

16<sup>th</sup> January 2014

## Report to Health Scrutiny and Performance Panel

Agenda item

### Review of Urgent and Emergency Care Arrangements

#### 1. Purpose

Further to the Health and Well Being Board and Health Scrutiny and Performance Panel in December 2013, Walsall Clinical Commissioning Group has now launched a 'listening exercise' during the month of January 2014. This report will provide an update to the Health Scrutiny and Performance Panel on progress.

#### 2. Recommendations

For the Health Scrutiny and Performance Panel to:

- **Note** the details of the listening exercise;
- **Note** the next stages in the review of urgent and emergency care and the subsequent development of an urgent and emergency care strategy for Walsall.

#### 3. Background

Patient care is our top priority. Our vision is to have an integrated urgent care system that the people of Walsall can be proud of.

Urgent and emergency care has been in the media for some time due to the pressures seen locally in Walsall but also nationally. The review of local urgent and emergency care services is essential to improve the quality of care we provide across the borough and is being undertaken in partnership with Public Health and our local authority partners. To achieve this, we have set out the following key objectives for urgent and emergency care:

- Ensure our patients voice is at the heart of our plans;
- Ensure future provision is an integral part of a single streamlined pathway with a responsive, consistent and joined up acute, primary care, social care and community components;
- Improve services by building on what works well;
- Use of resources in the best way by making the system simpler to use;
- Reduce confusion over what to do, who to call, or where to go;
- Improve equity of access to healthcare services across the borough, especially for the most vulnerable people.

The review will help us to understand the existing system, what works well and how people think things could be improved. The review will pull together feedback from patients and stakeholders, the outputs of data analysis, data modelling and contract reviews to develop a range of options for the future of urgent and emergency care in Walsall. These options will then be taken through an options appraisal process and the identified option will be subject to a 12 week public consultation process.

#### **4. Public Engagement Progress**

As part of the review, a comprehensive patient engagement exercise has already been undertaken at sites including A&E, the Walk in Centre and the Emergency and Urgent Care Centre (EUCC) in Walsall to understand the views of people who are actively using our services.

The next stage of the programme is to open the scope of our engagement to undertake a 'listening exercise' which will provide the opportunity for patients, members of the public, stakeholders and partners to provide their views and suggestions for the future. The 'listening exercise' was launched on 6<sup>th</sup> January 2014 and will continue until 31<sup>st</sup> January 2014. It is open for anyone to comment through a range of media including:

Website:	<a href="http://www.walsallccg.nhs.uk/urgentcare">www.walsallccg.nhs.uk/urgentcare</a>
Email:	<a href="mailto:getinvolved@walsall.nhs.uk">getinvolved@walsall.nhs.uk</a>
Twitter:	Walsall CCG
Drop in Sessions:	A range of drop-in sessions have been arranged – please see appendix 1 for further details
Leaflets:	Leaflets will be distributed and collected at urgent care locations across Walsall.

We are using existing groups, committees and venues to actively reach as many people as possible, such as Healthwatch, Locality Boards, Disability Forum to name but a few.

The 'listening exercise' is not a full public consultation and is only intended for us to engage with people in the borough so that their views are integral to any future plans. The outcomes of the review will be subject to a full 12 week public consultation (expected April – June 2014) should any service changes be identified. The final vision will be captured in an urgent and emergency care strategy for patients using services in Walsall (expected August 2014).

#### **5. Key Risks**

1. Delay in reviewing the current arrangements could lead to unsustainable pressure on existing services, in particular the Accident and Emergency Department leading to rising waiting times, risks to quality of care and poorer patient experience;

2. Due to the regeneration of the town centre, the existing location (the building) that houses the walk in centre at 19-20 Digbeth Street in Walsall, has been identified as a location that will be regenerated. Plans to mitigate any risk to service provision are currently being developed by the CCG. The outcomes of the urgent care review will be fundamental in identifying what future service provision is required and the required location;
3. Purdah period – the full 12 week public consultation is scheduled to take place during the ‘purdah period’. The consultation process continues after the end of Purdah so although there is a cross over, there is a period of consultation which is outside of the Purdah period. It is the CCG’s intention to continue with the 12 week consultation during April-June 2014 however publicity to council employees, council staff and council members will be excluded during the purdah period (April-May).

## **6. Conclusion**

It is no secret that the pressure being put on urgent and emergency care services across the country is unsustainable for the future. Patients are waiting longer to be seen and treated and are often attending services for relatively minor conditions that could be treated by a Pharmacist or GP rather than A&E.

Our aim is to improve access and integration across services for people with urgent healthcare needs, by ensuring the system is well communicated and simpler to navigate. We want to ensure that services are available at the right place, the right and first time for all patients using our services. To do this we must engage with our community, both as patients and stakeholders through the listening exercise. We would encourage our patients, partners and all other interested groups to complete the survey online, through twitter, email or leaflet responses.

The listening exercise is only one part of the programme of work to develop a high quality urgent and emergency care system for the future. Further updates will be provided throughout the programme to both the Health and Well Being Board and the Health Scrutiny and Performance Panel.

For further information, please contact:

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## Appendix 1 - Listening Exercise 6<sup>th</sup> -31<sup>st</sup> January 2014

### Face to face Sessions

Venue	Activity	Style	Date	Who
Asda Darlaston	Table with feedback form and collection box	Public	10 January – 10am-3pm	CSU
PRG meeting	Meeting-presentation-feedback form	Closed	10 January 1.30pm-3.30pm	CSU/CCG
WHT Atrium	Table with feedback form and collection box	Patients & Public	13 January 1pm-3pm	CSU
Choose Well Bus Walsall Art Gallery	Table with feedback form and collection box	Public	17 January - 9am-5pm	CSU
WHT Atrium	Table with feedback form and collection box	Patients & Public	20 January 1pm-3pm	CSU
Disability forum	Meeting-presentation-feedback form	Closed	23 January	CCG
Third Sector strategic leadership forum	Meeting-presentation-feedback form	Public	27 January	CCG
Walsall Housing Group	Central Walsall Housing Office, 100 Hatherton Street	Public	20-31 January	CSU
	Brownhills Housing Office, 13 Silver Court, High Street	Public	20-31 January	CSU
	Blakenall Housing Office, Thames Road	Public	20-31 January	CSU
	Darlaston Housing Office, 45 King Street	Public	20-31 January	CSU
	Willenhall Housing Office, Beechwood House	Public	20-31 January	CSU
Asda Darlaston	Table with feedback form and collection box	Public	30 January – 10am-3pm	CSU
Walk in Centre	Market Square Walsall	Public	TBA	CSU
EUCC in hours	Manor Hospital	Public	TBA	CSU
EUCC Out of hours	Manor Hospital	Public	TBA	CSU

### Meetings, emails and website links

Key Stakeholders	How	When
Your Voice-patient and public group	Email with link to website and survey.	3 January 2014
One stop shop	Email with link to website and survey.	10 January 2014
Healthwatch	Meeting, email with link to website and survey.	9 January 2014
Walsall Voluntary Agency	Meeting, email with link to	3 January 2014

and community organisations	website and survey.	
Walsall Health and Wellbeing Board	Meeting, Report	20 January 2014
Health Scrutiny and Performance Panel	Meeting, Report	30 January 2014
MPs	Letter with link to website and survey.	9 January 2014
Local councillors	Letter with link to website and survey.	3 January 2014
GP Practices	Email with link to website and survey.	3 January 2014
NHS England Area Teams <ul style="list-style-type: none"> <li>• Pharmacists</li> <li>• Dentists</li> <li>• Opticians</li> </ul>	Email with link to website and survey.	9 January 2014
CCG Joint Commissioning Unit	Email with link to website and survey.	3 January 2014
Local Medical Committee	Meeting, email with link to website and survey.	10 January 2014
North locality	Meeting- feedback form	9 January 1pm-3pm
Trans locality	Meeting- feedback form	13 January 1pm-3pm
South east locality	Meeting- feedback form	14 January 1pm-3pm
West locality	Meeting- feedback form	29 January 1pm-3pm
Walsall Local area team	Email with link to website and survey.	9 January 2014
Walsall Council	Email with link to website and survey.	9 January 2014
Equality & Diversity lead	Email with link to website and survey.	9 January
Neighbouring Clinical Commissioning Groups <ul style="list-style-type: none"> <li>• Wolverhampton CCG</li> <li>• Dudley CCG</li> <li>• Sandwell &amp; West Birmingham CCG</li> <li>• Mid Staffordshire CCG</li> <li>• Cannock and South Staffordshire CCG</li> <li>• Birmingham Cross City CCG</li> </ul>	Email with link to website and survey.	10 January 2014
LPC LOC LOD	Email with link to website and survey.	10 January 2014
Walsall Health Care Trust	Email with link to website and survey.	9 January 2014
Dudley and Walsall Mental	Email with link to website	3 January 2014

Health Trust	and survey.	
Walk in Centre	Email with link to website and survey.	9 January 2014
Emergency & Urgent Care Centre (EUCC)	Email with link to website and survey.	9 January 2014
Out of Hours service	Email with link to website and survey.	9 January 2014
Accident & Emergency	Email with link to website and survey. Possibility of having a collection box located here (TBC)	9 January 2014
West Midlands Ambulance service	Email with link to website and survey.	9 January 2014
<b>Media</b>		
Express and Star Chronicle	Advert to go into Express and Star and Chronicle	Mid- January 2014
	Press release to go to all media outlets	

**NB The above list is subject to change and additions as new groups and contacts are identified during the listening exercise period.**