

**Health Scrutiny Committee – 22<sup>nd</sup> September 2014**

**Dudley Clinical Commissioning Group**

**Report of the Chief Accountable Officer, Paul Maubach**

**Update on Urgent Care Development**

**1.0 Purpose of Report**

To update members on progress towards the opening of a new Urgent Care Centre (UCC) in Dudley.

**2.0 Background**

The CCG is currently going through a procurement process for the development of a new Urgent Care Centre (UCC) to be sited next to the Emergency Department (ED) at Russell's Hall Hospital.

The development will deliver a significant improvement in urgent care, offering 24/7 access to urgent primary care services, and will deliver care seamlessly with the Emergency Department at Russells Hall Hospital. The UCC will replace the current Holly Hall Walk In Centre (WIC), which currently opens 8.00 am to 8.00 pm, as well as providing a new base for the GP Out of Hours (OOH) service.

Once open, the UCC will replace the Walk-in Centre (WIC) currently based at Holly Hall and will provide an enhanced service to the one currently offered at the WIC. (The WIC and GP Out of Hours contract have been extended to March 2015 to allow sufficient time for the UCC to be built, staffed and opened). Planning arrangements are in place to ensure there is a continuation of the Holly Hall facilities throughout the transition from the current service configuration into the new UCC model. If required due to slippage in the procurement or mobilisation stage of the UCC, the current contracts with Primecare have the facility to be extended.

The Dudley UCC is a key enabler for the new system of urgent and emergency care envisaged in Dudley CCG's Primary Care Strategy 2013/14 and Operational Plan 2014/16, as approved by the Health & wellbeing Board.

The CCG's proposals were the subject of widespread public consultation at the end of 2013. Regular updates have been given to the Committee since the project began in September 2013. The most recent update was on 16 July 2014.

This report provides a summary of progress since 16 July 2014 and outlines the next steps in the development of the UCC.

**3.0 Report**

**The CCG will expect the appointed provider of the new UCC service to focus on two main objectives:**

- **to ensure the delivery of a safe, high quality, efficient urgent care service**

**which works seamlessly with the Emergency Department at Russells Hall Hospital**

- **to play an active part in encouraging a culture change across the urgent care system, which supports innovation by staff in delivering the service and improves the ability of patients to access services appropriately.**

The CCG expects measurable quantitative outcomes from commissioning the UCC service. Features of a successful UCC include:-

- improved patient experience of urgent care and ensuring a patient's on-going healthcare needs are met in the most appropriate setting within the community or primary care;
- improved performance against NHS Constitution targets to patients around waiting no more than four hours to be seen, treated and admitted or discharged;
- reducing the number of patients attending Dudley Group NHS Foundation Trust (DGFT) Emergency Department. This will be achieved by treating and / or redirecting non-urgent patients presenting at the new UCC back to primary care and other community services;
- reducing the number of Russells Hall Hospital admissions from the ED. This will be achieved by the different approach to the clinical treatment of patients seen in the UCC by experienced GPs and Nursing Staff;
- support patients, where appropriate, by ensuring they are registered with a GP practice and aware of alternative care pathways which may be better suited to their needs;
- when required, provide clear information on the appropriate use of urgent and emergency care services.

The UCC will not:

- be a further access point for routine primary NHS care in the local health economy (these patients will be appropriately and actively navigated back into core primary healthcare services in the community); or
- duplicate existing service provision by primary care services.

### **Developments since the last update to HOSC**

Following input from potential providers to the service specification a final version was completed and signed off by the project board the week of 11 August 2014. As agreed, this final version was forwarded for information to the Chair of the HOSC on 14 August. A copy is attached as Appendix 1.

The Committee will be aware that the procurement involves the tendering of an NHS contract with a value in excess of £15 million. The CCG is bound to a process which involves very high degrees of confidentiality and control over all documentation. Nationally, procurements of this size and nature now have many examples of unsuccessful providers suing commissioners where they find breaches in due process or protocol. The CCG will be undertaking an extensive public media campaign later in the year and will ensure at that point, Dudley residents and patients are informed of the new developments and benefits for the borough from the new service.

The UCC service has been developed with significant and continuing stakeholder input steered by a UCC Reference Group which meets monthly to oversee the development

of the specification and associated work streams. This multiagency group consists of all key stakeholders of the UCC and includes representatives from DGFT, West Midlands Ambulance NHS Trust, NHS 111, Dudley and Walsall Mental Health Partnership NHS Trust, Dudley MBC, Healthwatch, Primecare Ltd and patient representatives from the CCG's Patient Opportunity Panel (POPs).

A further UCC Project Board, with board level representation from the CCG and Dudley Group, has recently been constituted to lead on mobilisation of the UCC. This includes oversight of the associated capital development.

### **Next Steps**

At the time of writing this report (10 September 2014)) the timetable for the rest of the process was as follows-

- the tender 'scoring' process will be completed by 12 September;
- The moderation of bidder's scores will begin the week of 15 September;
- a recommendation of contract award to the successful bidder will be made by the evaluation team by 1 October;
- a recommendation on contract award will be made to a CCG Board meeting on 9 October;
- following contract award and a ten day stand-still period the successful provider will begin the mobilisation plan of the UCC service, working towards a 'go live' date of 1 April 2015;

### **4.0 Recommendations**

Members are asked to note the contents of the report.

Paul Maubach

Chief Accountable Officer, Dudley CCG

Contact Officer: Neill Bucktin

Telephone: 01384 321745

Email: neill.bucktin@dudleyccg.nhs.uk