

Update on North Mersey Urgent Care Review

January 2020

1. Executive Summary

The purpose of this paper is to present the case for change for the North Mersey Urgent Care Review that is currently ongoing across NHS South Sefton CCG and NHS Liverpool CCG; to present the findings from early engagement with our populations and to set out the next steps in the process to bring forward a proposal for the future delivery of these services.

2. Background

NHS South Sefton CCG began a review of its local urgent care services in December 2018 in order to improve the future provision of urgent care. The review included those services which people may need immediately or on the same day – such as GP services, NHS 111 and walk-in centres. The review has covered general urgent care needs, as well as urgent care services for children and mental health. As elements of south Sefton urgent care services cover the north Mersey footprint, the review was undertaken in partnership with NHS Liverpool CCG.

Our vision is to put in place urgent and emergency care services that are recognisable and clear to patients, the public and healthcare professionals, providing the right care in the right place, first time. In simple terms this translates to local organisations working together to provide services that are joined up and make sense to the people who use them. An integrated urgent health and care service would have:

- Simplified access to urgent care services
- Wherever possible, services would be provided close to home
- Give people the ability to tell their story once, and clinically relevant information visible to those who require it
- Safe, effective, and timely urgent care where clinically appropriate
- Quick and responsive service
- Health professionals who talk to each other across service and organisational boundaries

This review will also take account of national policy and guidance. The NHS Long Term Plan states:

“We will fully implement the Urgent Treatment Centre (UTC) model by autumn 2020 so that all localities have a consistent offer for out-of-hospital urgent care, with the option of appointments booked through a call to NHS 111. UTCs will work alongside other parts of the urgent care network including primary care, community pharmacists, ambulance and other community-based services to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend hospital.”

The NHS Long Term Plan describes the following service requirements for this model:

- Medically led, with other multidisciplinary clinical workforce as locally determined (including prescribing)
- Open for at least 12 hours a day, seven days a week, 365 days a year
- Scope of practice must include minor illness and injury in adults and children of any age.
- Direct booking from NHS 111 and other services, with access to Directory of Service
- Access to simple diagnostics such as swabs, pregnancy tests, urine dipstick and culture, near patient blood testing and electrocardiograms (ECG)
- Plain film x-ray facilities
- Able to receive patients conveyed by emergency ambulance

NHS South Sefton CCG and NHS Liverpool CCG are collaborating with all providers of urgent care on a whole-system review of urgent care, informed by the NHS Long Term Plan and the insight we have about the specific needs of our population.

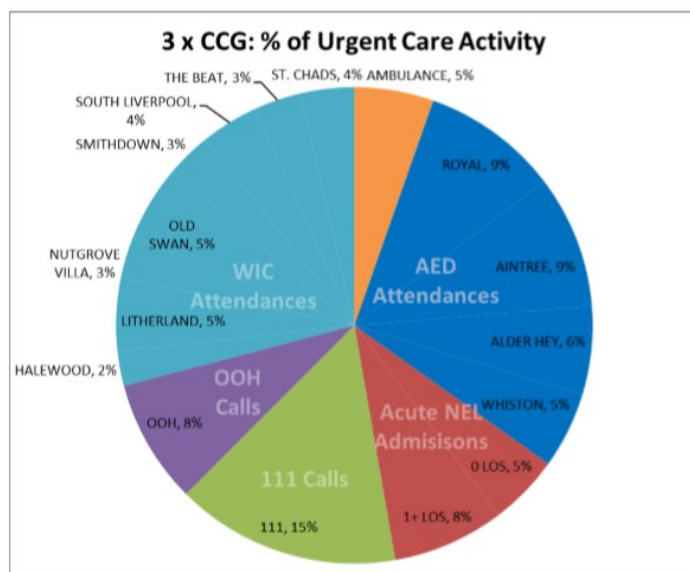
The objectives of this review are to:

- Ensure that everyone in North Mersey has good access to urgent care
- Make it easier for people to access the right urgent care service
- Reduce pressure on accident and emergency services (A&E)
- Make the best use of staff and financial resources
- Take NHS guidance into account, including the NHS Long Term Plan

3. Current position

Walk in Centre demand represents 29% of urgent care activity for NHS South Sefton and NHS Liverpool CCGs, with Accident and Emergency services representing a further 29% of activity. 111 Calls make up 15% of activity whilst Out of Hours GP makes up 8%. Ambulance calls account for 5% of urgent care activity. (GP extended access and GP consultations are excluded from this analysis). The chart below provides further detail on the balance of demand. Note: this also includes Knowsley data.

Figure 1: Total Urgent Care Demand for North Mersey



4. Scope of urgent care review

The scope of review in south Sefton and Liverpool includes the following:

- GP services, including the usual same day appointments at GP practices/surgeries; the new enhanced access appointments that were introduced in October 2018; and the GP out-of-hours service accessed by calling NHS 111
- Liverpool's four walk-in centres (WiCs) (but not the other clinics that run in the same buildings as walk-in centres, such as blood tests, and Litherland WiC in south Sefton)
- NHS 111 telephone line and the way it works alongside other local urgent care services
- Aspects of ambulance service provision

Exclusions are:

- The number of accident and emergency departments in the city
- Dentists and dental care

5. Engagement

For this stage of the review, the engagement approach focused in three parts as outlined in the sections below:

Dedicated engagement exercise

A population wide engagement exercise was conducted in south Sefton from December 2018 to January 2019, inviting people to share their views about urgent care services. The engagement sought to understand how people feel about:

- The accessibility and variation of these services
- The choices available to them
- How these services may be improved
- People's priorities
- Why people make the choices for care that they do

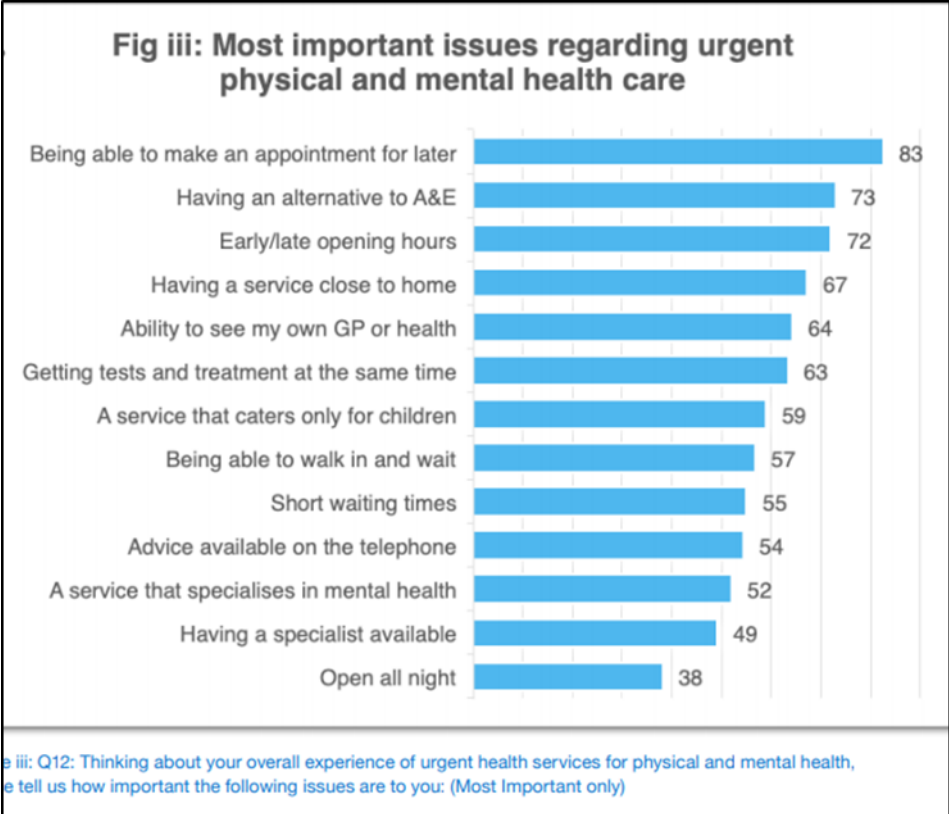
Any differences of need from particular communities were also explored in order to enable equality considerations to be incorporated into options development and appraisal. The CCG's objective was to gather people's views and priorities in order to inform options development and appraisal for this service redesign.

This engagement activity included:

- Public survey – 547 responses were received via online and paper surveys, gathering both quantitative and qualitative data
- Community engagement – with support from Healthwatch Sefton and the local voluntary, community and faith sector the CCG attended 33 community meetings and events, engaging face to face with over 1000 people which included targeted engagement with minority groups
- Local VCF organisations and minority groups had the option to complete an organisational feedback form on behalf of their stakeholders which helped to detail any specific issues for these groups
- Staff engagement - an online survey was circulated to local NHS staff and local NHS trusts and partners which generated 557 responses

Engagement booklets and posters were distributed widely, including GP practices, Litherland Walk- in Centre, pharmacies and community venues. Social media, email and media coverage were used to promote the opportunity to engage.

A summary of the most important issues that people consider when accessing urgent care services in south Sefton are outlined in the table below (this data is a summary of the responses from the public survey):



Previous engagement feedback

Feedback from residents received over recent years (since 2016), and which related to urgent care services, was reviewed and analysed as part of the review. This included feedback and insight captured as part of the CCG’s public engagement events and activities, feedback captured by Healthwatch Sefton and the feedback received from engagement with minority groups and those with protected characteristics.

The high level findings from the analysis of a elements of the engagement included:

- People want services that are close to home, which are easy and quick to access and which include an alternative to A&E
- People require early and late opening hours that fit in with their busy lives, although the willingness to access GP evening and GP out-of-hours services is limited
- Access to a GP is the preferred first option, particularly for those people who have a long term health condition and who value continuity of care
- People will often choose to use a walk-in centre or A&E as they assume they won’t be able to access a GP appointment on the same day

- People said it was important to have dedicated urgent care services for children and for patients who have urgent mental health needs
- People want a streamlined, integrated urgent care system that is easier for both staff and patients to negotiate
- Staff and clinicians should be well trained/informed, caring and helpful (particularly when supporting vulnerable patients and those with mental health issues)
- People want more tests/diagnostics and treatment in one place, as much as possible
- Patient and staff education/promotion is considered important to ensure everyone is aware of what health services are available and when
- Awareness of NHS 111 is high, but many people are reluctant to use it as they do not have confidence in the service

Staff engagement

The engagement conducted with frontline staff highlighted the following priorities:

- Access to GP appointments is an issue
- Desire for service integration to simplify the system to create an integrated community model
- Improve technology to join up services, including access to appropriate patient records across primary and secondary care
- Improve workforce, from staffing levels, to skill mix and retention especially in mental health, paediatric specialists, diagnostics and prescribing
- Review the A&E service offer to reduce unnecessary admissions

The findings from the engagement described above are being used to inform the development of a new, integrated model of care for urgent care services.

Copies of the full and summary engagement reports can be viewed from the NHS South Sefton CCG website: www.southseftonccg.nhs.uk

6. Health and care system collaboration

NHS and other providers of urgent care services – front line staff and leaders, along with commissioners and patients, came together in a series of workshops over the summer to review the findings from engagement; review national requirements and guidance; to gain a shared understanding of how the current system works and to build ownership and consensus to inform the next stage of the process, which is to develop a new, integrated clinical model for urgent care. The workshops identified local priorities for the review to consider in developing the clinical model:

- Operating hours to be standardised and longer than 12 hours
- Diagnostics for adults & children – (Point of Care Testing / DVT / PE / Bloods)
- Standardised Assessment Tool / Criteria
- Mental Health better integrated into the urgent care community offer
- IV Therapies (IV antibiotic / IV fluids / Cancer treatments)

A clinically-led group of urgent care providers has been established - representatives from primary care, community services and acute hospitals with A&E services, along with patient representatives, to co-design a detailed clinical model of urgent care.

Further work will then be undertaken to translate this into a proposal for the future configuration of urgent care services which would be presented in a pre-consultation business case for NHS South Sefton and NHS Liverpool CCGs to consider.

The proposal which emerges may represent a substantial variation, which would need to be reviewed by both local authority OSCs, which if agreed, would require the proposal to go to a formal public consultation.

7. Conclusion

The south Sefton and Liverpool health and care systems are collaborating in a review of urgent care to develop a proposal for an integrated, effective system of urgent care that meets the particular needs of our population. The redesign of services would also seek to make optimum use of the available clinical workforce and NHS estate whilst ensuring value from existing funding.

The following actions and timescales are indicative:

Action	Timescale
Development of clinical model	Sept – Dec 2019
Development of pre-consultation business case	Nov 19 – March 20
Proposal to CCG Governing Bodies and OSCs	May and June 20
Public consultation	July – Oct 20
CCGs Decision and Report to OSC	Dec 20