

Central Bedfordshire Overview and Scrutiny Committee

Date: 4 June 2018

Subject: The Future of Urgent and Emergency Care in Bedfordshire – including update on Urgent Treatment Centre and Walk in centre provision

Purpose:

This paper is to provide members of the OSC with an update on urgent care provision in Bedfordshire.

Background:

Bedfordshire Clinical Commissioning Group (BCCG) is reviewing the way that Urgent Care services are delivered in Bedfordshire. Urgent care is provided when you need medical assistance in a hurry and cannot wait for a routine appointment, but it is not an emergency.

In March 2017, NHSE published 'The Next Steps on the NHS Five Year Forward View', which mandated the requirement to:

"Roll-out of standardised new 'Urgent Treatment Centres' which will open 12 hours a day, seven days a week, integrated with local urgent care services. They offer patients who do not need hospital accident and emergency care, treatment by clinicians with access to diagnostic facilities that will usually include an X-ray machine. We anticipate around 150 designated UTCs, offering appointments that are bookable through NHS111 as well as GP referral, will be treating patients by Spring 2018."

In order to meet with above requirement an options appraisal for a potential location of a UTC in Bedfordshire was undertaken. It was agreed that the only suitable location for residents of Bedfordshire was to co-locate the UTC on the hospital site, alongside A&E, at Cauldwell Medical Centre. This will provide access to the diagnostics required and allow the urgent and emergency system to work collaboratively.

The Urgent Treatment Centre would provide access to diagnostics and be fully integrated with the local Urgent and Emergency Care system.

In line with the national mandate, we have reviewed urgent care services in Bedfordshire to ensure we continue to provide the right care, in the right place for our population.

Under the core standards published by NHS England, the Urgent Treatment Centre should:

- Be GP-led, staffed by GPs, nurses and other clinicians with access to simple diagnostics, e.g. Urinalysis, ECG and in some cases X-ray – 12 hours a day.
- Provide urgent appointments, booked through NHS 111, ambulance services and general practice within 4 hours.
- Provide a 'walk-in' option.

- Provide same day appointments and out of hour's general practice for both urgent and routine appointments at the same facility, where geographically appropriate.
- Form part of a locally integrated urgent and emergency care service - working in conjunction with the ambulance service, NHS111, local GPs, hospital A&E

Current provision

Currently Bedfordshire has one walk in centre which is based in Putnoe, which is north of Bedford Town Centre. Bedfordshire residents can also access NHS111 for advice and access a GP using the out of hours service. The contract for the walk-in centre expires at the end of September 2018, and BCCG are currently exploring other arrangements that might be available after this time.

How is the project progressing?

The Urgent Treatment Centre (UTC) project is on track to commence 01 October 2018. The CCG met with Bedford Hospital Trust (BHT) to review plans and gain assurance around the projects delivery. The Trust has a comprehensive programme in place and mobilisation and recruitment work is underway.

The Clinical Pathways Group (CPG) met and agreed the following:

- A&E streaming – the agreed streaming model will be reflective of the national model.
- UTC referral pathways to Ambulatory Emergency Care Unit (AECU). Referrals in to the AECU will follow the current process for GPs wishing to send a patient to hospital for same day assessment. Consideration is being given to extend this service to reflect service timelines.
- Patients will be able to be directly booked once clinically assessed (by phone via NHS111) and will include 'see/speak to a primary care clinician within 2, 6 or 12 hours' for minor illness and minor injury, (where there is no availability with their own in hours GP or Herts Urgent Care (HUC) Out Of Hours GP) for the period 11am – 11pm 7 days a week. This could also include the step down of some Emergency Department and green ambulance dispositions to UTC appointments once clinically reviewed and assessed.
- Referrals from the ambulance service and GP's will include minor illness and minor injury with the exception of patients who are non-weight bearing or non-ambulant. The referral pathway will initially be via telephone with the ambition for GP's and ambulance colleagues to directly book.

In line with best practice identified in other areas it was agreed that a 111 phone line will be installed in Cauldwell Medical Centre reception. This will support UTC staff to signpost patients to 111 where appropriate. These pathways will be presented to the appropriate organisational governance groups in May for ratification.

The overall mobilisation programme will be monitored by the Collaborative Programme Board who report to the Acute Transformation Board. This Programme Board will have Executive Level representation from BHT, HUC and Bedfordshire CCG and will meet monthly, with the next meeting being held on 31 May 2018.

In addition, there will be a Service Development & Improvement Plan (SDIP) that will be reviewed and monitored at the Trust's monthly Contract & Performance meeting with the CCG.

How are we communicating?

A joint communications strategy is being developed to ensure a coordinated approach is undertaken and to ensure that the introduction of new patient pathways is clear to patients, the public, GP's and other stakeholders.

Additional Documents

See attached patient flow diagram.

What changes will this bring?

Revisions to the urgent care model means that there will be some changes, for example, the provision of the walk in services at Putnoe Walk in Centre is under review, pending public consultation in the summer of 2018. We expect to report on these changes in Autumn 2018.

End.