



Constituency Committee - Wirral West

Date:	Thursday, 4 October 2018
Time:	7.00 p.m.
Venue:	St Chad's Church Hall, Roslin Road, Irby, Wirral. CH61 3UH

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Presentation Pack:

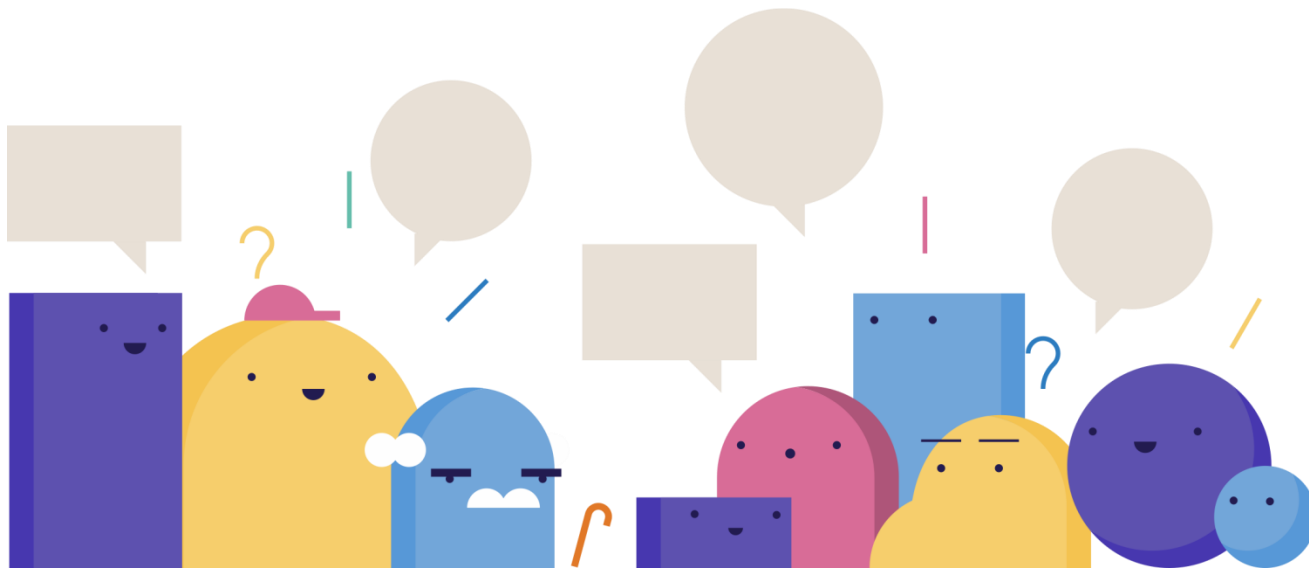
5. URGENT CARE CENTRE DEVELOPMENT (Pages 1 - 12)

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Urgent Care Transformation

Page 1



Consultation Briefing

October 2018

Agenda Item 5

Why things need to change

We need to make these changes following **national guidance from NHS England on urgent and emergency care**

Page 2
The public have told us they are **confused by too many options** for accessing urgent care currently in Wirral. People are unclear about where to go to access which service.

Many people attend Wirral's only A&E because they are unsure where else to go to access services. We want to change this and **ease the pressure on A&E**.

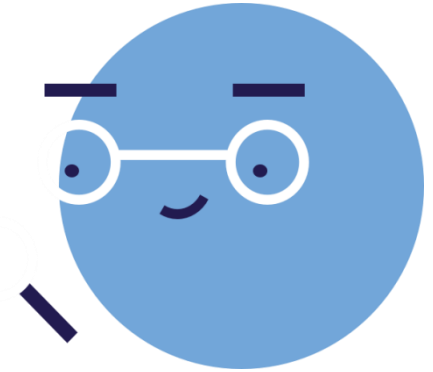
We want to have more health and care services delivered closer to where people live. This will mean that in future, services will be more joined up and relevant to the needs of people, with an increased focus on **helping people to stay well and healthy**.

We need to meet changing healthcare needs. There are many reasons for this; people living longer and requiring complex care and treatment.

People know that they will be seen in A&E, it is viewed as a trusted service.



The national picture



An Urgent Treatment Centre (UTC) for injuries and illnesses that require urgent care, but are not life threatening.

More routine same day GP appointments from 8am-8pm, 7 days per week.

An improved NHS 111 Service
www.nhs.uk

More local pharmacists who are able to prescribe simple medications to patients.

What we've been told

Earlier this year we listened to peoples views about Urgent Care services in Wirral...

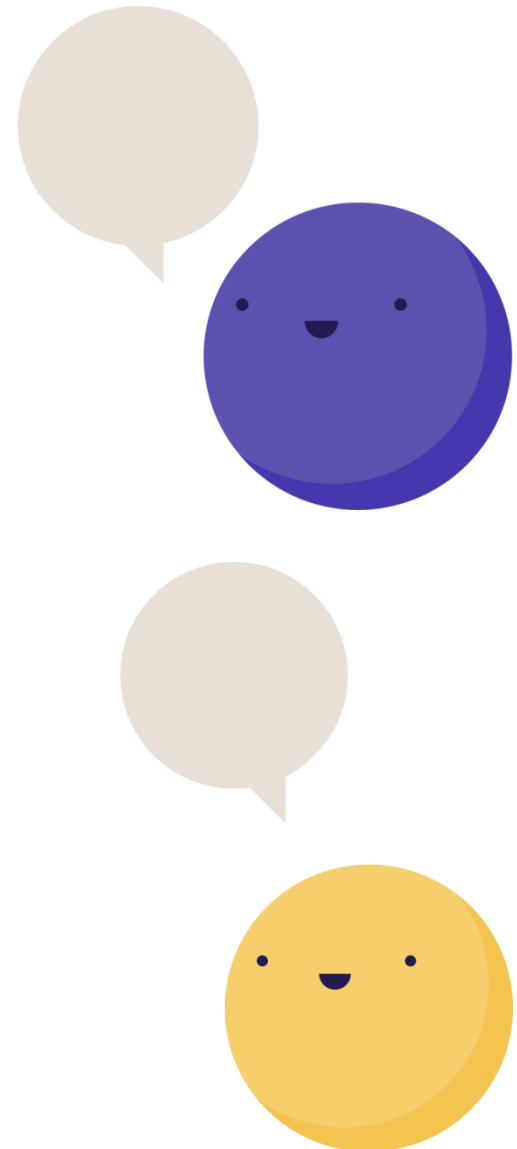
Page 4

80% of people that gave a view agreed that change was needed

People would like to see a reduction in the number of people using A&E unnecessarily

People want clearer healthcare choices and better access to GP appointments

Waiting times at A&E and Walk in Centres were a concern



Key Messages

Improving access
to urgent care
services across
Wirral

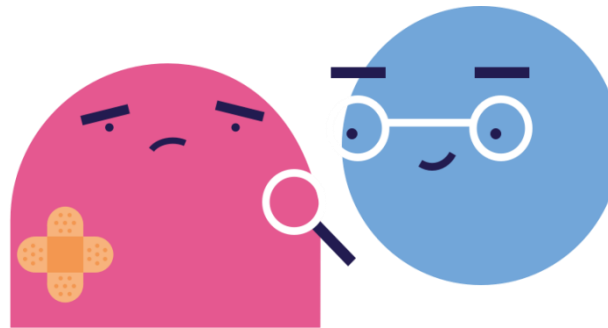
Evolving services –
long term vision
of 'Health and
Wellbeing Hubs'

No change to
Wirral's only A&E
or Childrens A&E

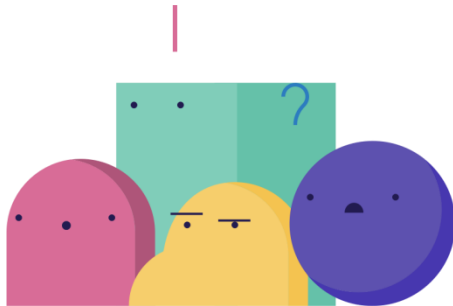
Clearer choices for
urgent care
services

Stronger links with
primary care and
moving care
closer to home

Supporting
development of
Neighbourhood
working and place
based care



What are we asking the public



We have developed 2 options for the public to consult on – we will be asking for their opinions on these options. Specifically, things like opening times and service offering as well as other things.



Its important that we provide services locally and part of this is asking the public what is important to them when thinking about where these local services should be delivered across Wirral.



We will be asking the public for their views on the current urgent care services as well as our newly proposed models.

Our Proposals



Wirral will have one Urgent Treatment Centre (UTC) which will be based on the Arrowe Park site next to A&E.

24 Hour UTC	15 Hour UTC
Would mean up to 8 hours per day in the community	Would mean up to 12 hours per day in the community



We need to think about local services in the community and how and where we provide these. We will be asking the public what is important to them.



The locations for the health and wellbeing hubs have not been determined, however we envisage them across the 4 locality areas of **Wallasey, Birkenhead, South Wirral** and **West Wirral**.

The Local Offer

Almost half of patients who went to Arrowe Park Hospital's A&E last year had an illness or injury that could have been treated elsewhere.

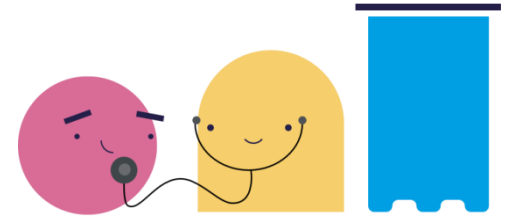
This puts undue pressure on Wirral's only A&E, and means that some of the most vulnerable and poorly people in Wirral are experiencing long waits for the care they need.



Activity data shows us that almost 50% of attendances to Children's A&E present with minor issues and are discharged within 2 hours



Planned dressing services account for 24% of Walk in Centre and Minor Illness and Injury Units activity



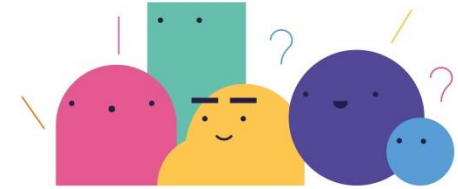
More routine GP appointments will mean people can be treated closer to home

Our vision is to introduce four health and wellbeing hubs in Wirral where we can provide more services in a location that is recognised and valued by the people who use them.

Current and proposed model

Current Services	Proposed Model	Increased offer
Self Care	Self Care	Increases focus and educates on caring for yourself
91 Community Pharmacists	91 Community Pharmacists	More advice and prescribing
NHS 111	Improved NHS 111 including e-prescribing, bookable GP appointments and UTC appointments.	Single clinical assessment, from triage to treatment
GP Practices	GP Practices	No change
GP Out of Hours	GP Out of Hours	Increased home visit capacity
Walk in Centres x3	GP appointments 8am-8pm, 7 days a week	More access to GPs across 21 practices in Wirral
Minor Illness and Injury Units x3	Urgent GP appointments within 24 hours	
	Children's Urgent Care service	Located in Health and Wellbeing Hubs
	Dressing & wound care clinics	
	Urgent Treatment Centre	Reduced waits, most people seen within 2 hours Single front door
Accident & Emergency	Accident & Emergency	

Next Steps



- ❑ Urgent Care Consultation is **live**
- ❑ Consultation runs until **12th December 2018**
- ❑ Focuses on improving access to urgent care in Wirral
- ❑ We are asking for peoples views on the existing urgent services as well as some proposals for a new model of care
- ❑ We have an extensive engagement strategy over the next 3 months to engage with the public and stakeholders
- ❑ CCG Governing Body will consider the feedback and make a final decision early in 2019

How to get in touch



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www.wirralurgentcare.co.uk



Frequently Asked
Questions available on the
website



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