ out of hours setting (community), urgent care/ out of hours setting (hospital), telephone contact, skype contact, 111 referral, 999 referral, police custody	Devise consultation methods and assessment strategies applicable for the variety settings common to urgent care
2.1.2	The factors that impact on the speed of assessment	Describe the factors that would indicate a need for rapid assessment of a patient	Identify presence of life-threatening illness, risks vulnerabilities etc. altering pace of consultation and action accordingly
2.1.3	The impact illness and anxiety affect patient assessment	Describe ways in which acute illness and associated anxiety may interact to influence patient assessment	Demonstrate the ability to differentiate between features of physical and psychological illness
2.1.4	The role of patient monitoring in urgent care settings	Describe the range of patient monitoring available in the urgent care setting and its application in patient care.	Formulate an appropriate strategy for monitoring patients in urgent care setting
2.1.5	The role of patient investigations in urgent care settings	Describe the range of patient investigations available in the urgent care setting and its application in patient care.	Interpret common patient investigations relevant to urgent care setting, including a range of near patient testing
2.1.6	Adapting a structured clinical assessment according to the presentation	Discuss the performance of a structured relevant and focussed assessment of a range of presentations.	Perform a structured, relevant and focussed assessment of a range of presentations.
2.1.7	Interpreting the findings according to the assessment of the patient	Discuss the value of flexible communication skills when sharing information with patients	Formulate a plan for patient communication recognising individual ideas concerns and expectations and in a manner appropriate to their ability to understand and use that information.

2.2 Emergency Care and Time Critical Conditions			
2.2.1	Management of a critically ill patient	Describe the principles underpinning immediate management of critically unwell patients in all age groups with respect to airway, breathing and circulation	Formulate a plan for the immediate resuscitation of patients in the urgent care setting
2.2.2	Recognition of life threatening illness	Describe the clinical features and immediate management of acute life threatening emergencies such as impending cardio-respiratory arrest, sepsis, anaphylaxis, respiratory distress; seizures	Identify strategies for the recognition and management of acute life threatening emergencies
2.2.3	Appropriate patient prioritisation.	Describe a range of common triage tools and early warning scores used to prioritise patient management	Apply a range of adult and paediatric triage tools correctly to prioritise patients care.
2.2.4	Management of patients according to guidelines	Describe the contents of the current guidelines relevant to Urgent care particularly but not exclusively(UK) CPR - ILS and PILS , BTS asthma . BTS croup in adults and children	Demonstrate the application of the aforementioned guidelines
2.2.5	Team leadership	Discuss how you would lead a team in a clinically challenging situation	Demonstrate how to supportively lead a team in a clinically challenging situation
2.3 Care of the Undifferentiated Case Load			
2.3.1	Management of patients on the basis of their undiagnosed symptom or presenting complaint within an urgent care setting.	Describe the medical management (to include history / examination / management and disposal) of patients presenting to a range of urgent care settings. (the range of conditions considered in scope of the syllabus expanded upon hereafter but is intended to be indicative rather than a full listing)	Provide a differential diagnosis of presenting complaints within the confines of an urgent / unscheduled care setting List appropriate investigations within the confines of an urgent care setting appropriate to managing those diagnosis

2.3.2	Appropriate pharmacological interventions	Describe the common pharmacology of medicines used in the management of patients presenting to an urgent care setting.	Describe the options for further management of the Safe prescribing of a range of drugs commonly used to treat patients in an urgent care setting, including their interactions with other drugs commonly taken by patients Discuss techniques used to improve the appropriateness of prescribing in the urgent care setting. E.g. antibiotic stewardship, near patient testing
2.4 Care of Children and Young People			
2.4.1	Management of childhood sepsis	Describe childhood sepsis, its features, presentation, early management and disposition	Demonstrate the management, prioritisation and disposal of childhood sepsis in an urgent care setting.
2.4.2	Management of feverish children	Describe the high risk signs, symptoms and care of the feverish child	Demonstrate a structured risk assessment of the feverish child.
2.4.3	Management of conditions specific to childhood	Describe the diagnosis and management of symptoms presenting in, and conditions specific to childhood with particular reference to how their needs may differ from that of the adult. (the range of conditions considered below but is intended to be indicative rather than a full listing) Febrile convulsions, seizures and altered consciousness Headaches Diarrhoea, abdominal pains, vomiting, Limb/joint pain and limping child Malignancy in a child Weight loss, feeding difficulties Respiratory disease including asthma, chronic lung infection Common infections of childhood Syncope and palpitations Self harm and attempted suicide Drug and alcohol use Stridor, tonsillitis and other ENT presentations Urinary tract infection, and testicular swelling/pain	Demonstrate an ability to alter consultation practice for children presenting to an urgent care setting compared with the diagnosis and management of an adult with similar symptoms.

2.4.4	Identification and management of child safeguarding issues	Describe the patterns of child abuse, discuss inter-agency co-operation and emergency child protection procedures.	Identify presentations requiring safeguarding assessments
		List sources of additional information and support when abuse is suspected Describe the process of assessing the need for emergency child protection	Develop an appropriate strategy for said assessments to be undertaken
2.4.5	Understand the legal issues pertaining to Children	Discuss how capacity is ascertained and demonstrate knowledge of consent. Describe the parental role and rights in decision making about children's health and welfare	Discuss how and when to determine if a child has capacity to consent Manage situations where there is a diversity of opinion between parents and child or health professional
2.5 Care of People with Disability and Learning Difficulties			
2.5.1	Communicating with people who have a disability	Describe strategies to communicate with patients with profound hearing or visual loss	Manage patients with profound hearing or visual loss e.g. through use of a hearing loop, interpreter, written consultation
2.5.2	The impact of illiteracy on ability of patients to assimilate treatment options	Describe strategies to recognise and manage the difficulties of a patient who is unable to read	Identify features in a consultation that might indicate illiteracy and sensitive management of this.
2.5.3	Adaptions to care of people with learning disabilities and autism	Describe the challenges for the health professional in assessing and managing people with learning difficulties or autism	Discuss features of a consultation that minimise distress in an urgent care setting. Discuss strategies to support and manage a person with learning disabilities or autism
2.6 Care of Older People			
2.6.1	Frail and elderly care needs in the urgent / OOH setting	Describe how the frail and elderly may need to be managed differently in terms of medication and disposal	Demonstrate strategies to avoid burdensome interventions in those who are approaching the end of life
2.6.2	Management of physical illness in the elderly	List anatomical and physiological changes that occur in the elderly	Manage the care of elderly patients taking into account the anatomical and physiological changes associated with age
2.6.3	Management of pharmacological issues in the elderly	List factors common in the frail elderly that need to be considered when prescribing in this group Describe the impact of altered physiology and frailty on prescribing e.g. renal impairment, falls risk, anticholinergic burden	Identify where drugs or drug interactions may be playing a role in an urgent care presentation.

		Describe the impact of polypharmacy in the management of the elderly and be able to prescribe safely when the patient is on multiple drugs.	
2.6.4	Mental capacity issues	Demonstrate a clear understanding of the capacity acts and how this is to be assessed and the options for enforced compliance	Assess an individual's capacity to make valid decisions about their health and welfare
2.6.5	Differentiation and management of delirium and dementia	Describe strategies and tools to aid the differentiation and management of delirium and dementia in an urgent care setting Describe strategies for managing both delirium and dementia in the urgent care setting	Discuss assessment of a confused patient for delirium or dementia
2.6.6	Appropriate care in life limiting illness and end of life care	Describe the factors which affect an end of life decision and communication with patient, family and staff. Describe how communication with the patient their family and carers needs to take place when considering care in life limiting and end of life decisions.	Recognise situations where a discussion as to the appropriateness of various care options needs to take place for a patient with a life limiting or end of life condition. Construct a plan for sensitive communication treatment and non-treatment options to patients, families and carers

2.7 Cancers and Palliative care			
2.7.1	Recognition of Cancer presenting in U Cancer care emergencies	Describe features likely to be suggestive of cancer and discuss how these can be managed in an urgent care settings Describe the features of cancer care emergencies such as supra-venacaval obstruction, neutropenic sepsis	Discuss the various management options for an individual in whom cancer is suspected including immediate admission, urgent investigation and 2 week rule referral.
2.7.2	Management of End of life care	Demonstrate knowledge of drugs used to provide symptom control at the end of life	Discuss the pharmacological and other interventions to mitigate the symptoms of patients in the last few days or weeks of life
2.8 Alcohol and Substance Misuse			
2.8.1	Management of patients with acute intoxication due to drugs of misuse and or alcohol	Describe the signs and symptoms of intoxication from drugs of misuse and alcohol	Recognise the signs and symptoms of intoxication from alcohol and drugs of misuse safely managing immediate concerns
2.8.2	The impact of drug seeking behaviour and addiction upon urgent care services.	Discuss impact and management of drug seeking behaviour and addiction within the urgent / OOH setting	Recognise and manage a patient requesting medication and where you have concerns regarding misuse
2.8.3	Recognition and supportive care of Problem Drinking	Discuss the presentations of problem drinking, their urgency and management	Identify the signs and symptoms of alcohol poisoning and withdrawal and be able to offer appropriate interventions Perform brief interventions for Alcohol abuse (AUDIT C)
2.9 Cardiovascular Problems			
2.9.1	Management of Chest and angina pains	Describe the assessment and management of acutely presenting chest pain and worsening angina pain	Demonstrate ability to identify cardiac ischaemia from troponin results and / or ECG
2.9.2	Management of the swollen calf, Deep Vein Thrombosis (DVTs) and Pulmonary embolism	Describe the assessment and exclusion of DVT and embolism in an urgent care setting including the use of near patient testing	Demonstrate ability to use relevant scoring systems and near patient testing for the assessment of swollen limbs and DVT risk
2.9.3	Management of heart failure	Discuss the assessment and management of worsening heart failure	Discuss assessment and investigation of individuals with worsening heart failure and plan appropriate care
2.9.4	Assessment of patients with limb ischaemia	Describe features of peripheral vascular disease likely to need urgent intervention	Identify features of acute / acute on chronic limb ischaemia

2.9.5	Recognition, and management of cardiac rhythm disturbances including atrial fibrillation, bradycardia and tachycardia	Describe the acute management of arrhythmias presenting to an urgent care service.	Identify pathological rhythms from an Electrocardiogram.
2.10 Dental Emergencies			
2.10.1	Management of acutely presenting painful oral / dental conditions	Describe the principles of medical assessment and management of acutely presenting painful oral and / or dental conditions	Recognise the signs of acute oral conditions presenting to urgent care and plan appropriate care.
2.11 Dermatology			
2.11.1	Management of cellulitis	Describe the principles of assessing and managing cellulitis including iv treatments within the community	Apply an appropriate classification system for assessing cellulitis.
2.12 Diabetic, Renal and Metabolic Problems			
2.12.1	Management of acute metabolic emergencies	Describe the symptoms and management of acute metabolic emergencies such as steroid dependent crisis, gout	Recognise the urgency of the symptoms presenting and plan appropriate therapy
2.12.2	Management of diabetic emergencies	Describe the management and assessment of a range of diabetic emergencies.	Interpret abnormal blood glucose and biochemistry reports appropriate to the acutely unwell patient with diabetes.
2.12.3	Identification of acute kidney injury	Discuss when acute kidney injury should be suspected and how it is identified on near patient testing	Assess biochemistry reports for the presence of acute kidney injury and describe appropriate actions.
2.13 Ear Nose and Throat Problems			
2.13.1	Management of acute vertigo and dizziness	Discuss the principles of assessment and management of acute vertigo or dizziness.	Identify those conditions which require urgent assessment and plan appropriate strategies for management
2.13.2	Management of patients presenting with stridor	Describe the symptoms of stridor and impending airway obstruction.	Discuss assessment of the severity of stridor and croup and identify and manage patients of concern.
2.13.3	Management of epistaxis and other ENT emergencies	Describe the principles of assessing and managing epistaxis and other ENT emergencies	Discuss assessment of the severity of ENT emergencies and manage patients of concern
2.13.4	Management common ENT infections	Describe the management of common ENT infections of the ears, throat and sinuses	Demonstrate a stratified approach to the management of these infections consistent with the principles of antimicrobial stewardship

2.14 Eye Problems			
2.14.1	Management of eye complaints within an urgent care setting	Describe the assessment and acute management of a range of common eye presentations to urgent care (the range of conditions provided is intended to be indicative rather than a full listing) Red Eye Sudden visual deterioration Foreign body	Discuss approaches to eye examination suitable to be undertaken in an urgent care setting Discuss which conditions can be managed within the confines of an urgent care setting and those that require urgent specialist assessment.
2.15 Gastroenterological Problems			
2.15.1	Management of the jaundiced patient	Describe the assessment and management of an acutely jaundiced patient	Discuss the assessment and examination of a jaundiced patient and the interpretation of near patient testing to determine the urgency of care
2.15.2	Management of acute abdominal pain	Describe the management of a range of conditions presenting with abdominal pain	Determine a differential diagnosis for a range of abdominal symptoms, and plan appropriate investigations and further management.
2.15.3	Assessment of diarrhoea in adults and children	Describe the assessment management and potential aetiology of diarrhoea in all age groups List causes of acute diarrhoeal illness and their appropriate management	Discuss the severity and management of adults and children with symptoms of diarrhoea
2.15.4	Management of dyspepsia and gastrointestinal bleeding	Describe the acute presentations of dyspepsia and gastrointestinal bleeding	Discuss appropriate approaches to the management of dyspeptic symptoms Provide strategies for the assessment of gastrointestinal bleeding
2.16 Haematological Problems			
2.16.1	Management of anaemia and other haematological emergencies	Describe the assessment of patients with sickle cell disease presenting with acute symptoms Describe the assessment of abnormal bleeding or bruising and the management of common causes	Assess the severity and requirement for urgent treatment of acute and chronic haematological conditions Discuss the urgency of intervention for patients with anaemia or an acute haematological presentation, e.g. bruising, bleeding, sickle cell disease
2.16.2	Assessment and prioritisation of abnormal haematology / pathology reports	Describe the principles of interpreting the urgency of intervention for an individual reported to have abnormalities on haematology /pathology to an urgent care service.	Demonstrate appropriate prioritisation of abnormal haematology/pathology reports in an urgent care setting
2.16.3	Management problems associated with anticoagulation	Describe the principles of interpreting urgency of intervention for an individual reported to have abnormalities of coagulation associated with the uses of anticoagulant medication	Demonstrate ability to manage a patient with an elevated INR in an urgent care setting

2.17 Infectious Disease			
2.17.1	Identification, management and infection control of infectious diseases	Describe the signs symptoms and course of acutely presenting infectious diseases prevalent in the UK, together with appropriate management in patients of all ages, and those who are pregnant, immunosuppressed or have relevant comorbidities	Identify and manage the urgent care of both common and less common infectious diseases within the UK. e.g. diarrhoea, Chicken Pox, measles, malaria.
2.17.2	The role of public health services in the control of infectious disease	Describe where to find information on notifiable diseases and describe how to contact relevant bodies	Discuss how and when to access the support of relevant public health services in the management of infectious disease
2.17.3	Management of shingles	Describe the assessment and management of a patient with shingles List those patients at increased risk of shingles complications	
2.17.4	Management of common dermatological or gut infestations	describe the assessment and treatment of a range of infestations Treat and patients with scabies threadworms and lice.	
2.17.5	Tetanus immunisation	Describe the application of immunisation and immunoglobulin in preventing tetanus	
2.17.6	Antibiotic stewardship	Describe strategies for the reduction in the inappropriate use of antibiotics and the challenges for the urgent care setting	Discuss the use of tools designed to reduce inappropriate antibiotic use (Centor score etc.)

2.17.7	Soft tissue and wound infections management	Describe appropriate management wound and soft tissue infection List likely organisms and antibiotic sensitivities associated with common wound infection.	
2.18 Mental Health			
2.18.1	Assessment and management of the self-harming or suicidal patient	Describe a structured approach to assessing risks of self-harm and understanding of the management required	Discuss appropriate use of recognised tools for assessing risk of serious self-harm
2.18.2	Assessment and management of a range of acute mental health issues	Describe structured approaches to the assessment of patients with acute presentations of mental illness and their management.	Diagnose and identify appropriate treatment for patients with a range of acute mental health issues
2.18.3	Mental Health and Mental capacity legislation	Discuss the provisions of the mental health act that legislate for management of patients with serious mental illness. Describe the process of sectioning a patient under the mental health acts including the role of all relevant professionals.	Discuss the use of the Mental Capacity and Mental Health acts in the urgent / OOH setting Demonstrate the application of the mental health act and mental capacity act.
2.18.4	Management of deliberate overdose	Describe the principles of assessment of patients who have attempted an overdose	Identify those patients requiring further treatment and intervention for the physical management of an overdose.
2.19 Musculoskeletal Conditions including Trauma			
2.19.1	Management of trauma presenting in an urgent care setting	Describe the principles underpinning management of trauma and injuries in the urgent care setting	Demonstrate a systematic approach to the diagnosis and management of trauma and injuries in the urgent care setting
2.19.2	Fracture management	Describe the principles underpinning management of different types of fractures, urgency of treatment and their onward referral/disposal	Demonstrate a systematic approach to the management of fractures in the urgent care setting Discuss the use of splintage in an urgent care setting.
2.19.3	Conditions requiring specialist surgical opinion	Describe the complexity of conditions which may require Specialist surgical intervention	Demonstrate a systematic approach to the management of conditions that may require specialist surgical intervention
2.19.4	Management of simple burns	List the features of burns requiring specialist care	Assess the need for urgent/non-urgent referral for specialist care.
2.19.5	Management of electrocution	List the features of electrical burns and signs requiring further assessment	Assess the need for urgent/non-urgent referral for specialist care.
2.19.6	Management of acutely presenting musculoskeletal conditions	Describe the principles of management of different soft tissue injuries and joint problems, urgency of treatment and their onward referral/disposal	Assess the need for urgent treatment or further investigation of acute soft tissue and joint injuries.

2.19.8	Radiological assessment and other imaging	Demonstrate awareness of radiological guidelines e.g. Ottawa ankle rules Describe the basic principles of x-ray interpretation	Demonstrate the interpretation of acute x-rays for injuries commonly seen in urgent care Identify common condition abnormalities found on x-ray.
2.19.9	Management of traumatic neck pain	Describe the principles underpinning assessment and management of traumatic neck pain.	Discuss a system for examination and management of patients with neck injuries.to rule out significant neck injury and manage both groups of patients
2.19.10	Management of a patient exposed to noxious substance	Describe the signs and symptoms of exposure to noxious substances with particular reference to carbon monoxide, smoke and other noxious agents List the signs and symptoms of carbon monoxide poisoning and smoke inhalation Recognise the significance of multiple patients presenting with similar symptoms of poisoning	Assess the severity of carbon monoxide poisoning and smoke inhalation
2.19.11	Management of the inflamed joint	Describe the principles underpinning the management of the acutely inflamed joint and acute rheumatological presentations	Assess the severity and differentiation of acute arthritic conditions
2.19.12	Management of acute back / neck pain	Demonstrate knowledge of red flags, the management, the investigation and the intervention required in the management of acute back pain	Demonstrate appropriate assessment and management of acute back or neck pain Apply appropriate scoring systems used in the assessment of back pain e.g. Keele Start Back Tool
2.20 Neurological Problems			
2.20.1	Management of Bell's Palsy and other acute nerve lesions	Describe treatment of Bell's Palsy and management of the acute presentation of single nerve neuropathies	Differentiate Bell's Palsy from Facial Stroke and identify other acute single nerve neuropathies including sciatica
2.20.2	Management of stroke/ TIA within an urgent care setting	Describe the features of TIA and stroke disease, with particular reference timing of investigations / interventions.	Discuss how a stroke presenting at various time after onset can be managed within an urgent care setting.
2.20.3	Management of seizures and unexplained loss of consciousness	Describe the assessment and management of patients with their first seizure or unexplained loss of consciousness in contrast to those with an established history of epilepsy.	Differentiate between seizures and loss of consciousness
2.20.4	Management of headaches	Describe headache features requiring immediate or urgent investigations.	Discuss the assessment and management of headache presenting to an urgent care setting

2.21 Pharmaco-Therapeutics			
2.21.1	Assessment of a suspected adverse drug reaction	Describe the various forms of acute drug reaction	Discuss priority for action and necessary interventions for a patient suffering from an acute drug reaction
2.21.2	Safe prescribing and dispensing of drugs	Explain the principles of safe prescribing and dispensing. Describe a system of storage and dispensing that would meet the current drug legislation of controlled drugs	
2.21.3	Management of Controlled drugs	Describe the principles of the application of controlled drug legislation and how this affects storage and prescribing Describe a safe storage and monitoring system for controlled drugs in an urgent care setting.	
2.21.4	Pharmacology of Drugs.	Discuss the pharmacology of commonly used drugs used in urgent / OOH settings	Discuss the impact and importance of the pharmacokinetics and pharmacodynamics of commonly used drugs in the urgent care setting e.g. Paracetamol or Tramadol accumulation in the elderly or in patients with renal impairment
2.21.5	Management of prescribing by non-prescribers	Explain the role of Patient Group Directions and Patient Specific directions including their legal framework and application Describe the mechanisms that exist to allow prescribing by non-prescribing clinicians, e.g. Paramedics, some nurses, HCAs	
2.21.6	Supply of urgent care drugs	Describe the suitability of some drugs vs others for stocking and use in the urgent/OOH settings and those which should not routinely be prescribed. Identify drugs suitable for use in an urgent care setting and those which are not.	
2.21.7	Appropriate use of NSAID	Describe the value and safe use of NSAIDs within the urgent care setting	Demonstrate appropriate prescribing; give appropriate advice and or prophylaxis to mitigate the risks of NSAIDs
2.21.8	Pain management in an urgent care setting	Describe acute and chronic pain management in adults and children in the urgent care	Demonstrate effective use of a pain scoring system in both adults and children Identify appropriate strategies for the management of those presenting with acute on chronic / chronic pain in an urgent care setting

2.22 Respiratory Problems			
2.22.1	Management of acute breathlessness	Describe the assessment of the breathless patient and further management and/or investigation	Discuss use of NICE pneumonia guidance and relevant BTS and other assessment tools, together with relevant near-patient testing and radiography
2.22.2	Management of acute asthma	Describe the features of deteriorating asthma control and appropriate acute interventions.	Demonstrate an ordered approach to the assessment of an asthmatic patient and escalation of their treatment in line with BTS and NICE Guidance
2.22.3	Management of an Acute exacerbation of COPD or other long term respiratory condition	Describe the features of deteriorating COPD (or respiratory function) control and appropriate acute interventions.	Demonstrate an ordered approach to the assessment of a patient with COPD or longstanding respiratory condition and escalation of their treatment including the use of bolus iv antibiotics and home therapy
2.22.4	Management of an acute exacerbation of bronchiectasis	Describe the features of exacerbations of Bronchiectasis and appropriate acute interventions	Demonstrate use of BTS and other guidance for the care of the deteriorating patient with bronchiectasis.
2.23 Sexual Health including Emergency Contraception			
2.23.1	Identification and management of symptoms associated with sexually transmitted disease and genital infection	Describe the signs and symptoms of sexually transmitted diseases and genital infection, and appropriate management disposal	Appropriate prioritisation in the disposal or management of a range of presenting diseases and or symptoms associated with genital or sexually transmitted disease. Discuss the importance of communicating with patients, where appropriate, the need for contact tracing
2.23.2	Management of HIV post-exposure prophylaxis	Describe the role of post exposure prophylaxis in preventing HIV infection	Identify where prophylaxis is appropriate and discuss systems for accessing it.
2.23.3	Provision of appropriate emergency contraception	Describe the options for emergency contraception, their provision and associated implications	Apply the principles for appropriate prescribing of emergency contraception (or redirection) whilst identifying any safeguarding or associated health risks
2.24 Urogenital			
2.24.1	Management of testicular pain or swelling	Describe assessment, management and disposal of newly presenting testicular pain or swelling	Demonstrate the application of guidelines for the management of acute epididymo orchitis and the detection of torsion.
2.24.2	Management of painless haematuria and renal or ureteric colic	Describe assessment, management and disposal of newly presenting haematuria, renal or ureteric colic	Discuss the different approaches for management and prioritisation of painful or painless haematuria.
2.24.3	Management of the enlarged bladder and urinary retention	Describe the management of a new presentation of an enlarged bladder	Take into account the risks and benefits of catheterisation in the urgent care setting
2.24.4	Management of localised urogenital infections	Describe the identification and management of acute infections of the urogenital system	Demonstrate appropriate management of urinary tract infections and infections of the urogenital system, including the use of near patient testing

2.25 Women's Health including Obstetric Care			
2.25.1	Management of early pregnancy complications	Describe the presentations of early pregnancy, miscarriage and ectopic pregnancy	Identify patients for whom there is a risk of ectopic pregnancy Discuss the management of a patient who has vaginal bleeding in early pregnancy Discuss the assessment and manage a patient with hyperemesis
2.25.2	Awareness of complications within later pregnancy	List conditions and emergencies specifically associated with pregnancy	Diagnose and manage conditions and emergencies specifically associated with pregnancy. e.g. Eclampsia and abruption and identify those needing specialist intervention
2.25.3	Management of acute pelvic pain	Describe the range and urgency of conditions presenting with pelvic pain or other gynaecological symptoms	Identify potential causes for acute presentations with pelvic pain, plan their assessment and management in an urgent care setting
2.25.4	Management of acute breast conditions	Describe the range of acute breast conditions and their management	Demonstrate appropriate assessment and management of breast lumps, abscesses and mastitis.

USING TECHNOLOGY IN URGENT CARE			
Topic		Knowledge	Skills
		Should be able to	Should be able to
3.1	Equipment Governance	List the principles of equipment governance	Apply regulatory frameworks in relation to medical devices
3.2	Personal Protective Equipment (PPE) in urgent care settings	<p>Discuss regulatory frameworks re PPE</p> <p>Explain common PPE in use in urgent care settings</p> <p>Discuss which levels of PPE should be used in different clinical settings and scenarios</p> <p>Name specific PPE requirements for current UK threats to health e.g. ebola/zika</p>	
3.3	Equipment commonly found in urgent / OOH settings	<p>Describe the indications for, and practical use of, all types of equipment commonly to be found in urgent / OOH settings</p> <p>Use of near patient testing and acute blood profiles</p>	<p>Discuss the indications for, and practical use of, all types of equipment commonly found in the urgent / OOH settings including:-</p> <p>Airway devices to include OPA, NPA, Supra-glottic airway</p> <p>Bag Valve Mask and Supplemental Oxygen</p> <p>Nebuliser</p> <p>Equipment for catheterisation</p> <p>Equipment for cannulation</p> <p>Equipment for immobilisation of the c-spine</p> <p>Equipment used in the control of arterial bleeding</p> <p>IO equipment in an urgent situation</p> <p>Discuss the use of, and interpretation of results from:</p> <p>Urinalysis</p> <p>ECG</p> <p>Devices for measuring temperature</p> <p>Devices for measuring Blood Glucose</p> <p>Devices for recording BP</p> <p>Devices for recording oxygen saturations</p> <p>Devices for recording CO2 in an arrest situation</p> <p>Devices for measuring bladder volume</p>

		Describe indications for supplemental oxygen use Describe the situations indicating the need to obtain intraosseous access in both adults and children	Doppler Ultrasound in obstetrics Doppler Ultrasound in the evaluation of vascular compromise Devices for measuring acute blood profiles
3.4	Remote monitoring and video consultation equipment	Describe the benefits and limitations of remote monitoring equipment Explain the benefits and limitations of video consultations	Interpret results from remote monitoring equipment

Managing Safe Dispositions			
Topic		Knowledge	Skills
		Should be able to	Should be able to
4.1	Role and responsibilities of the referring clinician	Describe the role and responsibilities of the referring clinician when admitting a patient to hospital	
4.2	Factors influencing referral decisions	Discuss the factors that must be considered when considering whether to refer a patient to hospital	Demonstrate the ability to construct an appropriate referral communication for a receiving clinician
4.3	Factors influencing risk based decision making	Discuss the risk and advantages of leaving a patient at home	Manage risk and arrive at an appropriate decision
4.4	Arranging care and reducing the risks for patient who is refusing to go to hospital	Discuss issues that influence care of a patient who is refusing to go to hospital	Construct an appropriate management plan for a patient who is refusing to go to hospital
4.5	Decision making and referral following a remote consultation.	Discuss the reasons for advising a patient to attend the hospital without having seen the patient face to face.	Construct an appropriate referral plan for a patient following a remote consultation
4.6	Supportive care	Demonstrate knowledge of: Urgent care nursing services Social services Falls teams “Hospital at home” (or equivalent) Admission avoidance strategies Psychiatric Crisis Teams Implication of illness when patient is a carer Voluntary services (such as transport, befriending, meals on wheels etc)	Construct an appropriately plan of supportive care to avoid hospital admission

4.7	Handover of information to other agencies	Discuss factors that may influence effective handover to Ambulance service Hospital Social services Psychiatric services District nursing service Patient's own GP Voluntary services Family or Friends	Demonstrate effective handover to Ambulance service Hospital Social services Psychiatric teams District nursing service Patient's own GP Voluntary services Family or Friends
4.8	Compulsory mental health admission to hospital	Discuss the indications for compulsory mental health admission to hospital	Correctly identify and admit patients for mental health assessment
4.9	The Mental Health Acts	Discuss the significance of relevant parts of the Mental Health Acts (as they apply to those in the United Kingdom) to patients in urgent care	Correctly apply the relevant section of the Mental Health Acts to individual patients
4.10	Children or vulnerable adults at risk	Discuss the procedure that should be followed if a child or vulnerable adult is at risk and <ul style="list-style-type: none"> · The carer is present and compliant · The carer leaves with the child/vulnerable adult · The carer may be the abuser · Sexual abuse is suspected or declared · The patient is unaccompanied 	Demonstrate appropriate action for a vulnerable child or adult at risk.
4.11	Female genital mutilation	Discuss the role of the health professional in possible cases of female genital mutilation	
4.12	Requesting ambulance transfer	Describe the information required to provide an effective response from ambulance control for a transport request.	Construct an appropriate transfer request
4.13	Ambulance transportation options	Describe the different transport modalities available	Correctly identify an appropriate mode of transport for a specific situation

4.14	Role of clinicians in ambulance service transfer	Discuss the role of : <ul style="list-style-type: none"> · Paramedic · Emergency medical technician · Emergency Care assistant · Advanced/Specialist Practitioners 	
4.15	Levels of ambulance response	Discuss the different levels of ambulance responses and benefits/risk.	Select an appropriate ambulance response for a specific situation
4.16	Accompanying patients to hospital	Provide possible reasons for an urgent care practitioner needing to accompany a patient to hospital in an ambulance	Identify clinical situations where a patient should be accompanied to hospital

RISK MANAGEMENT			
Topic		Knowledge	Skills
		Should be able to	Should be able to
5.1	Differentiating hazard and risk	Describe the difference between a hazard and a risk.	
5.2	Understand the principles of risk assessment	Describe the components of risk assessment in urgent care	Demonstrate the ability to construct a risk assessment in urgent care
5.3	Risk management in the context of urgent care	Describe the main components in assessing risk in urgent care patients Describe methods of continuing monitoring of at risk patients in urgent care.	Assess patients current health status Identify relevant information to communicate to patients at risk of deterioration Demonstrate ability to assess patients/relatives ability to detect deterioration should it occur Assess the availability and promptness of further healthcare should it be required Construct a management plan for patients who detect deterioration in their condition Demonstrate the ability to arrange review of the patient should this be clinically appropriate
5.4	Learning from Significant Event Analysis (SEA) and Significant Untoward Incident (SUI)	Describe the methods available to review and evaluate an SUI/SEA Explain how the results of an SEA can be used to decrease future risk. Discuss the learning opportunities provided by an SEA/SUI	Identify opportunities (positive and negative) for undertaking an SEA Produce and manage an appropriate action plan from a SUI or SEA

URGENT CARE PREPAREDNESS		
Topic	Knowledge Should be able to	Skills Should be able to
6.1	<p>Principles of emergency preparedness, response and recovery</p> <p>Define emergency preparedness principles in the context of emergency planning in urgent care specifically:</p> <ul style="list-style-type: none"> a) <i>Joint Emergency Service Interoperability Programme (JESIP)</i> b) <i>major incident (for the Health Service)</i> <p>Define and give examples of types of major incident including</p> <ul style="list-style-type: none"> a) <i>Sudden impact</i> b) <i>Rising Tide</i> c) <i>Incident evolving elsewhere (Cloud on the Horizon)</i> d) <i>Headline news</i> e) <i>Deliberate release</i> 	<p>Apply principles to practice in appropriate clinical situations</p> <p>Apply knowledge of Major Incident Management principles to urgent care planning and response</p>
6.2	<p>The role of urgent care services in relation to a major incident</p> <p>Describe the ways an urgent care service might prepare prior to a major incident to mitigate the impact</p> <p>Describe the roles of other agencies in responding to an incident, including</p> <ul style="list-style-type: none"> a) <i>Blue light services</i> b) <i>Local Acute services</i> c) <i>Local GP and Primary Care Services</i> d) <i>Local Authority services</i> e) <i>Military</i> f) <i>Voluntary Aid Societies</i> g) <i>NHS England/Scotland/ Wales/NI.</i> h) <i>Commissioning organisations</i> i) <i>National Public Health organisations</i> j) <i>National Weather Service</i> k) <i>Environment Agency</i> l) <i>Cabinet Office</i> <p>The command structure within the health service during a major incident</p>	<p>Consider and evaluate mitigations for the impact of a major incident on an urgent care service</p> <p>Demonstrate the ability to provide advice within an urgent care context to support incident response</p>

<p>6.3</p>	<p>Management of Major Incident Situations with respect to Urgent Care</p>	<p>Discuss strategies for managing</p> <ul style="list-style-type: none"> a) <i>Patient flow at an urgent care centre during a major incident</i> b) <i>Patient prioritization</i> c) <i>Infection control within a variety of urgent care services</i> d) <i>Press inquiries and social media</i> e) <i>Premises evacuation and denial of access</i> f) <i>Staffing issues</i> g) <i>Adverse weather</i> <p>Describe National Polices relating</p> <ul style="list-style-type: none"> a) <i>Extreme weather (Heatwave, and Cold Weather)</i> b) <i>Fuel Shortage</i> c) <i>Influenza</i> d) <i>Highly infectious Pathogens e.g. Viral Haemorrhagic Fevers</i> 	<p>Apply strategies for different clinical priorities in urgent care during a major incident</p>
<p>6.4</p>	<p>The psychological needs of those involved in a Major Incident</p>	<p>Discuss the psychosocial and mental health aspects of multiple casualty incidents</p> <p>Describe the common psychosocial responses of people affected by or involved in major incidents.</p> <ul style="list-style-type: none"> a) Describe the defining nature of events and circumstances that are psychosocially traumatic. b) Describe common coping mechanisms that people use when faced with events that cause severe stress c) Describe in outline the principles for psychosocial and mental health for people who are affected by emergencies and major incidents 	<p>Demonstrate an ability provide appropriate psychological advice in the urgent care setting for those involved in a major incident</p> <p>Explain how to gain access to appropriate and timely psychosocial advice in a major incident.</p> <p>Explain how to recognize one's own stress and take necessary measures to deal with it.</p>

<p>6.5</p>	<p>Business continuity as relevant to urgent care services</p>	<p>Describe the role of Nationally linked IT systems (such as the NHS Spine) and the impact on urgent/unscheduled care of failure of these systems</p> <p>List the key components of a business continuity plan and how it can be effectively actioned in an urgent care environment</p> <p>Discuss the potential internal and external threats to Healthcare business continuity that might result in an impact on urgent care</p>	<p>Devise a strategy for managing patient flow and record keeping in the eventuality of computer or telephony failure</p> <p>Apply the principles of post incident recovery to Urgent care particularly in relation to business continuity</p>
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OPERATIONAL PRACTICE

Topic		Knowledge	Skill
		Should be able to	Should be able to
O1	Local and national operations and guidance	<p>Describe the various models of urgent care within the wider NHS.</p> <p>Discuss the advantages and disadvantages of the different models of care</p> <p>Discuss the role that each type of urgent care provision may play in emergency preparedness and response</p> <p>Discuss how each setting may provide appropriate patient disposition</p>	Demonstrate the ability to use different models of urgent care delivery to meet local healthcare needs
O2	Settings for patient care	<p>Discuss the place of telephone triage, Out of Hours organisations, Walk in Centres and Minor Injuries Units, pharmacies and self care in the wider NHS with respect to risks, benefits, limitations ,healthcare professionals who may deliver it, outcomes , impact on the wider NHS</p> <p>List the advantages and disadvantages in consulting on the telephone, video conferencing, face to face in a surgery, face to face as a home visit</p> <p>Discuss risk management in the urgent care system with regard to the setting of the consultation and the patient disposition</p>	Demonstrate the ability to use different models of urgent care delivery to address local healthcare needs and geographical considerations
O3	Professional roles in urgent care	Compare the role of healthcare professionals in urgent care regarding the provision of definitive care to patients and state the benefits, disadvantages and risks	Demonstrate the ability to choose appropriate healthcare professionals to best address patient needs and geographical considerations
O4	Communication with colleagues and patients	Discuss methods of achieving effective communication with colleagues, patients, onward medical referral, patient's own GP and other relevant agencies	Provide an appropriate strategy for effectively transferring information on the telephone and face to face

05	Communication with routine healthcare providers	Discuss the optimal methods of record keeping in regards to the consultation, feedback to the patients own GP, or other community services, communication to the hospital and recording telephone calls and consultations	
06	Models of consultation	Compare and contrast different models of consultation	Select an appropriate model of consultation to meet patient needs
07	Monitoring the delivery of patient care	Discuss monitoring quality and patient care in respect of clinical outcomes, prescribing, medicines management, significant event analysis, critical incident management, patient feedback, access times to the service	
08	Apply principles of equality and diversity	<p>Define equality and diversity in the context of patient care</p> <p>Describe considerations for avoiding discrimination in unscheduled care</p> <p>Describe considerations relating to valuing diversity in unscheduled care</p>	Provide an appropriate management plan for monitoring equality and diversity issues within the urgent care setting

HUMAN FACTORS			
TOPIC		Knowledge	Skills
		Should be able to	Should be able to
H1	Human Factors in patient safety	<p>Define the concept of human factors.</p> <p>Describe the principles of human error theory.</p> <p>Evaluate the place of human factors within the context of human error theory</p> <p>Describe the potential impact on the patient safety of human factors, system factors, organizational factors, cultural factors, situational factors (eg time of presentation etc) and personal factors</p>	<p>Identify the non-technical factors that lead to error in clinical practice in the urgent care setting</p>
H2	Decision making in urgent care	<p>Describe situations where decisions may have to be taken without full information.</p> <p>Describe the concept of situational awareness.</p> <p>Discuss the various sources of information that may be available to allow decisions to be made about a patient's care.</p>	<p>Recognise situations where further information is required and be receptive to and make appropriate use of additional sources of information</p>
H3	Communicate within the team	<p>Describe techniques to successfully integrate the work of all team members, resolve conflict, hand over clinical information, critique performance and debrief</p> <p>Identify barriers to effective team work</p> <p>Define the merits of multidisciplinary team working</p>	<p>Identify suitable approaches for communicating across a range of different scenarios common to the urgent care setting</p> <p>Demonstrate respect, supportiveness and value for opinions of other team members</p> <p>Identify suitable approaches for effective teamworking across a range of different scenarios common to the urgent care setting</p>
H4	Leadership	<p>Differentiate between clinical, medical and operational leadership.</p> <p>Describe the attributes of an effective leader and effective follower.</p>	<p>Apply principles of effective leadership across a range of common urgent care setting</p>

H5	Managing fatigue and stress	<p>Discuss effective strategies to manage fatigue and stress safely</p> <p>Describe symptoms of fatigue and stress.</p> <p>Describe strategies for minimizing stress and fatigue.</p> <p>Describe the effects of stress and fatigue on clinical and operational performance</p>	<p>Demonstrate an ability to recognise and mitigate stress fatigue in te urgent care setting</p>
H6	Error investigation and management	<p>Describe techniques for effective error reporting and investigation.</p> <p>Discuss how to undertake an investigation into a potential error.</p> <p>Describe the attributes of a safety culture.</p>	<p>Identify situations where error investigation may contribute to the safety culture of an organisation</p>