



Right care, right place, first time

Consultation on community urgent care services

What do you think about our plans for local GP hubs, walk-in services, and GP Out of Hours services?



Why are we here today?

- GPs and our A&Es are under increasing pressure
- NHS funding challenges – spend NHS money wisely
- Challenges for GPs and practices
- Patients want to see their own GP, but can't always get appointments quickly
- Where do you go if you need urgent help but you can't see your own GP?



What is urgent care?

Urgent care is care that is needed the same day.

This includes cuts, minor injuries, wound infections or tonsillitis, urinary infections, mild fevers etc

Emergency care is care provided when life or long term health is at risk

This includes serious injuries or blood loss, chest pains, choking or blacking out etc



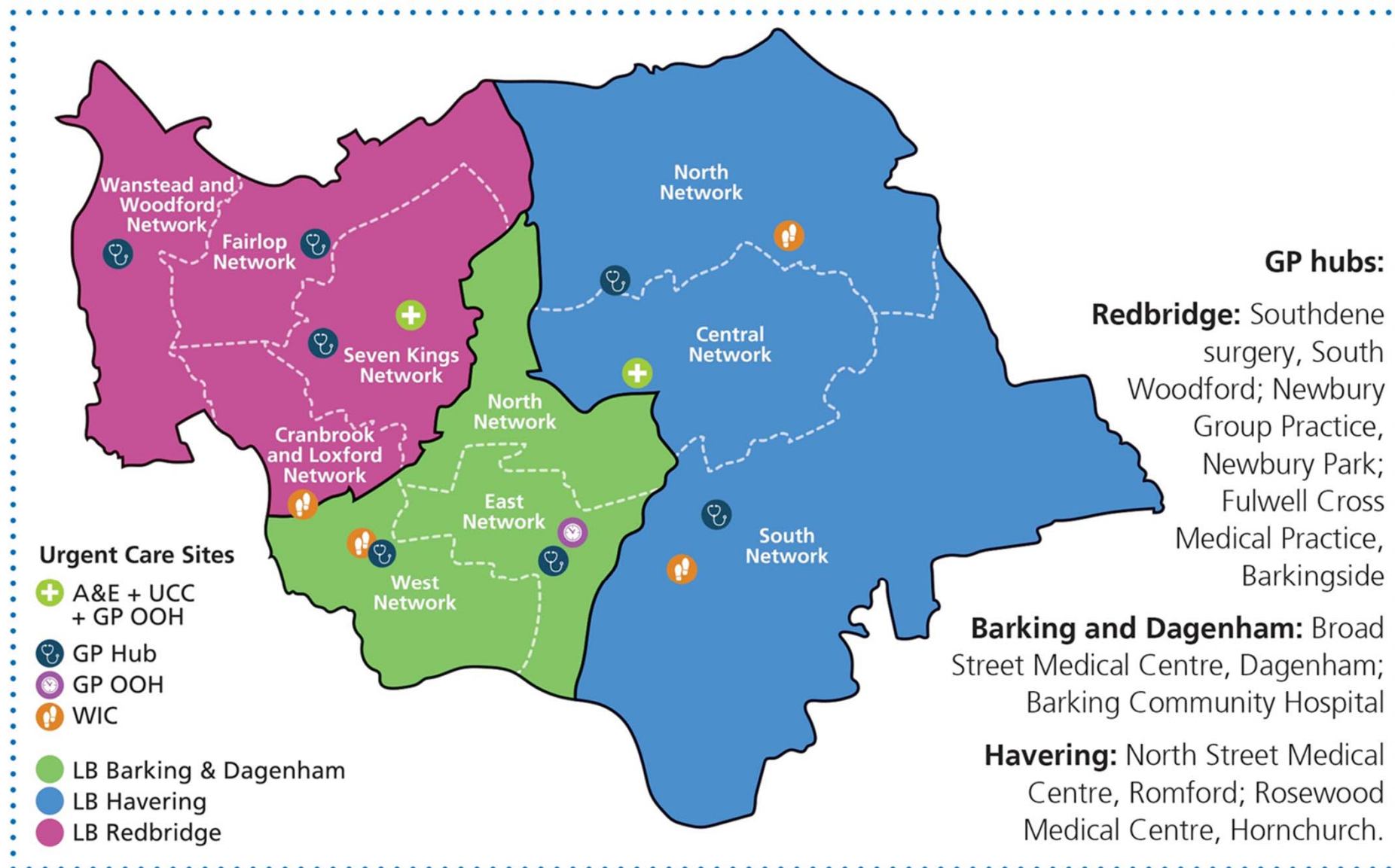
What are community urgent care services?



- Services you use when you cannot see your own GP or a pharmacist cannot help you – and include GP access hubs, walk-in centres, and GP out-of-hours services
- We are not looking at changes to A&E services at any of our local hospitals
- We are not looking at changes to how GPs run their practices or to pharmacies



Community urgent care services now



Why do we need to change

- People are confused by current mix of services
- Services are similar or even duplicate each other
- National guidance – changes we have to make
- Population growth – 143,000 more people in 15 years
- Digital future – more use of online tools
- Need to spend NHS money wisely



NHS 111 – meeting national standards



- NHS 111 is a free service available 24/7
- NHS 111 advisors can help you access a nurse, emergency dentist or a GP depending on the situation
- NHS 111 is much more than a helpline and can provide access to the right medical attention when you need it
- In future, more people will speak to a GP or other health professional through NHS 111 (at least 50% of all calls)



Urgent Treatment Centres

National guidance:

- Led by GPs, but with nurses and other health professionals
- Open at least 12 hours a day
- Urgent (not emergency) care
- More diagnostics (blood and urine tests, X-rays, ECGs or heart tests)
- Patients can be booked into appointment by NHS 111 or walk in and wait
- Patients assessed or 'streamed'
- Emergencies and life-threatening conditions still treated by A&E

In Barking and Dagenham, Havering and Redbridge, the two Urgent Care Centres at King George Hospital and Queen's will become UTCs, open 24/7, all year round.



Our proposals

- Make it easier to **access** services – make NHS 111 the number to call for urgent health care advice or services (999 – emergencies)
- **Book** urgent GP appointments – 12 locations and a standardised service so patients know what to expect
- **Upgrade** facilities at some locations with better diagnostic tests than at your own GP or community location (only places you can walk in and wait. We're asking for views on two options.
- **Simplify** where you go for minor illness and injury – Urgent Treatment Centres or call NHS 111 for advice or to book urgent appointments

**We are not consulting on changes to emergency care services
or to A&E services at any of our local hospitals**



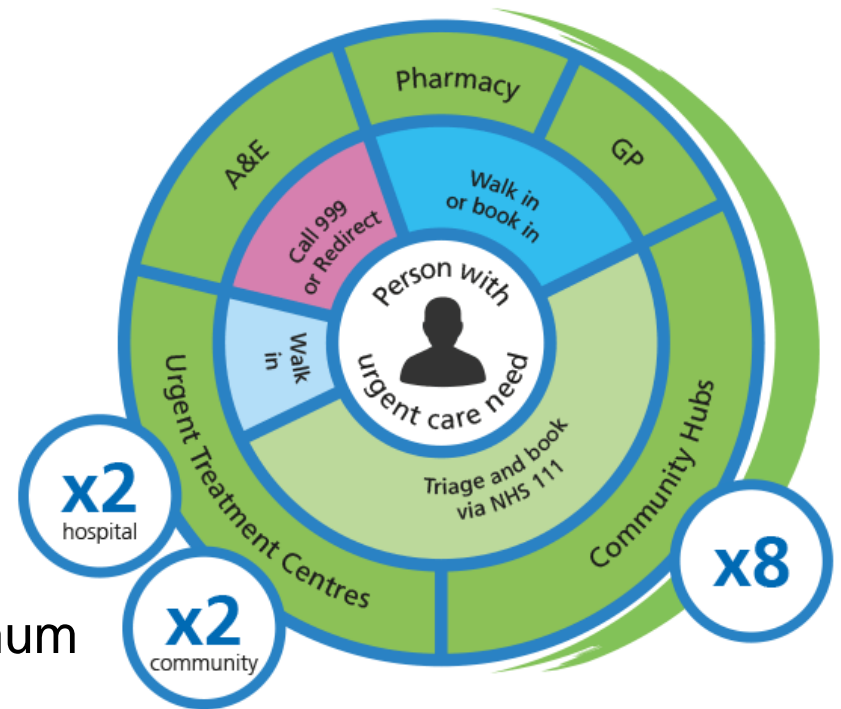
Option 1

Four Urgent Treatment Centres – four locations you can walk into or be booked a timed appointment by NHS 111

- King George Hospital
- Queen's Hospital
- **Barking Community Hospital**
- **Harold Wood Polyclinic**

Eight community locations for bookable urgent appointments (including Loxford Polyclinic and South Hornchurch Health Centre)

- Less waiting time – seen within maximum 30 minutes of appointment time
- Standardised service, so patients know what to expect



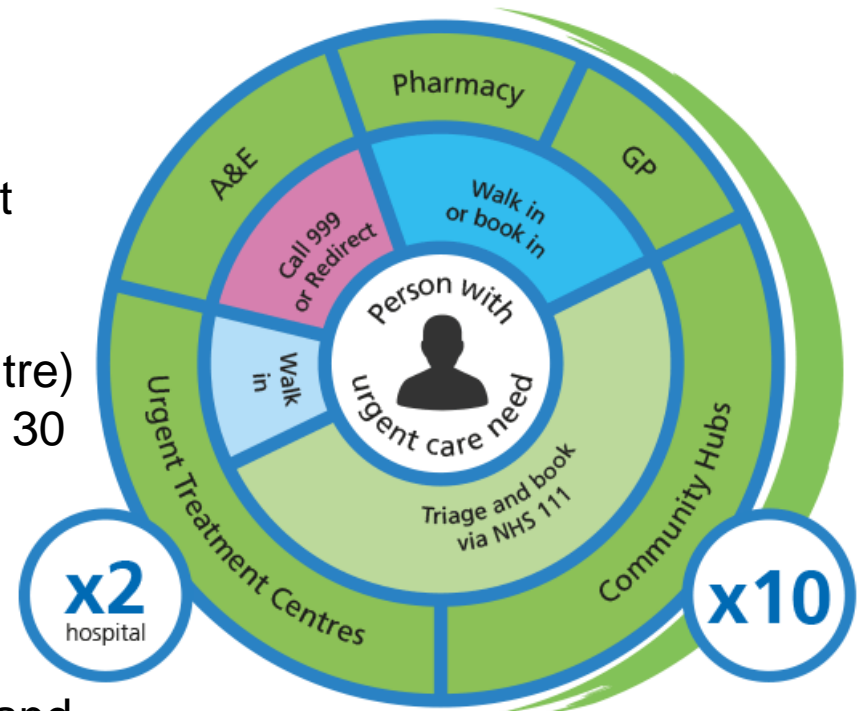
Option 2

Two Urgent Treatment Centres – two locations you can walk into or be booked a timed appointment by NHS 111

- King George Hospital
- Queen's Hospital

Ten community locations for bookable urgent appointments (including Barking Community Hospital, Harold Wood Polyclinic, Loxford Polyclinic and South Hornchurch Health Centre)

- Less waiting time – seen within maximum 30 minutes of appointment time
- Standardised service, so patients know what to expect



Simplest system, with patients given advice and signposted to the right service, first time, by calling NHS 111.

What will the future will look like

- **Pharmacies** and **NHS 111** for advice and over-the-counter medicines
- Contact your **GP** first
- **Call NHS 111** for advice or if your GP can't see you
- If you need to be seen, **book an urgent appointment**
 - 12 community locations across Barking and Dagenham, Havering and Redbridge (including the Urgent Treatment Centres)
 - Seen within 30 minutes of appointment time.
 - Daytime, evening and weekends appointments
 - See a GP or a nurse (as needed)
- **Urgent Treatment Centres**
 - Walk in or book an appointment by calling NHS 111
 - Upgraded facilities - more diagnostic tests available
- **A&Es – for emergencies only**



What we want your views on

- Will our proposals make it easier for people to get urgent care and understand the choices?
- What do you think of two options on changes to where you can walk in and wait to be seen (without booking an appointment in advance)



Have your say

- **No decisions have been made**
- E-copies of document and questionnaire sent to GP practices, trusts, councils, MPs, community and voluntary groups
- Working closely with Healthwatch and community and voluntary groups
- Drop-in sessions in each borough and talking to community groups
- What else should we do?
- Please complete the questionnaire at:
 - www.barkingdagenhamccg.nhs.uk/urgent-care
 - www.haveringccg.nhs.uk/urgent-care
 - www.redbridgeccg.nhs.uk/urgent-care
- Consultation period ends **5pm, 21 August 2018**



What do you think? Any questions?

