

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. The development will deliver a significant improvement in urgent care, offering 24/7 access to urgent primary care services in a new centre which is located next to, 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.

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.

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.)

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.

The strategic intention to remodel the urgent care pathway in Dudley is endorsed by best practice highlighted in Sir Bruce Keogh's Urgent and Emergency Care Review (November 2013), which states that for people with urgent but non-life threatening needs 'we must provide highly responsive, effective alternatives for patients to attending the Emergency Department'.

Specifically Dudley UCC will deliver a service to ensure this vision is achieved and improvements to patient care are realised. The UCC will help people with urgent care needs to get the right advice in the right place, first time. The CCG's proposals were the subject of widespread public consultation at the end of 2013. Regular updates have been given to the OSC since the project began in September 2013. The most recent update (8 April 2014) included a copy of the draft service specification.

This report provides a summary of progress since 8 April 2014 and outlines the next steps in the development of the UCC. In recognition of the changing membership of the committee it also includes an outline of the factors behind the need to change the way urgent care is provided in Dudley and some of the benefits that the reconfigured service will bring.

3.0 Report

Primecare Ltd currently operates the Dudley Walk In Centre (WIC) and GP Out of Hours (OOH) services which are based at Holly Hall, just 700 metres from the Emergency Department (ED) at Russells Hall Hospital (RHH)

Local consultation and national best practice identifies that this configuration for patients can be confusing when they have to make choices on accessing urgent care. It also promotes inefficiencies in the use of resources to have two services which can treat similar patients operating independently but so geographically close together. Annual patient attendances within the existing urgent care configuration are **164,700** (combined ED, WIC and OHH attendances) - approximately **450** patients per day.

It is commonly estimated nationally that approximately 25-40% of patients currently presenting at ED could be treated in community primary care facilities. It is further held that 80-90% of patients presenting at WIC facilities could be treated in community primary care facilities.

A recent Nurse led streaming audit of **3000** presenting patients to RHH ED confirmed the proportion of cases that could be treated by primary care practitioners to be **32%**. This means that with the WIC, OOH and ED streamed primary care cohort activity combined the new UCC will see approximately **99,500** patients per annum and ED **65,300**.

The CCG will expect the 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 Russell's 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 ensure 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 promises to patients around waiting no more than four hours to be seen, treated and admitted or discharged.
- Reducing the number of patients attending DGFT ED. 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.
- Reduce the number of RHH 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 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 OSC

Since the last update to this committee, a considerable amount of time and effort has been focussed on developing and refining the service specification for the Urgent Care Centre.

The Service Specification has been developed with significant and continuing stakeholder input, steered by a UCC Reference Group 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 Service, NHS 111, Dudley and Walsall Mental Health Partnership Trust, Dudley MBC, Healthwatch, Primecare Ltd and patient representatives from the CCG's Patient Opportunity Panel (POPs).

The detailed service specification was still being finalised at the time of writing, prior to it being shared with a short list of potential service providers (identified following the issue by the CCG in March of a Procurement Information Notice).

At the CCG Board meeting on 8 May 2014, it was agreed to delegate executive sign-off of the final specification upon completion to Paul Maubach (Chief Accountable Officer), Dr Steve Mann (Clinical Lead for Urgent Care) and Dr David Hegarty (CCG Chair).

Next Steps

At the time of writing this report (3 July) the timetable for the rest of the process was as follows:

- The final service specification and supporting documents signed off as above and shared with shortlisted bidders by 11 July.
- Bidders to submit any questions or issues for clarification by 1 August.
- Deadline for submission of bids to the CCG – 15 August
- Bidders (successful and unsuccessful) to be informed of the CCG's decision by 19 September – after which there will be a formal 'stand still' period lasting until 30 September.
- We aim to award the contract to the successful bidder at the beginning of October, which will give them six months to prepare for the service to begin on 1 April 2015.

4.0 Recommendations

Members are asked to note the contents of the report.