

Improving together

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Coordination Centre



Overview

Coordinating the right care, in the right place, first time

We are physically bringing together health and social care professionals, from local care organisations, into one space called the Swindon Integrated Care Alliance Coordination Centre.

This makes it easier to assess patients' individual needs and coordinate the right care, from the moment they call 111, 999, arrive at the Emergency Department, or are referred by their GP.

Staff from the ambulance service, social care, hospices, patient transport, therapy, pharmacy, and social care are all focused on getting the patient the care they need.

This could mean treatment at home, in hospital, or transferring the patient to another care provider.

My contribution

I started a small hub working with ambulance and community colleagues in the Emergency Department, and realised having the right people in the room made a huge difference to how quickly we could make decisions, and address barriers or delays.

It's been amazing to see this expand into a whole new service. It shows people are listening and I'm proud to be leading the way in this approach.

