



Adult Care and Health Overview and Scrutiny Committee

Date:	Wednesday, 26 June 2019
Time:	6.00 p.m.
Venue:	Committee Room 1 - Wallasey Town Hall

This meeting will be webcast at
<https://wirral.public-i.tv/core/portal/home>

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Presentation Slides

- 8. NHS 111 OFFER (Pages 1 - 12)
- 9. URGENT CARE REVIEW - OUTCOME OF CONSULTATION (Pages 13 - 30)

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NHS 111

- Service Overview
- Activity and Outcomes
- Performance
- Patient Feedback
- Compliments and Complaints
- Developments

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Agenda Item 8

NHS 111 – Service Overview

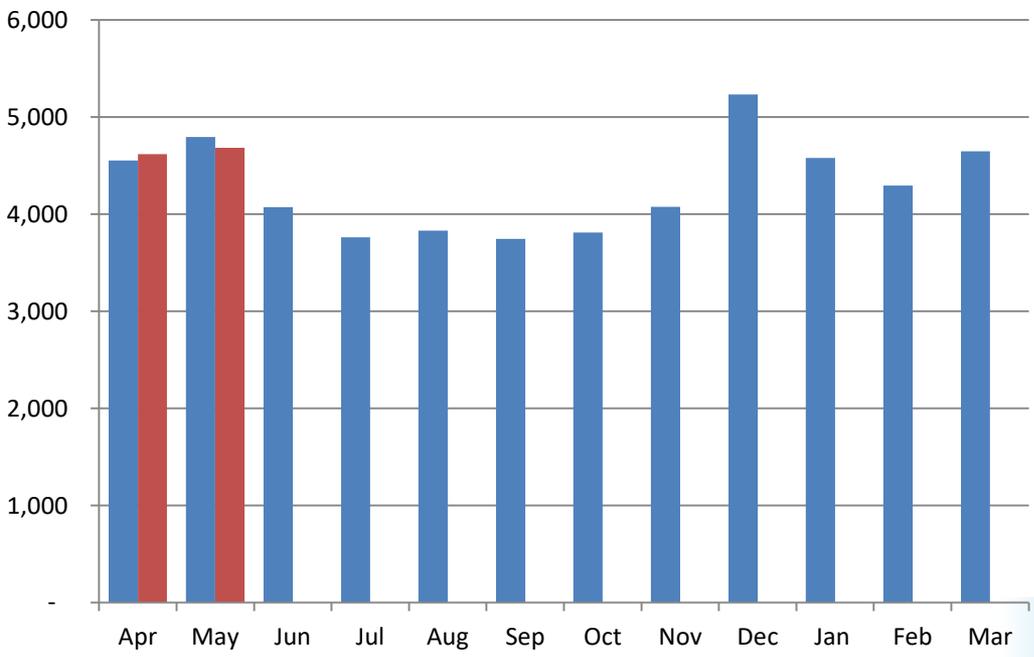
- NHS 111 is a service for patients to phone when they have an urgent healthcare need, 24 hours a day, 365 days a year.
- Since 2015, NHS 111 in the North West has been provided by Northwest Ambulance Service NHS Foundation Trust (Nwas)

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NHS 111 Calls from Wirral Patients

NHS 111 Calls from Wirral Patients



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- 2018/19
- 2019/20





NHS 111 – Outcomes

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Outcome	Example/ Explanation	Percentage
Referred to Primary and Community	Patient advised to contact own GP practice or attend a Walk in Centre, or contact a dental service	56%
Self Care	Patient given advice on how to look after themselves at home	18%
Ambulance Dispatches	111 staff arrange an ambulance for the patient.	15%
A&E	Patient is either directed to attend A&E or offered an urgent phone call from a GP within 20 minutes (for some conditions)	9%
Other	Other services include signposting to voluntary services	2%





Key Performance Indicators

KPI Description	Target	Actual April 2019	Actual April 2018
Calls abandoned	Less than 5%	2.40%	6.19%
Calls answered in 60 seconds	95% or more	87.30%	77.83%
Calls warm transferred	75% or more	33.08%	22.20%
Call backs within 10 minutes	75% or more	57.00%	41.58%
Clinical Intervention (speaking to a doctor or nurse)	50% or more	50.11%	51.60%

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Patient Feedback

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91.7% said advice was 'very' or 'quite' helpful

5.3% said advice was not helpful

3% did not respond to this question
230 respondents (April 2019)





Patient Satisfaction

90% were 'very' or 'fairly' satisfied

2.6% Neither satisfied or dissatisfied

3.5% were 'very' or 'fairly' dissatisfied

3.9% did not respond to this question

230 respondents (April 2019)

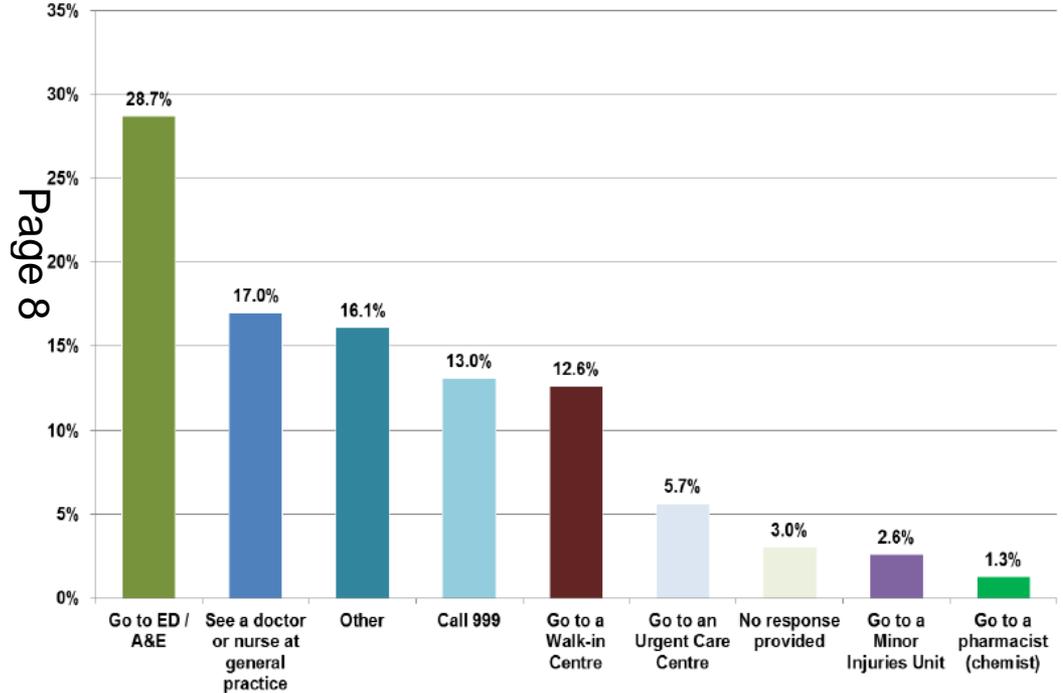
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What patients would have done if NHS 111 had not been available?

What would you have done if NHS 111 had not been available?



The category "Other" incorporates the following headings:

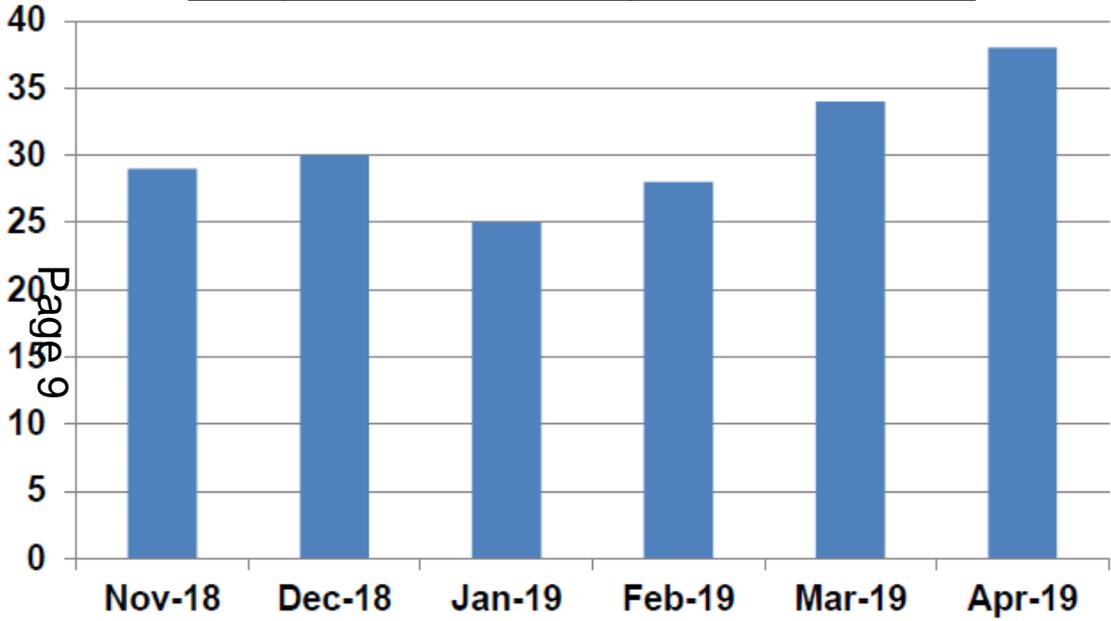
- Call NHS 111
- Look for information online
- Ask friends or family
- I would not have contacted anyone else
- Not applicable as I did not contact 111 directly
- Other not specified





Complaints and Compliments

Complaints received by NHS 111 Service



7 compliments were received in April 2019 for the North West

38 complaints were received in April 2019 for the North West (0.028% of calls)

- Complaint Themes:**
- Staff Attitude – 8
 - General Complaint – 6
 - Inadequate Information given to patient – 5
 - Unhappy with level of questioning - 4





Developments to date

- 2017 • Local Urgent GP Advice as alternative to A&E
- 2017 Urgent Repeat Prescriptions from NHS 111
- 2018 • Direct Appointment Booking into GP Out of Hours
- 2018 • More clinical advice over the phone
- 2018 • Faster clinical advice for children
- 2019 • NHS 111 Online and NHS App

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Future Developments

2019

- Urgent Repeat Prescriptions from 111 Online

2019

- Urgent **New** Prescriptions from 111

2019

- NHS Service Finder Tool for health and social care professionals

2019/20

Direct Appointment Booking into In-hours General Practice

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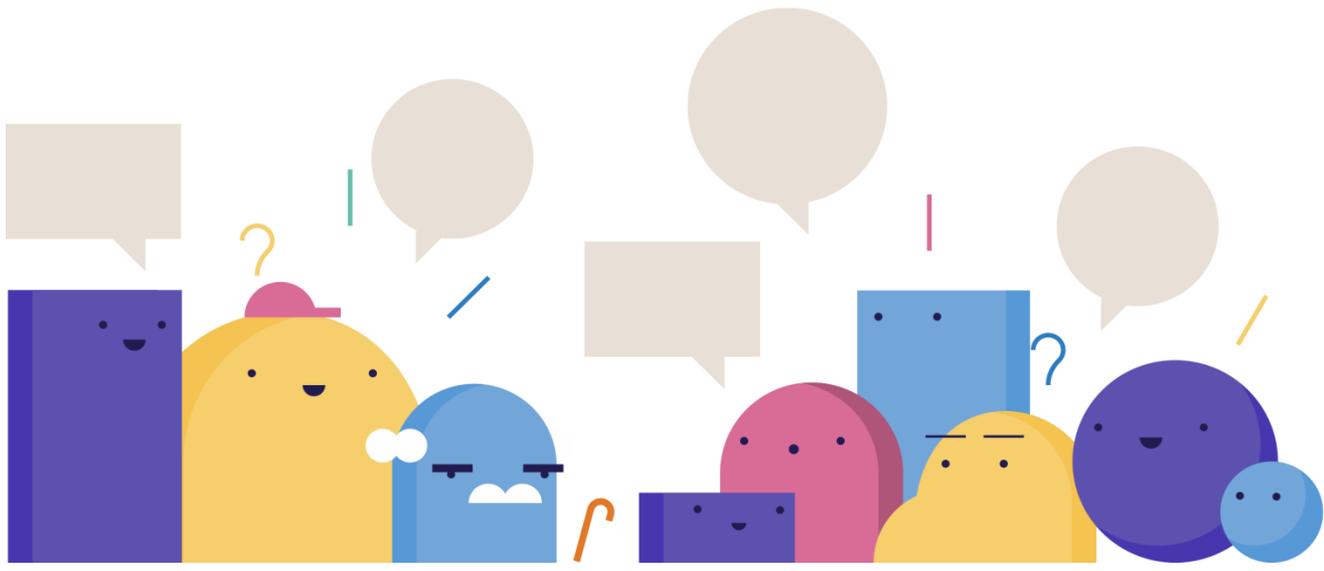
Any Questions?





Urgent Care Transformation

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Overview and Scrutiny Committee Briefing
Consultation Update
26th June, 2019

Agenda Item 9





Background and Context



Get it right for the patient

Recognise the need for change

Patients get the care they need

Relieve pressures on A&E

Make best use of our resources

Simplify current services

Urgent Treatment Centre

Standardise care





Engagement and Consultation



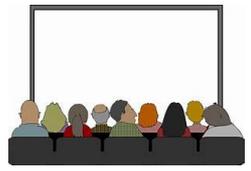
Public Survey



Statutory Meetings



Dedicated Website



Public Meetings and Roadshows



Social Media Campaign



Focus Groups for people with protected characteristics



Postcard Drop



To ensure transparency and openness, we commissioned an independent organisation to undertake the analysis of the consultation feedback.



Consultation Process

The consultation has been undertaken in accordance with the CCG's statutory duties for public and patient engagement.

- A public consultation was undertaken from 20th September 2018 until 12th December, 2018, with the issuing of notification letters to stakeholders and the launch of a dedicated website for the consultation materials

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Informal briefings were held with principal stakeholders, including lead clinicians and local elected members, prior to the launch of the consultation

- During this consultation we engaged with the public at a range of events and roadshows (in excess of 80 individual events) across Wirral (focus groups, public meetings, stakeholder engagement meetings and visits to current urgent care locations)
- Local and regional media were utilised to highlight the consultation and a household postcard drop was also completed. Engagement activity has also included visits to shopping centres and social media posting on Facebook and Twitter.
- Post consultation, we engaged an independent organisation (Hitch Marketing) to undertake external analysis of the public feedback from the consultation





Consultation Proposals

Sustainability, both financially and in terms of workforce and activity were key drivers in determining the recommendations. Commissioners put forward the following 2 options with which to formally consult:

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Option 1

- **A&E - 24 hours**
- **Urgent Treatment Centre – 24 hours** at the Arrowe Park site. Walk-in and bookable appointments. Led by GPs with a team of healthcare professionals. Access to X-Ray. Access to A&E Consultant/ Service
- **Community:** In your local area, there will be **urgent bookable appointments via NHS 111/your GP:**
 - GP or nurse appointments - **within 24 hours (8am-8pm)**
 - Access to same day urgent care for children (0-19yrs) – **available up to 8 hours a day (walk in also available)**
 - Access to dressings (wound care) – **available up to 8 hours per day.**

Option 2

- **A&E - 24 hours**
- **Urgent Treatment Centre – 15 hours** at the Arrowe Park site. Walk-in and bookable appointments. Led by GPs with a team of healthcare professionals. Access to X-Ray. Access to A&E Consultant/ Service
- **Community:** In your local area, there will be **urgent bookable appointments via NHS 111/your GP:**
 - GP or nurse appointments - **within 24 hours (8am-8pm)**
 - Access to same day urgent care for children (0-19yrs) – **available up to 12 hours a day (walk in also available)**
 - Access to dressings (wound care) – **available up to 12 hours per day.**





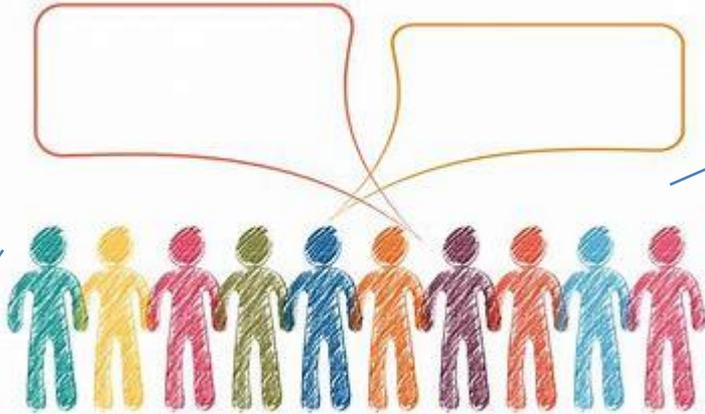
Consultation Feedback

"I think seeing a GP or nurse locally would be beneficial."

"Really need walk in centres"

"More local appointments will be much more convenient for residents and will help to refocus them more appropriately to getting assessment and care away from A&E."

"This offers localised care, at least for children, what about everybody else?"



Make APH WIC an Urgent Care Centre as planned with 24 hr access. Ensure triage at A&E can redirect inappropriate patients to the Urgent Care Centre and/or have a GP in A&E to deal immediately with general practice patients who shouldn't be in A&E."

"Walk in centres are brilliant and so convenient."

"This proposal is a much better idea as it will leave A&E free to deal with just that emergencies."

"More availability to see GP or Nurse is better than currently seeing a nurse in a walk in centre with limited permission to diagnose or prescribe limited medication. More availability and quicker appointment times are needed."

"What will happen if an adult attends a walk in centre with two children, all with the same symptoms? Under the new proposals, the children will be seen but the parent will be referred to the Arrowe Park site or given an "urgent" GP appointment."



There were **1965** respondents to the **public survey** with 98% identifying themselves as residents of Wirral. In response to the public consultation, **8 different petitions** were received with a total of **45,095** respondents. The subjects of the petitions and their totals are below:

Petition Subject	Total Respondents
Urgent Care Consultation: Closure of Minor Injury-Illness Services	23,092
Request for Wirral CCG to immediately withdraw the proposal to reduce Wirral's NHS walk in facilities and Minor Injuries and Illness Units.	5606
Withdraw the proposal to reduce Wirral's NHS walk in facilities and minor injuries/illness units	941
Residents deeply concerned about the forthcoming closure of Miriam Minor Injury and Illness Service	7928
Save our Wirral Walk in Centres	1866
Enhance our South Wirral NHS Walk in Centre	1016
Save our Walk in Centres – no closures	1862
Campaign to save Mill Lane (VCH) Walk in Centre	2784



Consultation Feedback

Option 1 was the overall preference – 66.5%

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- Birkenhead residents the least likely to prefer Option 1 (56.9%)
 - Residents of West and South Wirral were more likely to favour Option 1 (75.1%).
 - The proposal to offer extended GP capacity and lose some of the current Walk-In Centres was not popular, with 28.7% of respondents agreeing and 62.8% disagreeing.
 - Residents of Birkenhead and Wallasey were significantly less likely to agree with the proposal to lose some Walk in Centre facilities



What Respondents liked about the Options

- Urgent Treatment Centres will provide a higher level of diagnostics – Current Walk in Centres lack diagnostic tools so can only treat minor illnesses
- A GP led Urgent Treatment Centre will provide a higher level of care for residents of Wirral
- Extended access to urgent bookable GP appointments
- Convenience associated with bookable appointments across different locations
- A consistent and standardised approach to wound care and dressing meaning that people will no longer have to walk in and wait with bookable, planned appointments available

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What Respondents disliked about the Options

- Closures of Minor Injury and Illness Units and Walk in Centres in local communities
- Access to Urgent Treatment Centre at the Arrowe Park Hospital site (travel, cost & parking)
- Resources at the Arrowe Park Hospital site already stretched; there was a lack of belief that sufficient GP appointments will be provided within the extended access in a time of GP shortage
- Patients unable to make a same day appointment for dressings/wound care could potentially default to presenting to A&E at Arrowe Park for treatment, increasing demand on an already pressured A&E department.

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What Location of Community Hubs – Consultation Feedback

During the consultation we asked the public what the most important factors were to them when considering the location of community urgent care services:

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Public Preferences

- **Distance from home (32.2%)**
- **Flexible and convenient appointments (23%)**
- **Accessible by Public Transport (23%)**
- Parking
- Accessible for people with mobility requirements





Childrens (0-19) Service

Whilst there was a lot of support for the proposed changes in urgent care for children, the public voice centred around concern over the adult walk-in provision:

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“What will happen if an adult attends a walk in centre with two children, all with the same symptoms? Under the new proposals, the children will be seen but the parent will be referred to the Arrowe Park site or given an “urgent” GP appointment.”

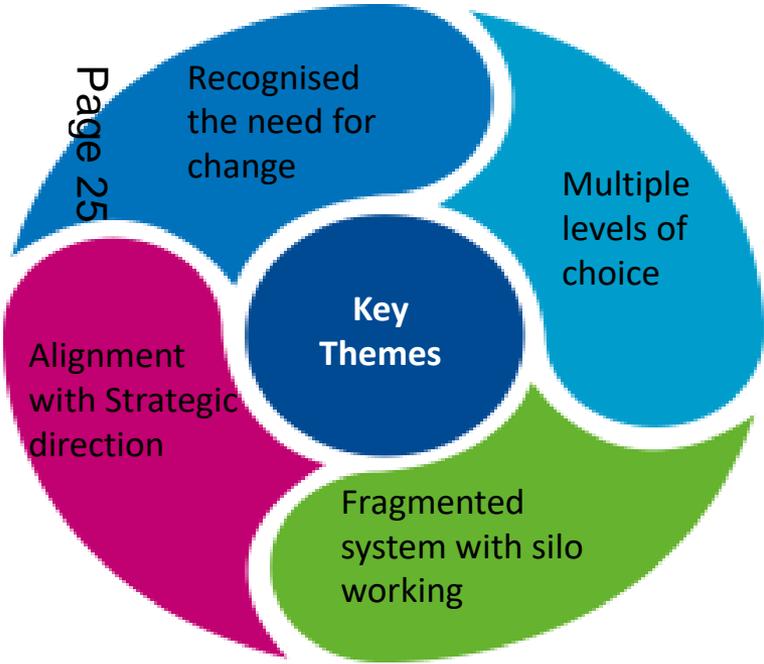
“This offers localised care, at least for children, what about everybody else?”





Clinical Senate Review

What were the themes?



- The Clinical Senate made a number of recommendations
- These recommendations are being progressed accordingly





Clinical Senate Feedback

The Senate shared a number of recommendations which we are progressing via appropriate workstreams. Their key themes were as follows:

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Technology Utilisation



Single System

Education

Digital Communication

Suitable Technology

Collaboration



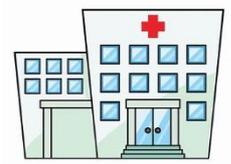
Shared Governance

Shared Understanding

Clinical Innovations Day

Work Together

Service Modelling



Retention of Walk-in (Wallasey area)

Workforce Review

ED Capital Investment

Communication



Key Considerations

Commissioners have listened and are considering the following key messages:

- People value and wish to retain 'All Age' urgent walk-in access locally
- People value the following 3 most important factors , when considering location:
 - Distance from home
 - Flexible and convenient appointments
 - Public transport access

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People strongly valued the following locations for walk in services:

- Birkenhead Medical Centre, Birkenhead
 - Victoria Central Hospital, Wallasey
 - Eastham Clinic, Eastham
- Majority of people (66.5%) preferred option 1 which proposed a 24/7 Urgent Treatment Centre
 - People valued the proposal to be able to book a dressing appointment, when they have an ongoing need, rather than walk in and wait.



In Summary

- Response to the consultation has been encouraging with many people voicing their views and opinions
- Commissioners have heard the views of local people and are fully considering the feedback in making final recommendations
- The Clinical Senate Review and recommendations have been helpful in shaping final considerations
- Regular monthly liaison with West Cheshire CCG has taken place to ensure we work collaboratively, having fully considered public usage from Cheshire residents as part of the final recommendation

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Next Steps

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Meeting / Action	Date
Joint OSC	1 st July, 2019
Joint Strategic Commissioning Board (Governing Body decision)	9 th July, 2019
Formal Scrutiny Session	To Be Confirmed
Communication strategy and Implementation plan, aligned with development of the Urgent Treatment Centre, roll out of an enhanced NHS 111 service and GP extended access offer	In Progress



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