

REPORT TITLE	Urgent Care Consultation
REPORT OF	Jacqui Evans

REPORT SUMMARY

Over the last two years we have been doing a lot of work to understand how urgent care services in Wirral are used.

We believe there is a more efficient way to provide urgent care services, which is better for patients. The proposed model will enhance patient safety and improve patient outcomes through the delivery of a clear and consistent model of urgent care in Wirral, with closer integrated working between the health and care partners involved in delivering urgent care.

We have been engaging with local stakeholders and service users about urgent care for the last 9 years and in February 2018 we sought to further quantify engagement activities that had been completed since 2009 as summarised in the Case for Change document. This included an on line survey and targeted focus groups with specific services users based on our knowledge of urgent care usage. During the Listening Exercise all urgent care venues in Wirral were visited to talk to service users about their views and use of urgent care in Wirral.

One of the common themes from our engagement activity since 2009 was the view that people are confused about the range of urgent care services available due to different service offerings and opening times. This was further explored during focus groups and visits to urgent care venues completed in February 2018.

The confusion experienced by patients is not unique to Wirral and is also summarised as one the principle reasons for NHS England to transform Urgent Care services in England. <https://www.nhs.uk/NHSEngland/keogh-review/Documents/UECR.Ph1Report.Appendix%201.EvBase.FV.pdf>

This has also been cited by The Kings Fund in their analysis of A & E waiting times: <https://www.kingsfund.org.uk/projects/urgent-emergency-care/urgent-and-emergency-care-mythbusters>

We also know that people cannot always get an urgent appointment at their own GP practice and this combined with the confusion about alternative services results in many people choosing to go to our only Accident and Emergency Department.

Wirral is not unique in facing these issues and NHS England has mandated a number of new service developments which include an improved NHS 111 service and the introduction of Urgent Treatment Centres across the country. These national developments will help to make urgent care services work better for patients and to ensure

that Accident and Emergency Departments deal with the most poorly and vulnerable people. It is our intention to locate the Urgent Treatment Centre (UTC) for Wirral at Arrowe Park Hospital by developing the existing Walk in Centre. This location provides the best clinical model for patients as the UTC will be located adjacent to the Accident and Emergency Department and will provide a single 'front door' to access urgent care on the Arrowe Park site, so that our A & E staff can concentrate their clinical skills on emergency care.

The UTC will offer bookable appointments and a walk-in facility and as part of this consultation we are asking for people's views on how many hours the UTC should be open.

We also want to simplify our local urgent care services to make it easy for people to make the right choice when they need care and treatment. This primarily involves improving local access to GP appointments to ensure that everyone who needs an urgent appointment can get one within 24 hours, usually on the same day. We are also proposing a new local urgent care service for children and better access to bookable appointments for wound care/dressings, these services would be delivered in four locations across Wirral (aligned to the current Wirral parliamentary constituencies). This proposal would mean that the current walk-in facilities across Wirral would be replaced by the provision of these new local services and more urgent GP appointments.

The consultation document explains our proposal in full and also includes a number of patient stories that demonstrate the new model of care.

The consultation runs from 20 September 2018 to 12 December 2018. Following this, we will consider the feedback received during the consultation period and other evidence before the NHS Wirral CCG Governing Body make a final decision on a future model of care.

Full consultation material can be viewed at www.wirralurgentcare.co.uk which includes Frequently Asked Questions.

Please find attached previously circulated:

- Consultation document
- Case for change

The case for change document includes activity data, engagement details and options development. We will be providing a background document which support members with a further description of the process undertaken, to assist understanding of the approach and considerations.

We will cover key points from this background paper during OSC on the 12th as part of the introductory presentation.

Please also find attached:

- Suite of activity and financial data, which has been part of our considerations. This is contained high level within the case for change.
- Consultation Presentation, which has been used at the public meetings

SUPPORTING INFORMATION

REPORT AUTHOR: *Jacqui Evans*

Assistant Director, Unplanned Care and Community Care Market commissioning

telephone: 0151 666 3938

email: jacquievens@wirral.gov.uk

APPENDICES

Appendix 1 – NHS Wirral CCG Urgent Care Consultation Document

Appendix 2 – NHS Wirral CCG Case for Change

Appendix 3 – Consultation Presentation

Appendix 4 – Activity Suite

REFERENCE MATERIAL

SUBJECT HISTORY (last 3 years)

Council Meeting	Date