

Health and Wellbeing Board**9 December 2013****Review of Urgent Care Access Arrangements****1. Purpose**

Walsall Clinical Commissioning Group is about to review the current urgent care access arrangements in the Borough. This report outlines the reasons for undertaking this review and describes our aims and objectives.

2. Recommendations

That the Health and Wellbeing Board:

- notes the review; and
- receives further reports on the progress of the review.

3. Background

Access to urgent care services in Walsall has evolved over recent years and it is recognised that some people don't always know which urgent care service they should use. They could contact their GP practice, go to a Walk-in Centre or a local pharmacy, visit the NHS Choices website or call NHS111.

The 'Choose Well' campaign has recently been launched to help people decide which service is right for them (www.choosewellmidlands.nhs.uk).

A review is needed to include all elements of the urgent care pathway, recognising the contribution of all parts of the system – primary, secondary, community and social care.

4. Aim and Objectives of Urgent Care Review

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.

To achieve this, we have set out the following key objectives:

- Ensure future provision is an integral part of a single streamlined pathway with 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

Our aim is to improve access and integration across services for people with urgent healthcare needs, making the system simpler to navigate. This is to ensure services are available at the right place and time to support both primary and secondary care, and to minimise pressure on the system.

5. Public Engagement

We are talking to patient groups, healthcare providers, MPs, councillors, Walsall Health and Wellbeing Board, third sector organisations and the wider public to find out their views on improving urgent care services. Their feedback will enable us to appraise our options with the aim of commissioning the best possible urgent care for the people of Walsall.

We have recently completed patient surveys at several locations across Walsall to gather information on their experience and expectations of urgent care services, and we are currently analysing the responses.

6. Conclusion

It is important that urgent care services work well for the people of Walsall and are easily understood and accessed. We would like our patients, partners and all other interested groups to work with us to so that we can improve urgent care services for everyone in Walsall.

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