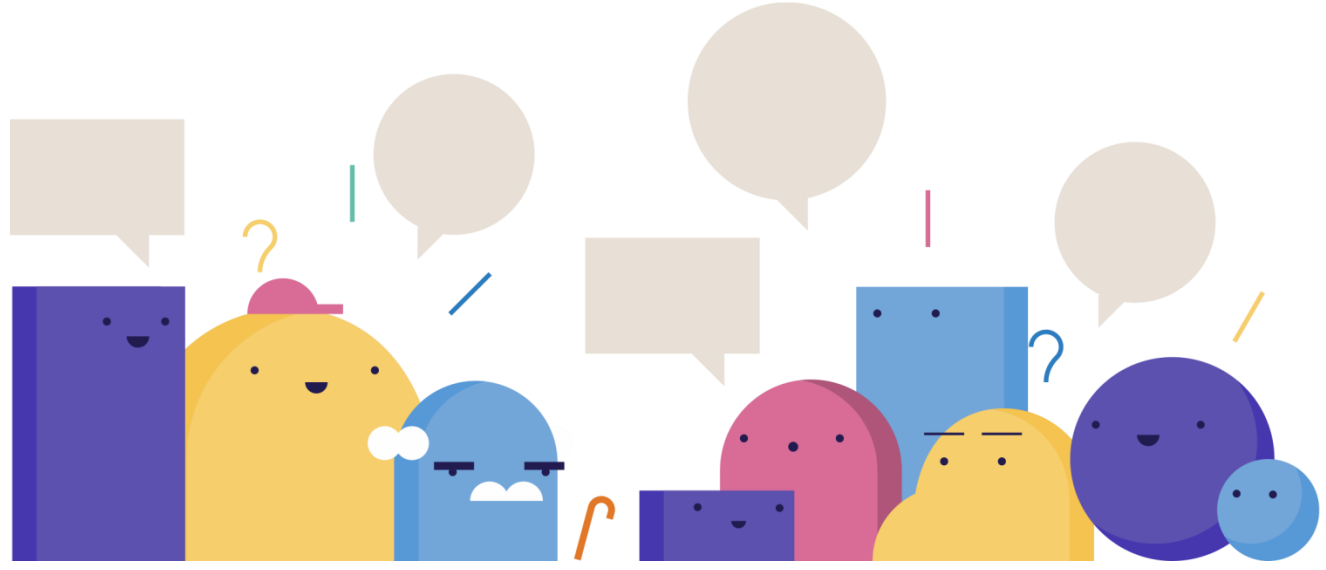




Wirral Health & Care
Commissioning

Urgent Care Transformation



Overview and Scrutiny Committee Briefing
Consultation Decision Update
30th July, 2019

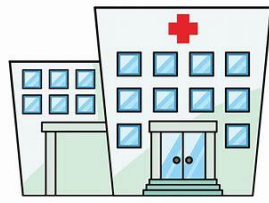




Approved Model of Care

The NHS Wirral CCG Governing Body approved this model of care at the Joint Strategic Commissioning Board in public on Tuesday 9th 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**





Wirral Health & Care
Commissioning

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.





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

We will be working with the local council as well as travel providers to review the implications any proposed changes may have on Wirral residents.



Transport Implications

- Commissioners have worked with transport providers during the urgent care consultation to ensure, where possible, that any potential service changes have minimal impact on residents of Wirral
- An internal CCG transport working group was established which included representation from Merseytravel and local Councillors. This group met as the urgent care consultation commenced and worked alongside Merseytravel until such time that we were advised that a public consultation was planned and no further work could be progressed
- Whilst we do not commission transport, we welcome ongoing discussion with transport providers and the Council to address these issues

Merseytravel are currently assessing the impact of recent changes and will engage with commissioners and local councillors once this assessment has been completed.



Replacement of existing Urgent Care facilities

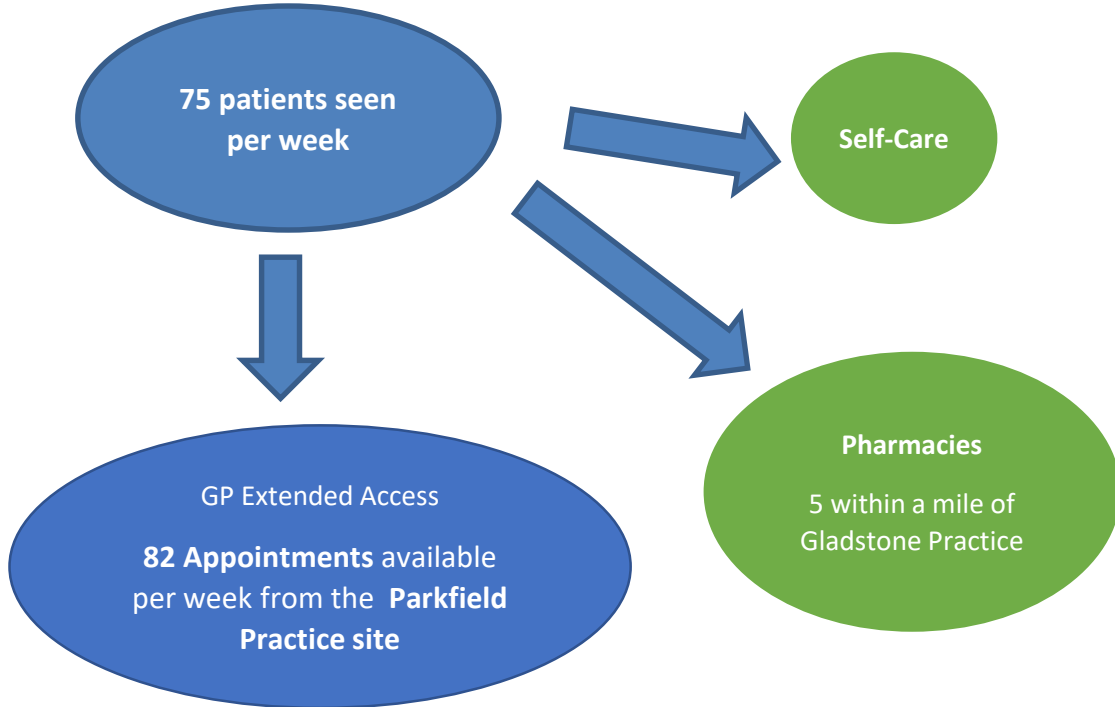
The approved model of care includes the replacement of the existing Minor Injuries/Illness services at Gladstone (formerly Parkfield) and Moreton Minor Injuries and Illness Units (MIU)

- The provision of GP extended access appointments and a specific dressing and wound care clinic (for the Moreton area) will mean that patients can still access **same day urgent care** locally to them
- Patients will be able to book a **same day appointment** with a GP or Nurse either in the existing practice, or in a practice local to them
- There is no change to either of the existing GP surgeries at Gladstone or Moreton. Patients who are registered to one of these GP practices will be able to continue to use them as the currently do
- We have reviewed the activity data from both sites and we are confident that the level of GP extended access appointments, access to pharmacy, and a dressing/wound care clinic for the Moreton area will meet the needs of the local population.



Gladstone Minor Injuries & Illness Unit

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
Total	2,685

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

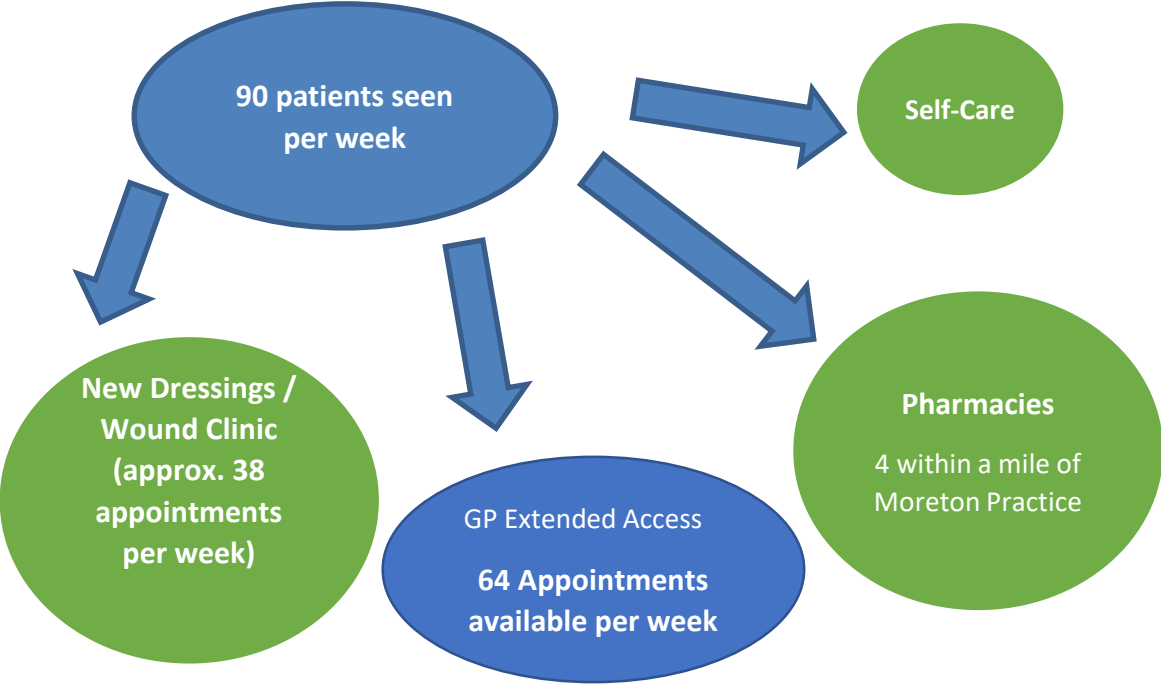




Moreton Minor Injuries & Illness Unit

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
Total	3,816

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

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.

