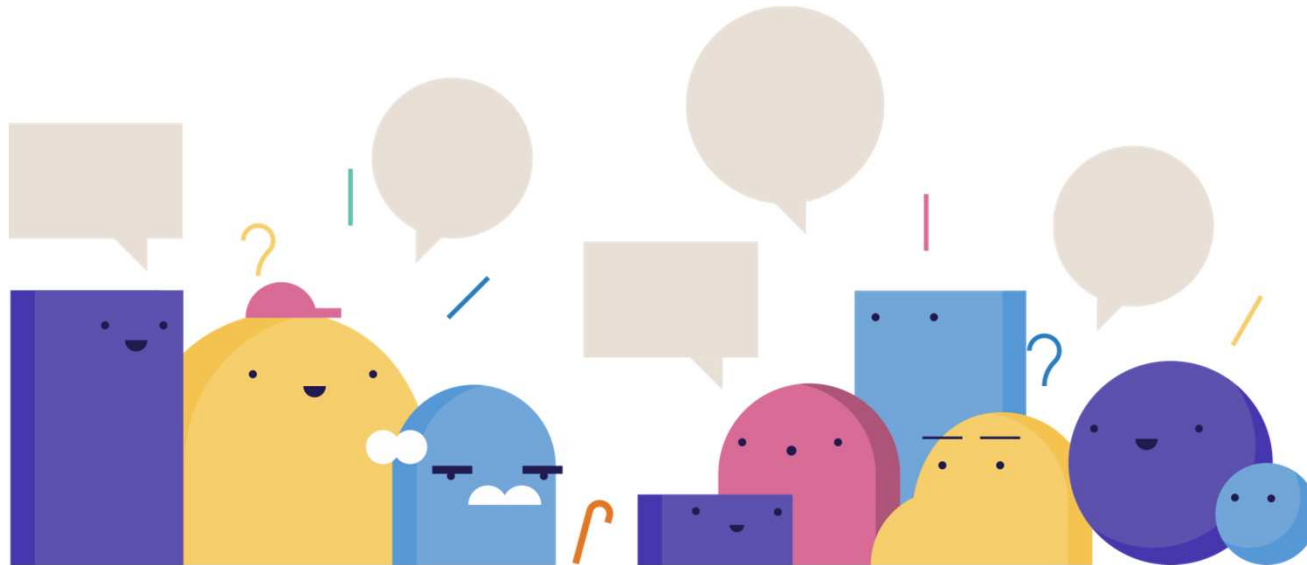




Wirral Health & Care  
Commissioning

# Urgent Care Transformation



Overview and Scrutiny Committee Briefing  
Consultation Decision Update  
24<sup>th</sup> July, 2019



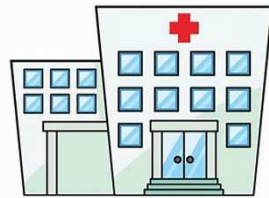


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# Approved Model of Care

The NHS Wirral CCG Governing Body approved this model of care at the Joint Strategic Commissioning Board in public on Tuesday 9<sup>th</sup> July 2019

**24 HOUR URGENT  
TREATMENT CENTRE**



**RETENTION OF ALL AGE  
WALK IN ACCESS**

**REPLACEMENT OF 2 MINOR  
INJURY/ILLNESS SERVICES  
WITH SAME DAY ACCESS TO  
GP AND NURSE  
APPOINTMENTS**



**DRESSING/WOUND CARE  
SERVICE TO MEET LOCAL  
DEMAND IN THE  
MORETON AREA**





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# Consultation Feedback

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

- Commissioners were responsive in their analysis of public feedback and this was used to inform the final model of care
- Public feedback was very focused on the retention of all age walk in access which has impacted our considerations and final model of care which includes all age walk in access across 3 localities
- During this consultation we asked the public what was important to them when thinking about where urgent care facilities should be based in the community. We listened to this feedback and the location of community urgent care access reflects this.





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# 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
- 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.





# Key Considerations

## Location of community urgent care facilities

- We asked the public what is important to them
- Distance from home (32%), Flexible and convenient appointments (23%) and accessible by public transport (23%) were the most important factors

## Addressing Deprivation

- Extending the hours of operation for all age walk in provision in areas of high deprivation (based on local demand)

## Transport

- For facilities being replaced by GP extended access we believe there is sufficient provision in these areas to minimise the need for additional travel
- We are not anticipating significant increase in numbers attending Arrowe Park Hospital site.

Birkenhead Medical Centre will increase by 2 hours (8am-8pm)

Retention of VCH in Wallasey

Extended access appointments locally will mean that people who may be isolated due to age, frailty or geography will not have to travel long distances to receive urgent care





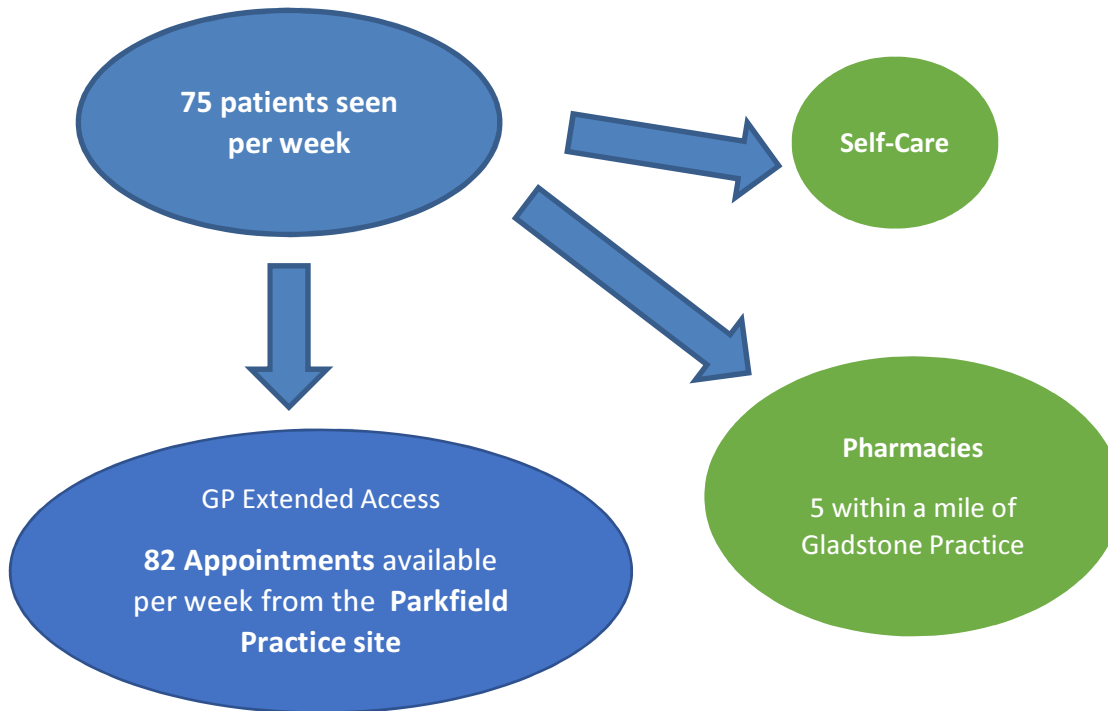
# Replacement of existing Urgent Care facilities

*The approved model of care includes the replacement of the existing Minor Injuries/Illness services at Gladstone (formerly Parkfield) Minor Injuries and Illness Unit (MIU)*

## Gladstone (formerly Parkfield) Minor Injuries Unit

Open Monday – Friday 10am -2pm (last appointment 1.30pm)

Closed Saturday & Sunday

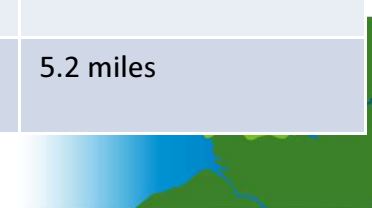


## Top 5 Issues patients attended for:

Main categories	Activity
Infections: Ear / Urinary Tract/ Chest	855
Sore Throat/Cough	619
Skin Problems/Infections/Rash	545
Redressing/Cuts/ Graze Laceration	442
Generally unwell	224
<b>Total</b>	<b>2,685</b>

Most issues could have been dealt with by the GP or Pharmacist. Distances to alternative venues are as follows:

Venue	Distance
Birkenhead Medical Centre – all age walk in	2.6 miles
Eastham Clinic – all age walk in	4.1 miles
Urgent Treatment Centre at Arrowe Park	5.2 miles



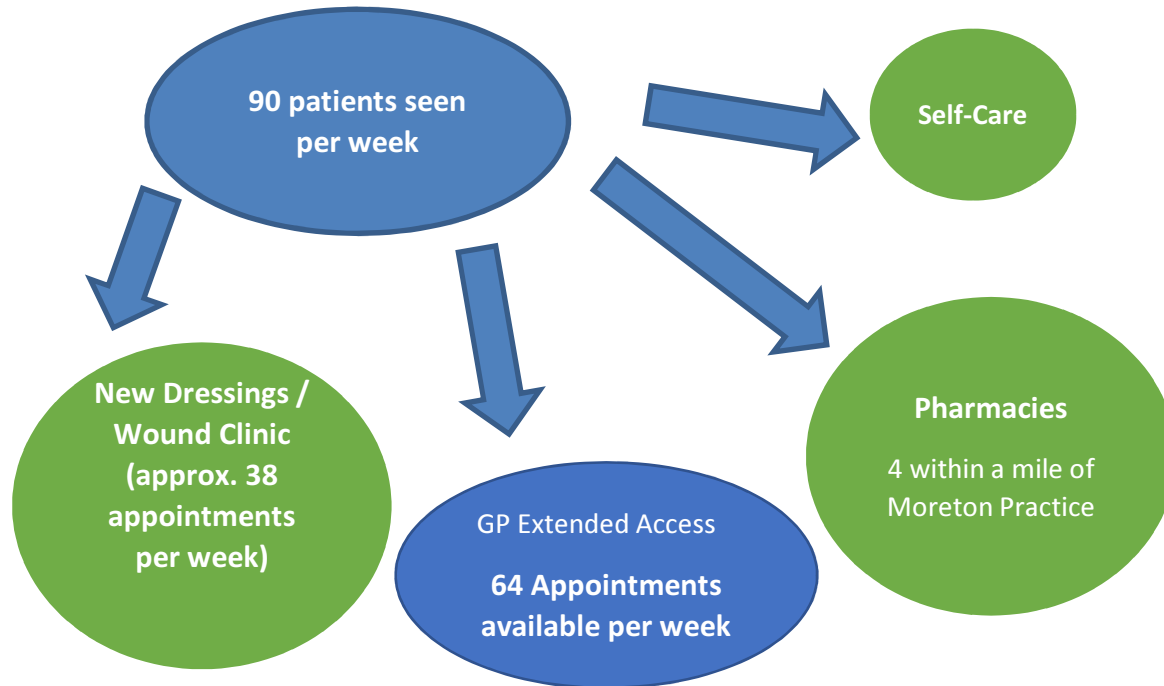


# Replacement of existing Urgent Care facilities

*The approved model of care includes the replacement of the existing Minor Injuries/Illness services at Moreton Minor Injuries and Illness Unit (MIU)*

### Moreton Minor Injuries Unit

Open: 10am - 7pm Mon & Tues  
10am - 8pm Wed & Thurs  
10am - 6pm Fri  
Closed: Saturday & Sunday



### Top 5 Issues patients attended for:

Main issues	Activity
Wound Check-Re-dressings	1,959
Infections: Ear / Urinary Tract/ Chest	717
Sore throat/Cough	566
Skin Problems/ Rash	460
Minor Illness	114
<b>Total</b>	<b>3,816</b>

Most issues could have been dealt with by the GP or Pharmacist. The new dressing clinic will deal with the largest number of patients who currently attend. Distances to alternative venues are as follows:

Venue	Distance
Urgent Treatment Centre at Arrowe Park	2.4 miles
Victoria Central Hospital – all age Walk in	3.7 miles



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# Summary and Next Steps

- Commissioners have been responsive in our considerations and the approved model of care reflects this
- The public feedback received has helped to inform our overall decision
- We will be taking a phased approach to any service change which will run alongside a communication and engagement strategy to keep the public informed
- We want to work with the public and stakeholders when deciding on the naming of the community sites to ensure clarity for residents
- We will be developing an implementation plan which will be inclusive of a communication and engagement strategy to outline key timeframes for service changes and highlighting the phased approach to change.

