



# Urgent Care Transformation



Consultation Briefing

October 2018

# What are the drivers for change?

We need to make these changes following **national guidance from NHS England to improve urgent and emergency care** *“by the roll-out of standardised new Urgent Treatment Centres” and to “end the confusion by establishing as much commonality as possible”*

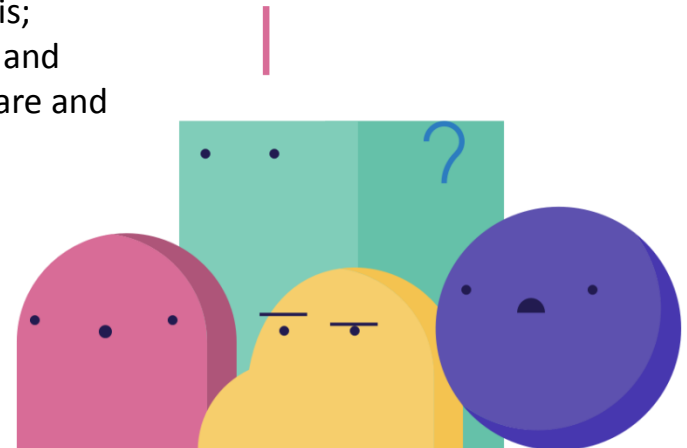
Many people attend Wirral's only A&E because they are unsure where and when to access services. We want to change this and **ease the pressure on A&E.**

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

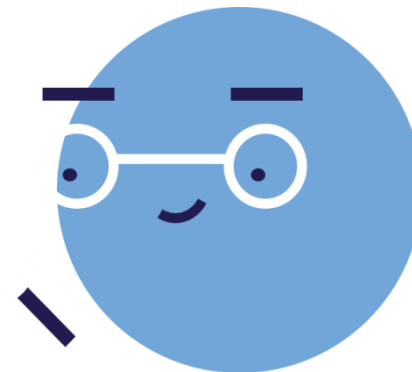
Confusion about Urgent Care services is a common theme across England and has been evident in engagement and research activity in Wirral since 2009.

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.



# The national picture



The introduction of standardised Urgent and Emergency Care via 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 including e-consultation [www.nhs.uk](http://www.nhs.uk)

Local pharmacists who are able to prescribe simple medications to patients.

**“Patients tell us that the range of alternatives available can be confusing – Walk In Centres, Urgent Care Centres, Minor Injury Units and others with local names and all with differing levels of service”**

**NHS England, Urgent Treatment Centres ‘Why Change?’**

# What we've been told

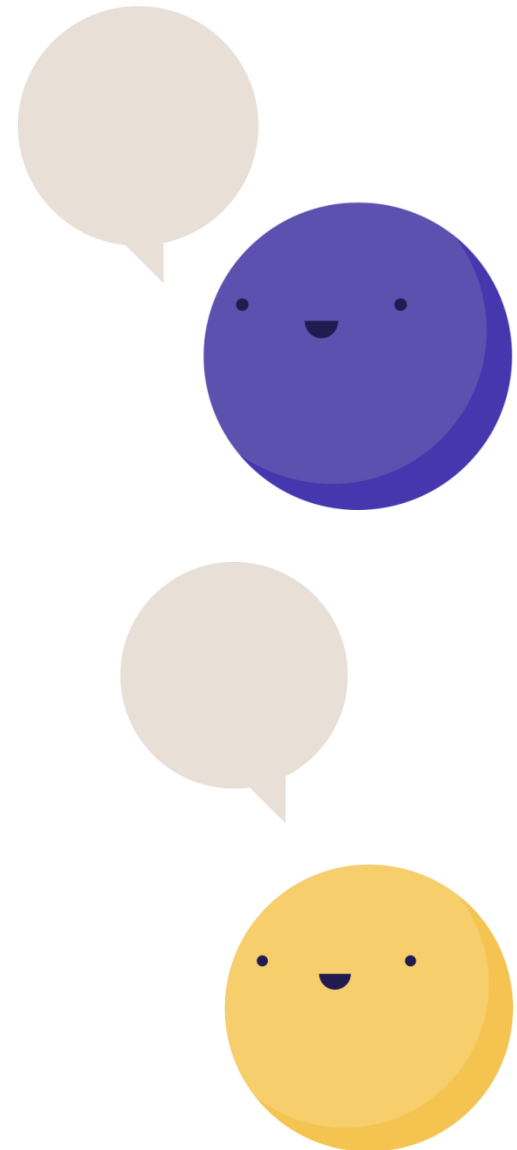
Over the last 18 months we have embarked on an extensive stakeholder engagement strategy, holding a range of events including roadshows, workshops and VSAs and more recently, in February of this year we conducted a 'listening exercise, asking people what they thought of urgent care in Wirral...

80% of people that gave a view during the listening exercise 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



# What we know

**Over 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

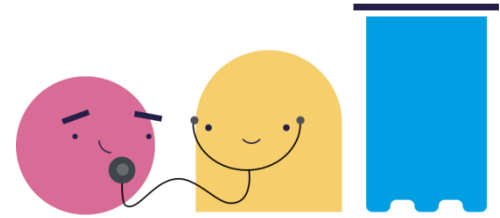


Planned dressing services account for 24% of Walk in Centre and Minor Illness and Injury Units activity

"Some estimates suggest that between 1.5 and 3 million people who come to A&E each year could have their needs addressed in other parts of the urgent care system. They turn to A&E because it seems like the best or only option"

***NHS England 'Next Steps on the Five Year Forward View'***

For Wirral, we believe that 33% of patients attending A&E in 2017-2018 could have been seen in a less acute setting.



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



This is already happening...NHS England have pledged to *"Increase the core hours of GPs so that by March 2019 everyone in England will be able to get an evening and weekend appointment, facilitated by a new GP contract agreement"*

# An Urgent Treatment Centre for Wirral



Wirral will have one Urgent Treatment Centre (UTC) which will be based on the Arrowe Park site next to A&E. **This is a national requirement but we would like views on how long it should be open.**

"There are advantages if they can be co-located alongside hospital A&E departments to allow the most efficient flow of patients to the service that best serves their need"

***NHS England, Urgent Treatment Centres – Principles & Standards, July 2017***

"GP Led, equipped to diagnose and deal with many of the most common ailments people attend A&E for"

***NHS England, 'Urgent Treatment Centres'***

"UTCs will ease the pressure on hospitals, leaving other parts of the system free to treat the most serious cases"

***NHS England, 'Urgent Treatment Centres'***



24 Hour UTC	15 Hour UTC
Would mean up to <b>8 hours</b> per day in each of the 4 community hubs	Would mean up to <b>12 hours</b> per day in each of the 4 community hubs

# How we developed the options

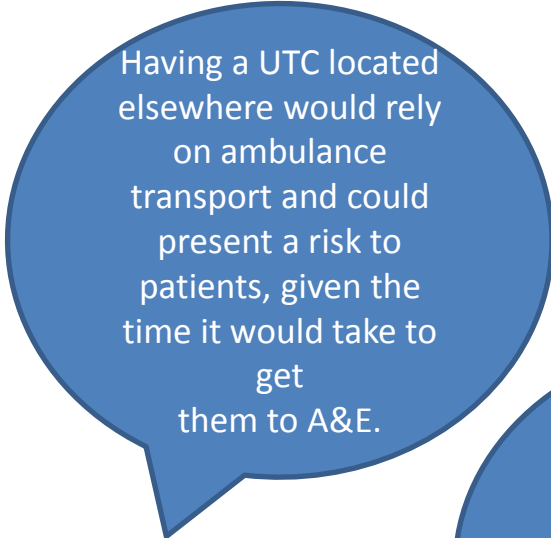
## Why a UTC at Arrowe Park?

The co-location of the UTC at Arrowe Park means that patients who present themselves and are very ill or, those that deteriorate rapidly can be immediately transferred to A&E to receive emergency interventions.

We know that Wirral's only A&E is under pressure – locating the UTC next to A&E will alleviate pressures and keep A&E free for those who really need it.

Having the UTC at the Arrowe Park site means that patients can benefit from the full range of diagnostic facilities including MRI and CT scanning. These facilities are not available at other sites.

Alternative locations were considered for the UTC such as existing Walk in Centres and Minor Injury Units, however they do not offer the same range of facilities or opportunities to **maximise patient safety**. A more detailed breakdown of other options considered is published and accessible on the urgent care website [www.wirralurgentcare.nhs.uk](http://www.wirralurgentcare.nhs.uk)



Having a UTC located elsewhere would rely on ambulance transport and could present a risk to patients, given the time it would take to get them to A&E.



Many serious conditions such as stroke and heart attacks require **rapid assessment and treatment** to achieve the **best outcomes for patients**

# The Local Offer



The only change for adults in Wirral is booking your appointment instead of walking in.

“Everyone has more convenient and improved access to GP services including sufficient pre-bookable and same day appointments at evenings and weekends to meet locally determined demand”

**NHS England ‘Urgent Treatment Centres’**

Improved access to same day GP or Nurse appointments in your local area



Rapid access (walk in) for children with an urgent care need (0-19 years)



Dressing & Wound Care service (pre-bookable appointments)



No impact on other services provided at existing urgent care locations such as blood tests



Local pharmacies who can offer advice and prescribe medications



As a patient, I won't have to wait for an unspecified amount of time at a walk in centre or minor injury/illness unit to be seen

I will also be able to book my routine dressing appointment or a one off appointment for wound care in my local area

Instead I will be able to book an appointment with a GP or Nurse in my local area within 24 hours, usually on the same day

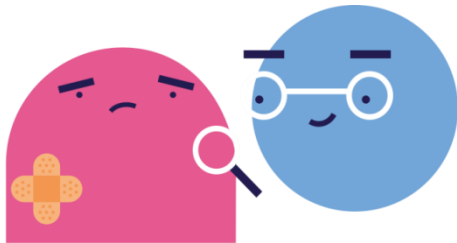
If my child is unwell, I will be able to rapidly access a walk in service or, I can pre-book an appointment at a set time.

# What about Location

## Where will local services be delivered from



The locations for these services have not been determined, however we envisage them across the 4 locality areas of **Wallasey, Birkenhead, South Wirral** and **West Wirral**. As part of the consultation, we are asking for your views on what is important to you.



As part of this consultation, we would like peoples views on what is important to them. This includes:

Flexible and convenient appointments

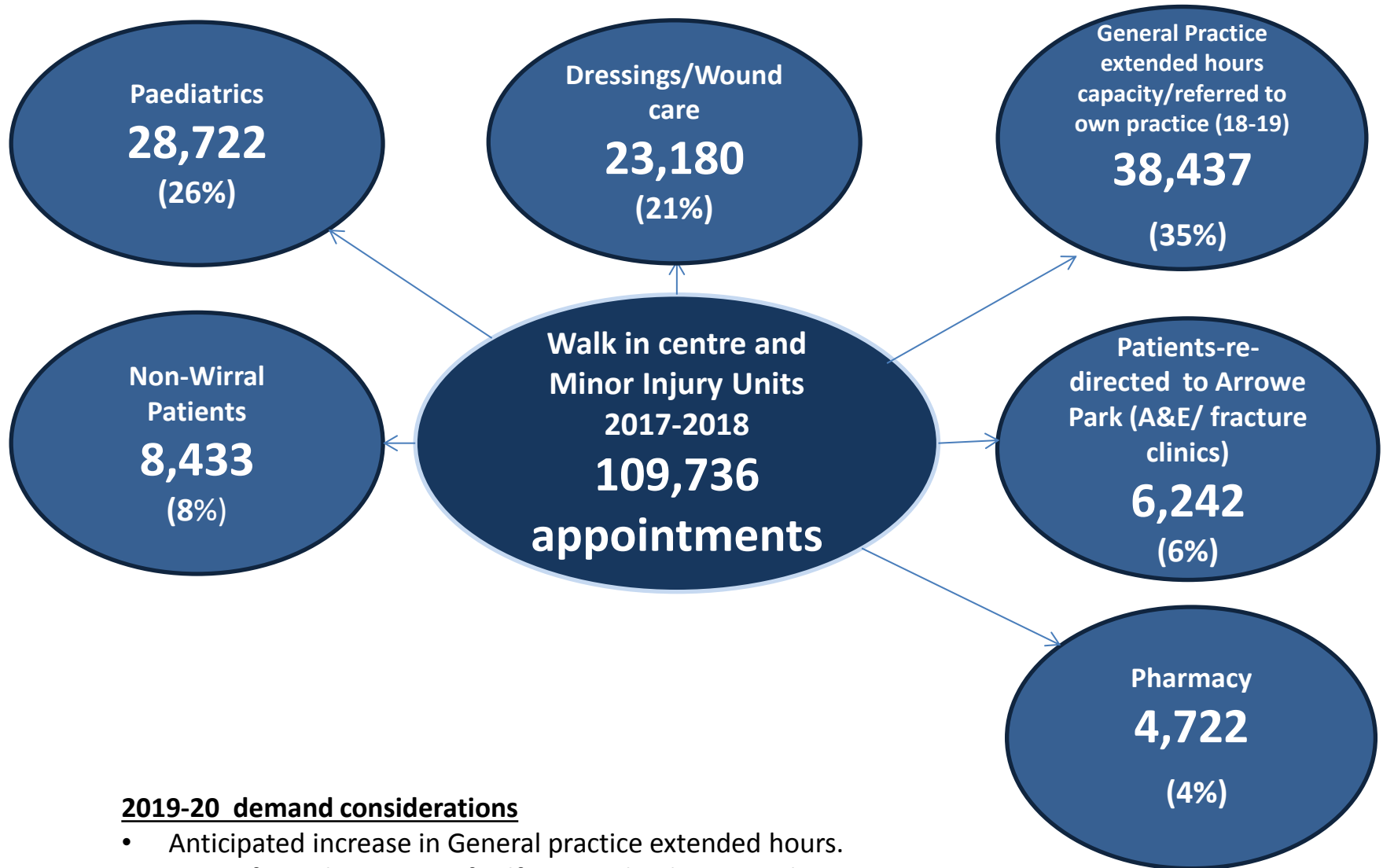
people with mobility requirements

Parking

Accessible by public transport

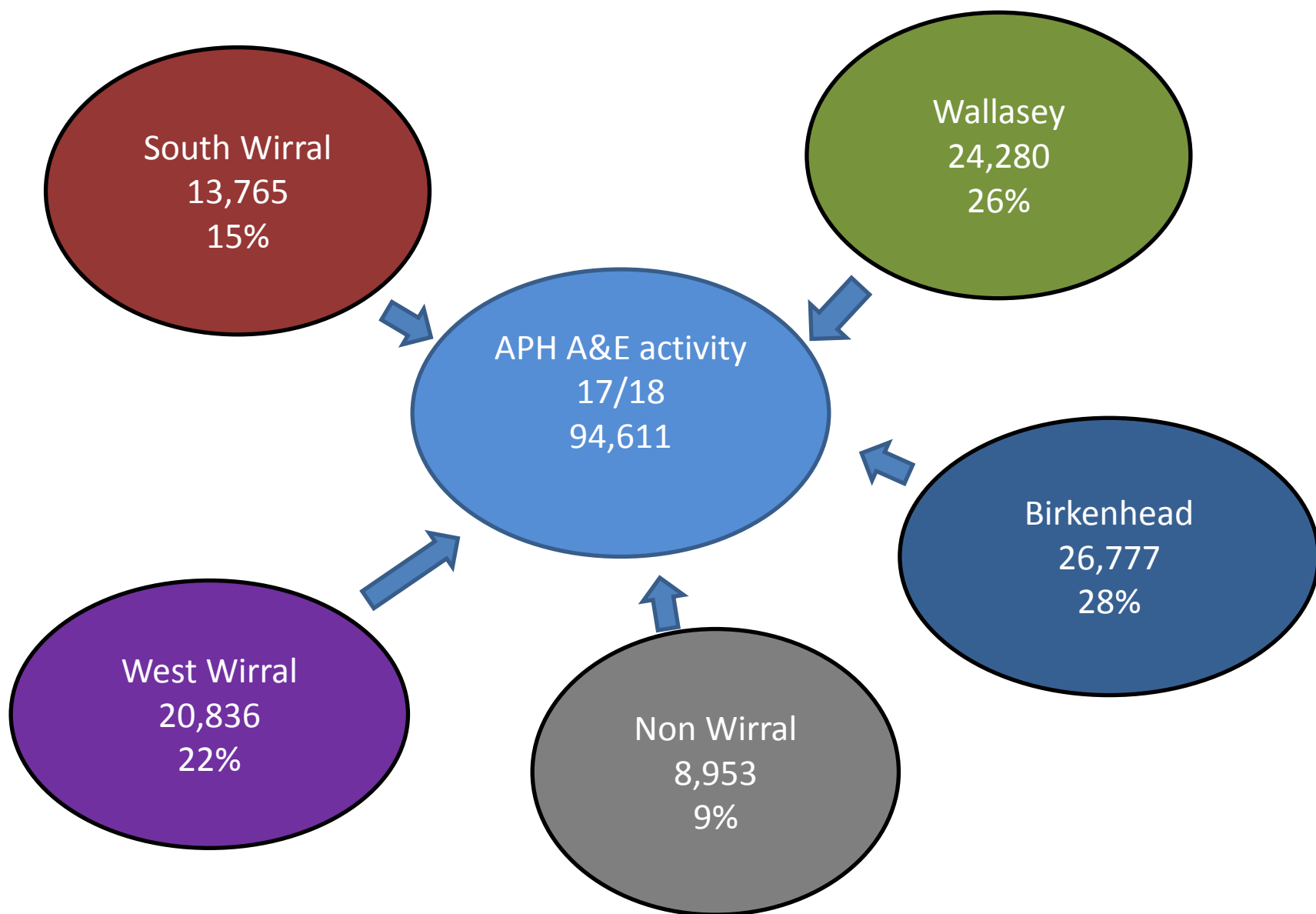
Distance from home

# • Meeting Wirral Wide demand



## 2019-20 demand considerations

- Anticipated increase in General practice extended hours.
- Quantifying the impact of self care and online consultations.
- Potential uptake of Think Pharmacy scheme.



# Transport and Parking

## Transport

- We are working with Merseytravel to review the existing travel routes and look at potential improvements to these services
- There is a working group dedicated to addressing key areas of concern around transport and parking which includes representation from local Councillors, Wirral Council, local residents and Merseytravel
- We recognise that there are concerns regarding the bus routes from Eastham to Arrowe Park and we can confirm that Mersey travel intend to improve bus services serving this area from early Nov. For further information and detailed routes, you can visit the Merseytravel website at [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)

## Parking

- Because we are proposing more local appointments with a GP or Nurse as well as services for children and dressings/wound care, this means that people could be treated closer to home and may not necessarily need to go to the Arrowe Park site
- We expect that of those being seen at the UTC, this would include people who would have gone to A&E on the Arrowe Park site anyway
- Wirral University Teaching Hospital is also actively engaging with suppliers (independent of the urgent care consultation) to increase parking capacity at Arrowe Park
- There is a 'Carpark Strategy' that is reviewing parking issues at the Arrowe Park site and this is being undertaken in parallel with the urgent care consultation.

# 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., E-Consultation (currently in testing phase)	Single clinical assessment, from triage to treatment
GP Practices (in hours)	GP Practices	More access to GPs across 21 practices in Wirral
GP Out of Hours	GP Out of Hours	Increased home visit capacity
Walk in Centres x3 Minor Illness and Injury Units x3	GP appointments 8am-8pm, 7 days a week Urgent GP appointments within 24 hours	More access to GPs across 21 practices in Wirral
	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	

# Summary of Key Messages

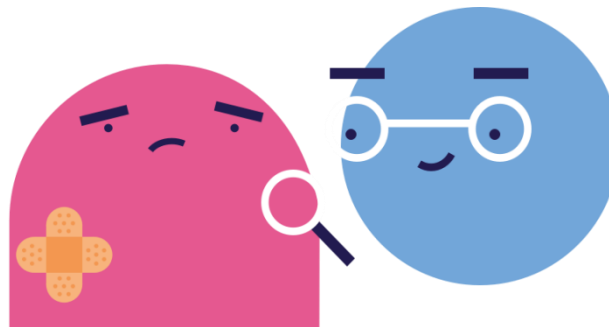
Improving urgent  
care services  
across Wirral

No intended  
job losses

No privatisation  
of the NHS

No loss of  
Wirral's only  
A&E or  
Childrens A&E

Improved 111  
service



Consistent offer  
across Wirral for  
urgent care  
services

Making more use  
of local  
pharmacists to  
offer advice and  
treatment



Adult Walk in facility is  
being replaced with  
bookable appointments  
and increased access to  
primary care



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

# Next Steps



- ❑ Consultation runs until **12<sup>th</sup> December 2018**
- ❑ Focuses on improving access to urgent care in Wirral
- ❑ We are asking for peoples views on the existing urgent care services as well as some proposals for a new model of care
- ❑ We are currently in discussion with Merseytravel regarding public transport routes
- ❑ We have events planned throughout the consultation 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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Frequently Asked  
Questions available on the  
website

