

HEALTH & WELLBEING BOARD

Subject Heading:

Community urgent care consultation – “Right care, right place, first time”

Board Lead:

Steve Rubery, Director of Delivery and Performance, Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups (BHR CCGs)

Report Author and contact details:

Melissa Hoskins, Communications and Engagement Manager, BHR CCGs

The subject matter of this report deals with the following themes of the Health and Wellbeing Strategy

- Theme 1: Primary prevention to promote and protect the health of the community and reduce health inequalities
- Theme 2: Working together to identify those at risk and intervene early to improve outcomes and reduce demand on more expensive services later on
- Theme 3: Provide the right health and social care/advice in the right place at the right time
- Theme 4: Quality of services and user experience

SUMMARY

Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups (BHR CCGs), launched a 12-week public consultation on community urgent care services on Tuesday 29 May.

Community urgent care services provide same day care and advice for people with urgent, but not life threatening, physical and mental health issues. These include the GP out of hours service (GPOOH), the seven GP access hubs across the three boroughs and four local walk-in services.

The consultation asks the public for their views on proposals to change, and improve the way community urgent care services are accessed locally in Barking and Dagenham, Havering and Redbridge. The consultation is not proposing any changes to emergency care services or changes to the A&E services at any of our local hospitals.



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The [consultation document](#) and online questionnaire can be found online on the [Havering CCG website](#), together with [an EasyRead version](#) of the questionnaire and other supporting documents. Responses must be received by 5pm on Tuesday 21 August 2018.

RECOMMENDATIONS

That the members of the Health and Wellbeing Board note the launch of the public consultation and encourage their own organisations to respond as appropriate.

REPORT DETAIL

Background

BHR CCGs have undertaken a detailed review of community urgent care services as part of our work to transform urgent and emergency care in our area.

These are services that people can use when they have an urgent, not emergency or life-threatening, health care concern, and include walk-in services, GP access hubs, GP out-of-hours service, pharmacies and NHS 111. We are not looking at changes to how GPs run their practices or to our local A&E departments.

The [case for change](#) was discussed by the CCGs' Governing Bodies last summer, and we have since been working on a business case including options for a new model of care.

This work has been very detailed, as the CCGs want to make sure that we take account of the extensive patient feedback from our research and engagement, national policy directions, and best practice.

The CCGs also need to plan for the expected population growth and meet new national standards. This includes introducing Urgent Treatment Centres which means upgrading facilities at some locations with better testing services than at a patient's own GP. We have to make sure, as always, that we spend NHS money wisely.

The CCGs have published a document – [“Right care, right place, first time”](#) - that sets out the two options for proposed changes, and a questionnaire for people to have their say. The questionnaire is also available in an [easy read version](#). All responses must be received by 5pm on 21 August 2018.

Engagement and research

Working closely with Healthwatch Havering, BHR CCGs have talked extensively to local people, clinicians and stakeholders about their understanding and experience of local urgent care services.

Local people tell us they find community urgent care services confusing. They aren't sure where to go for when they need urgent advice or care, and this often means they just go to A&E and wait when they could be seen elsewhere.



Our proposals

The CCGs want to make it easier to get advice quickly or get urgent care close to home when you need to be seen, so people don't have to wait around for hours.

Our proposals are:

- Make it easier to access services – make NHS 111 the number to call for urgent health care advice or services
- 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

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

Option 2

- Two Urgent Treatment Centres - 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)

The CCGs think both options will help to make it easier for people to choose the right service when they have an urgent health need. There will be less waiting time, as patients will be seen within a maximum of 30 minutes of their appointment time, and there will be a standardised service so patients know what to expect.

How are the CCGs engaging local people?

We are asking individuals and organisations to share their views through an online questionnaire. The CCGs have used this approach for other consultations and it helps to reduce costs and to spend NHS money wisely.

The CCGs are also working with GPs, patient groups, local Healthwatch organisations and community and voluntary organisations to make sure we reach as many local people as possible.

We have arranged to attend a number of local community and voluntary sector groups to talk through the proposals and encourage people to share their views. In addition, we have organised drop-in sessions in each of the three boroughs, where people can come and talk to us about the proposals

Drop-in sessions organised in Havering are:

- Romford Market, Market Place, Romford, RM1 3ER - **20 June**, 10am-1pm
- Hornchurch Sainsbury's, 101-105 High Street, Hornchurch, RM11 1TX - **27 June**, 11am-2pm
- Harold Wood Polyclinic, St Clements Avenue, Gubbins Lane, Harold Wood, RM3 0FE - **6 July**, 10am-12pm
- Ingrebourne Valley Visitor Centre, Hornchurch Country Park, Squadrons Approach, Hornchurch, RM12 6DF – **21 July**, 12pm-3pm

IMPLICATIONS AND RISKS

All feedback received by 5pm on 21 August will be considered and used in a report for the three CCG's decision making Governing Bodies to consider at a meeting in October, alongside any other evidence and information available. This includes the Equality Impact Assessment (EIA).

BACKGROUND PAPERS

Further information, including the consultation document, EasyRead questionnaire and pre-consultation business case is on the CCG website at www.haveringccg.nhs.uk/urgentcare