



Urgent Care Transformation



Programme Update

Overview and Scrutiny Committee
12th September, 2018

Introduction



National Mandate



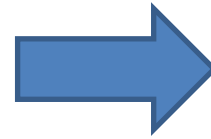
NHS England set out their future vision for urgent and emergency care.

Provided CCGs with a set of standards that we must follow when providing urgent care services.



What we did...

FEBRUARY 2018						
MON	TUE	WED	THU	FRI	SAT	SUN
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4



Captured the public's views on the current urgent care facilities across Wirral.

Used this feedback to develop a number of options.

Where are we now?

Using feedback from the listening exercise, we have put together 2 options for review.

We will shortly be going out to public consultation on these options.

Once consultation has ended, we will analyse the feedback.

Using feedback we will look at common themes.



Options



Key Messages

Improving access
to urgent care
services across
Wirral



Urgent Treatment
Centre based at
Arrowe Park

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

Easier access and
clearer choices for
urgent care
services

Stronger links with
primary care and
bringing care closer
to home

Re-design of NHS
111 – an improved
service

Communication & Engagement

- Dedicated microsite
- Launch Email
- Roadshows
- Revisiting focus groups from listening exercise
- Offer of Meetings
- Public Question Time
- Advertising
- Social media campaign
- Facebook live
- Videos for Envisage practice screens and One Stop Shops
- Materials at key locations
- Media and press



What are we asking the public...



Options

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.



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 model.

Next Steps...

