# Urgent Care Transformation - Taking forward Urgent Care collaboratively in Wirral

## 1) The journey so far

A 24 hour Urgent Treatment Centre (UTC) based on the Arrowe Park Hospital site was approved at the CCG Governing Body in July 2019. Following a new construction, the UTC will be fully implemented in 2022. In parallel with this, our recommendation for a new community Model was also approved.

The Urgent Treatment Centre will create a single front door which will mean patients are assessed and referred to the most appropriate treatment, whether that be at the Urgent Treatment Centre or elsewhere. This will free up A&E to deal with only the most appropriate patients.

The new community model will see changes to the current services which will mean 2 Minor Injuries Units being replaced by a more standardised offer for Wirral residents. The introduction of Primary Care Hubs will across 3 localities will take effect from April 2020.

Gladstone (formerly Parkfield) and Moreton Minor Injuries Units will be replaced by additional GP/Nurse appointments as part of the GP Extended Access Scheme. This will be further supported by an enhanced NHS 111 service and a planned/bookable dressings service in the Moreton area.

# 2) Key elements which shape the future

Consistent Offer

> Equitable For all residents

> > Patient Focused

for Change

Drivers

Local services driven by Local needs

Making the best use of resources

Removal of inconsistent Offer

- Introduction of 3 Primary care Hubs (VCH, Birkenhead Medical Centre and Eastham Clinic)
- Each hub will provide all age walk-in access and planned/bookable GP/Nurse appointments (% of extended access appointments per hub tbc)
- Specific Dressing Service in the Moreton area to absorb current levels of demand

- £18 capital funding has been awarded to WUTH for a 'hospital redevelopment programme'
- Included in this will be the construction of a new Urgent Treatment Centre which will act as a single front door

Dec 19

- WUTH are leading on this programme and are in the process of establishing a project team
- High level timescales at this point in time indicate that the UTC should be built by 2022

### **Bridging the Gap**

To get us from the current position to a fully implemented UTC in 2022, we propose to redesignate Arrowe Park Walk in Centre as an interim UTC from December 2019

### **NHS England Guidance**

- Following guidance from NHS England regarding type 3 activity, we have agreed to re-designate the Arrowe Park Walk in Centre as an interim UTC (from December 2019) until the capital build programme is complete in 2022.
- Having reviewed the 27 UTC standards, we have identified which are achievable and which will require further exploration. These have been signed off by NHSE as exemptions whilst we continue to put mitigation plans in place.

Nov 19

### **New Pathways**

Jan 20

- Establishing an interim UTC provides the opportunity to develop new pathways and trial their operational viability prior to UTC launch
- Workforce and staffing models can be developed and embedded
- Space utilisation can be explored, looking at the potential of locating a mini laboratory in the existing WIC to introduce POC testing
- Potential to trial joint working from the UTC nursing staff and ENPs

### Mitigations

- We are working with WUTH Clinical Diagnostics to assess their capacity and resource requirements
- We are working with WCHC to review current workforce demands in the existing walk in centre to ensure we have a model in place that enables us to meet the UTC standards
- Work is ongoing with regard to IT and infrastructure, recognising that this is a key element of joined up working.

## 3) Approach and timeline Sep 19

Oct 19 Interim UTC pathway design (1-Sep - end Nov)

Interim UTC (1-Dec - April 2022)

Mar 20

Capital Build Programme (Design/Planning/Construction/Mobilisation) (1-Jan – end Mar 2022)

Apr 20

Feb 20

2022