

A new urgent and emergency care system needs to shift more people from right to left, delivering as much care as close to home as possible



324m
visits to
NHS Choices

438m
health related visits
to a pharmacy

340m
GP
consultations

20%
of GP consultations relate
to minor ailments which
could largely be dealt with
by self care and support
from community pharmacy

24m
calls to NHS urgent
and emergency
care telephone
services

Only **4%**
of emergency calls are
currently resolved and
closed on the phone

21.7m
attendances at
A&E, minor injury
units and urgent
care centres

40%
of patients who attend
A&E are discharged
having needed no
treatment at all

7m
emergency
ambulance
journeys

50%
of 999 ambulance
calls could be man-
aged at the scene

5.2m
emergency
hospital
admissions

Over **1m**
emergency admis-
sions in 2012/13
considered avoidable

