

REPORT TITLE	Eastham Walk in Centre
REPORT OF	Chief Officer, NHS Wirral CCG

REPORT SUMMARY

This report provides an update with regard to the recent decision to temporarily suspend the walk in centre (WIC) service at the Eastham clinic to facilitate a joint system wide response to the urgent patients' safety concerns at the Arrowe Park hospital Emergency Department, including the introduction of clinical streaming.

NHS Wirral Clinical Commissioning Group (CCG) Governing Body discussed the Eastham clinic WIC service at their public meeting on 7 November 2017 with representation from local residents and Alison McGovern MP.

The Governing Body agreed that, just over two months after the suspension of the WIC service, a plan to resume the provision needed to be agreed with Wirral Community NHS Foundation Trust, as a matter of urgency, whilst also maintaining clinical streaming at Arrowe Park.

RECOMMENDATION/S

- (1) The Adult Care and Health Overview and Scrutiny Committee are asked to note the contents of this report;

- (2) The Adult Care and Health Overview and Scrutiny Committee are asked to note the formal request made by the CCG to Community Trust to submit a plan to reinstate the Eastham WIC service by 5pm Friday, 17 November 2017.

[A further verbal update of the current position will be provided at the Adult Care and Health Overview and Scrutiny Committee on 28 November 2017]

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1** NHS Wirral CCG took the decision to temporarily suspend Eastham WIC service, under its duties under the Health and Social Care Act 2012, in response to clinical concerns at Arrowe Park hospital.
- 1.2** Adult Care and Health Overview and Scrutiny Committee noted their concerns at the previous meeting on 13 September 2017 and requested a further report detailing the impact of the temporary suspension, any change in the performance of A&E at Arrowe Park Hospital and any savings realised as a result of this action.
- 1.3** The Scrutiny Committee also formally requested early reinstatement of the service

2.0 OTHER OPTIONS CONSIDERED

N/A

3.0 BACKGROUND INFORMATION

- 3.1** NHS Wirral CCG took the decision to temporarily suspend the WIC service at Eastham to facilitate joint system wide response to the urgent patient safety concerns at the Arrowe Park Hospital Emergency Department, including the early introduction of clinical streaming.
- 3.2** The decision was taken for valid clinical reasons. Over the past two months significant whole system progress has been made, evidenced in the Urgent Care plan. We have subsequently seen some improvement of stabilisation of the urgent care system. An approximate 10% improvement has been achieved in the 4 hour standard. Whilst there is some daily fluctuation, to be expected, this is being daily monitored. However, there is still further progress and improvement required to meet the 95% mandated standard.

A and E performance against the 95% 4 hour standard for Q2 is: July-76.9%, August 79.9%, Sept 87%. Performance average for October is 87.8%.

Ambulance handover times have also improved from the average turnaround time of 44 minutes in July and August to an average of 33 minutes in September and October 2017.

- 3.3** In addition to the staffing resource redeployed by the Trust, NHS Wirral CCG, through the Better Care Fund (BCF) has also provided temporary additional funding for Primary Care GP's (8-8 5 days) and 1.6 whole time equivalent Advanced Nurse Practitioners to enable the Wirral System to implement at pace clinical streaming at the front door, as mandated nationally by NHS England.
- 3.4** Equality Impact Assessments (EIA) and Quality Impact Assessments (QIA) have been completed and are available on the CCG website (<https://www.wirralccg.nhs.uk/your-health-and-services/update-eastham-clinic-walk-in-centre/>)

- 3.5** A dressings service has been retained within Eastham Clinic to ensure local provision was maintained. This service is available 7 mornings a week and is pre-bookable.
- 3.6** Concerns regarding the impact of the temporary suspension of the WIC service at Eastham were raised directly by Scrutiny Committee on 13 September 2017. Those concerns were reinforced at the CCG AGM on 28 September 2017.
- 3.7** In total the CCG received 4 patient complaints relating to the temporary closure of the WIC. In addition to this a petition was presented to NHS Wirral CCG Governing Body on 7th November requesting that the WIC be reinstated.
- 3.8** Key issues raised with the CCG have included:
- a) Changes to public transport from Eastham to Arrowe Park Hospital resulting in longer travel times and multiple buses
 - b) Potential impact on neighbouring GP practices
 - c) Request for commitment to reinstate Eastham WIC
- 3.9** In response to these queries, the CCG has taken the following action:
- a) Transport:
 - Engaged transport commissioning lead from the Council, to consider temporary transport issues and solutions and also link with the longer term consultation for urgent care
 - Offered to discuss specific individual transport concerns with a view to seeking solutions – following discussion at AGM, a meeting has been arranged with a member of public 30 November to discuss further and feed into future urgent care transformation
 - b) Discussions have been held with neighbouring practices to understand the impact, practices are experiencing seasonal peaks in demand but only one practice has reported increases which they believe are relating to temporary closure of WIC.
 - c) Analysis of activity across other walk in centres and A&E has been conducted and no significant increases noted above typical seasonal peaks. System performance against 4 hour standard has significantly improved from September 2017.
- 3.10** NHS Wirral CCG Governing Body discussed Eastham WIC service on 7 November 2017, with members of the public and Alison McGovern MP present. It was agreed that a clear plan to resume provision, with Wirral Community NHS Foundation Trust was a matter of urgency.
- 3.11** NHS Wirral CCG recently received a written proposal from the Trust relating to 0-19 provision at the Eastham clinic. However, this does not meet with commissioner requirements as it does not reinstate the core Eastham WIC service offer for the residents of Eastham and other users of the service.
- 3.12** NHS Wirral CCG acknowledges that there will be challenges in resuming the WIC service at Eastham clinic, whilst also maintaining the clinical streaming at Arrowe Park, particularly in regard to lack of availability of appropriately qualified staff. NHS

Wirral CCG is committed to be supportive in terms of taking a flexible approach to service delivery, whilst requesting the NHS Community Trust fulfil their contracted requirements for delivery of WICs at 3 sites.

- 3.13** The CCG has formally requested the Community Trust submits a plan to reinstate the Eastham WIC service to NHS Wirral CCG by 5pm on Friday, 17 November 2017.

4.0 FINANCIAL IMPLICATIONS

- 4.1** No savings have been realised as a result of this action.
- 4.2** Additional investment from BCF to fund Primary Care GP and Advanced Nurse Practitioner time, to support implementation of clinical streaming at Arrowe Park.

5.0 LEGAL IMPLICATIONS

Decision taken by Wirral NHS CCG to temporarily suspend WIC provision on the grounds of patient safety at Arrowe Park hospital, taken under the Trust's duty of care under the Health and Social Care Act 2012.

6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

Staffing: Potential lack of availability of appropriately qualified staff.

7.0 RELEVANT RISKS

Impact of assessments have been updated and are available on the CCG website.

8.0 ENGAGEMENT/CONSULTATION

Individual comments received via email and public meetings.

9.0 EQUALITY IMPLICATIONS

Equality Impact Assessments have been undertaken and are available on the CCG website (<https://www.wirralccg.nhs.uk/your-health-and-services/update-eastham-clinic-walk-in-centre/>)

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SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Overview Scrutiny and Committee	13 September 2017