



Report to update the JHOSC on actions taken following BHR CCGs' decision to implement a new model of care for community urgent care.

This report provides an update on actions taken by Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups (BHR CCGs) to implement the new model of community care for BHR.

Background

Community urgent care services provide urgent same-day care and advice for people with urgent, but not life-threatening physical and mental health issues. They include our GP hubs, walk-in services, urgent care centres and the GP out-of-hours service.

From 29 May to 4 September 2018 we undertook a 14-week public consultation on options for a new model of community urgent care which would make it easier for people to get the right care in the right place, first time. We asked for views on two options that would deliver the national standards required and also meet the needs of our growing and changing population in BHR.

In November 2018, our Joint Committee of Governing Bodies agreed that Option 1 of the proposals should become the future community urgent care pathway for our area and agreed that this should be progress to the procurement stage

The new pathway will see local people able to get urgent care through two points of access

- Bookable services at eight location across BHR, with appointments available by calling NHS 111
- Four Urgent Treatment Centres (UTCs) where people can book appointments or walk in and wait if they chose

The new model will see two existing walk-in services (at Loxford Polyclinic in Ilford and South Hornchurch Health Centre in Havering) become bookable services with appointments available via NHS 111.

Patients who need to see a clinician but who (for medical reasons) are unable to leave their home will be supported by a home visiting service. This will support a specific group of patients including those who are at the end of their lives.

The CCGs will develop a comprehensive communications and engagement plan to support these changes, with the continued involvement of all three local Healthwatch organisations.

In particular, we listened to feedback from stakeholders and the public who said more work was needed to ensure local people understood how to access urgent care, about NHS 111 and the changes to local services (including the changes to the two existing walk-in services)

Procurement of the four Urgent Treatment Centres and the out of hours home visiting service

The new model of care will include four Urgent Treatment Centres in BHR – two co-located next to the A&E departments at King George Hospital and Queen’s Hospital and two community UTCs at Harold Wood Polyclinic and at Barking Community Hospital.

Based on expert procurement and legal advice, the CCGs took the decision to commission the four Urgent Treatment Centres as one single contract that also includes the out of hours home visiting service.

Service requirements

The hospital-based UTCs at Queen’s and King George Hospital will be open 24 hours a day, 365 days a year, They will see patients who are booked in for appointments by NHS 111, those referred in by clinicians and people who choose to walk in and wait to be seen.

The community-based UTCs at Harold Wood Polyclinic and Barking Community Hospital will be open seven days a week and will be expected to treat patients from 8am to 10pm.

Our objective is for all four UTCS to deliver a consistent service including:

- All UTCs should be a GP-led service, which is under the clinical leadership of a GP or Emergency Department (ED) consultant where clinically justified. They will be staffed by an appropriately trained, multidisciplinary clinical workforce.
- The scope of practice in urgent treatment centres must include minor illness and injury in adults and children of any age, including wound closure, removal of superficial foreign bodies and the management of minor head and eye injuries.
- Investigations and diagnostics will be available in all UTCs
- All UTCs will be able to issue prescriptions, including repeat prescriptions and e-prescriptions
- All UTCs must have direct access to local mental health advice and services
- All UTCs will accept all suitable walk-ins, ambulance conveyed patients and directly bookable appointments from NHS 111
- The services must be compliant with national standards and with local urgent care pathways
- Patients who “walk-in” should be clinically assessed within 15 minutes of arrival, but should only be prioritised for treatment, over pre-booked appointments, where this is clinically necessary.
- Patients who have a pre-booked appointment made by NHS 111 should be seen and treated within 30 minutes of their appointment time.
- There must be an effective and consistent approach the prioritisation of “walk-in” and pre-booked appointments, and slot management to balance pre-booked and walk in capacity

The out of hours home visiting service will be open from 6.30pm to 8am from Monday to Friday, and 24/7 at weekends and on bank holidays. Patients who need to be seen will be assessed and booked in by NHS 111’s Clinical Assessment Service – a team of clinicians who provide clinical assessment and oversight within the 111 team.

This procurement exercise commenced in July 2019. As the procurement process is currently live it is not possible to share any further details at this stage.

We plan to confirm the outcome of the procurement in November, with the four UTCs in operation from 1 July 2020. The CCGs will ensure the JHOSC and other stakeholders informed of our progress.

Engagement with local people

In line with our commitment, the CCGs have continued to work with local Healthwatch colleagues to engage with local people on how we can improve communications on urgent care services.

In spring 2019, BHR CCGs commissioned the three local Healthwatch organisations to undertake research with local people – testing their knowledge of NHS 111 and exploring how they currently find out information on health services and their views on how best we can share information on local services.

We also asked for feedback on a range of existing communications materials. The findings will help inform our plans for communications and engagement ahead of upcoming changes to local community urgent care services.

- Read the summary report, [Communicating with the public on urgent care services](#)
- Read the [Healthwatch Barking and Dagenham report](#)
- Read the [Healthwatch Havering report](#)
- Read the [Healthwatch Redbridge report](#)

The CCGs are now planning the next stage of this engagement and research work, and will continue to work with Healthwatch and other stakeholders to ensure that we engage effectively with local people

Changes to the walk-in services at Loxford Polyclinic and South Hornchurch Health Centre

Listening to feedback from our stakeholders and local people, the CCGs committed to developing a robust communications and engagement strategy to support the changes. There will be a particular focus on these two sites as the service will move from a walk-in service to a bookable service.

The engagement work to date is helping to shape this plan, and we will continue to work with Healthwatch and other local stakeholders to plan and develop our approach. We will ensure we communicate and engage with local people ahead of the changes.

The CCGs also agreed specific actions include placing a public telephone in both centres. Patients who walk in will be able to contact NHS 111 for advice on the telephone or to book an appointment at a time that is convenient for them.

We are in discussions with current providers on the plan for the changes, and will confirm the timeline once this has been agreed.

Report author: Melissa Hoskins, Head of Communications and Engagement, BHR CCGs