

# ELMS Service Offer

## East Lancashire Medical Services (ELMS)

ELMS evolved out of the BwD and East Lancs GP Out of Hours Co-Ops and has been delivering healthcare to Pennine Lancashire since 1994.

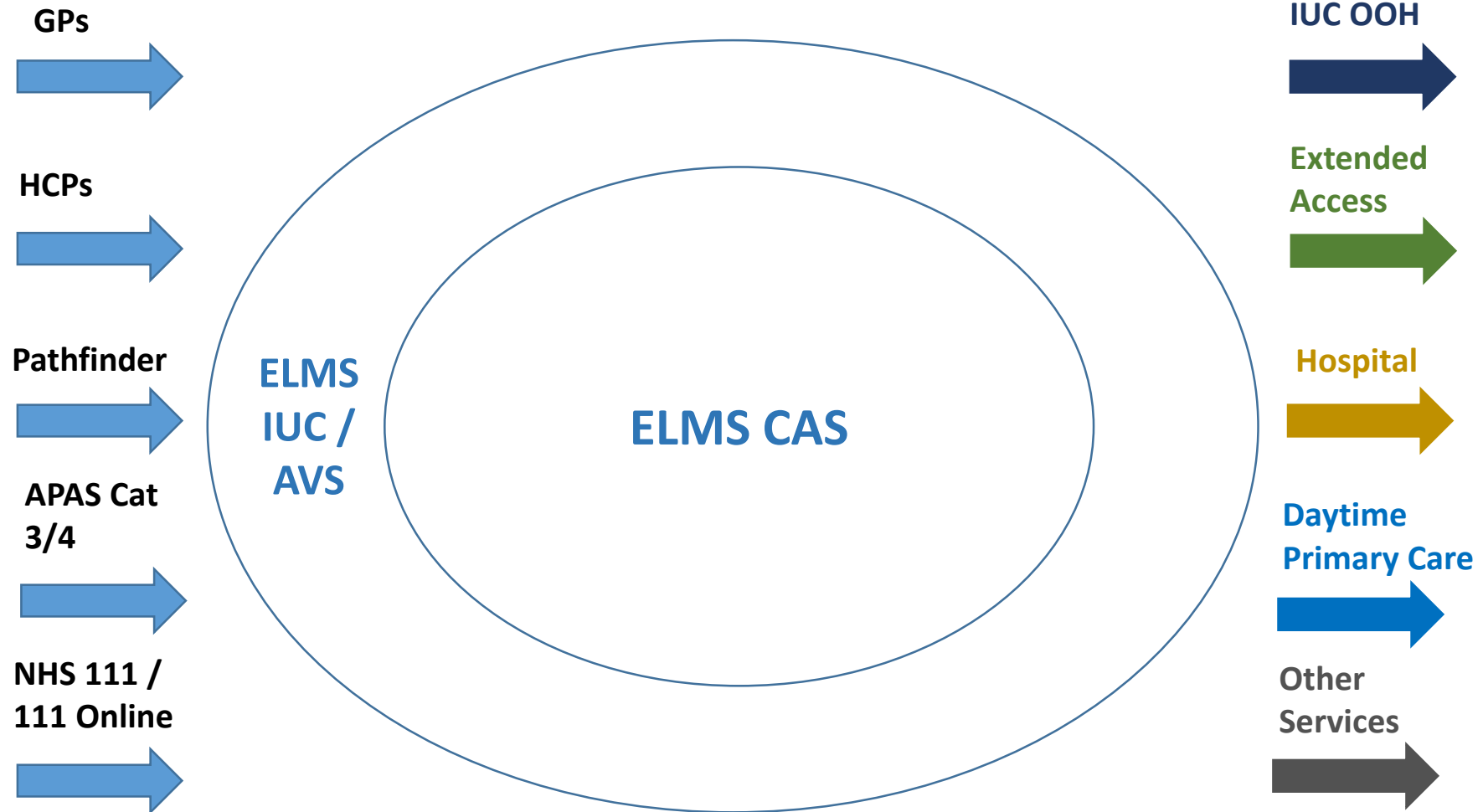
ELMS provides unscheduled primary healthcare to the populations of Pennine Lancashire working in close partnership with the CCGs, NHS 111/999, NWAS and other local providers across the local health and social care system.

Pennine Lancs has a diverse population with differing health experience and covers a large geographic area with operational challenges to match.

ELMS service can only be accessed via NHS 111, 999, or a local Healthcare Professional. It is not a direct access service and it does not accept walk-in patients.

ELMS is contracted by the local CCGs to provide an **Integrated Urgent Care service** – IUC - Details of these services are provided overleaf:

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## IUC Service Components:

**ELMS Clinical Assessment (CAS) Service** – Incorporates the Clinical Navigation Hub and address clinical needs referred by NHS 111/999 and Paramedic Pathfinder and HCPs. ELMS CAS provides a hear and treat advice service, via telephone or video consultation, to address patient needs with the potential to treat face-to-face or refer into other available services where appropriate.

**IUC OOH Out of Hours** – Primary medical service for non-emergency clinical help, delivered when GP Practices are closed – evenings, overnight, weekends and bank holidays. Incorporates CAS but if deemed necessary by the ELMS clinician, will offer face-to-face consultations at a Treatment Centre or on a home visit.

**AVS Acute Visiting Service** – a daytime weekday service, accessed by and delivered on behalf of GP Practices and the local CCGs, to address on-the-day acute primary care clinical conditions that might otherwise result in the patients being referred to or conveyed to hospital.

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