

**Report to Walsall South Area Panel
Urgent and Emergency Care – Listening Exercise
4 February 2014**

Introduction

To consider a listening exercise that is taking place regarding urgent and emergency care.

Report

Walsall Clinical Commissioning Group has recently launched a 'listening exercise' on the future of urgent and emergency care in the borough.

The review of urgent and emergency care services is essential to improve the quality of care provided to local residents. The review will assist decision makers understand the existing system, what works well how residents believe the improvements could be made.

Members and residents are encouraged to review the attached questionnaire, complete and return it.

Please find enclosed at Appendix 1 copies of the following reports for your information:

- Review of Urgent Care Arrangements – Health and Wellbeing Board – 9 December 2013
- Review of Urgent and Emergency Care Arrangements – Health and Wellbeing Board – 10 January 2014
- 'We need your views' consultation documents

Members will be provided with further details regarding the 'listening exercise' at the meeting.

Recommendation

That the Panel consider participating in the 'listening exercise' for urgent and emergency care services.

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We need your views: Reviewing Walsall's urgent and emergency care services

We are asking for views from patients, members of the public, stakeholders and partners. Your feedback will be greatly appreciated and will help us to develop a plan for how we can improve local urgent and emergency care services.

What are urgent and emergency care services in Walsall?

Urgent and emergency care services provide help, advice and treatment when you have a serious illness or injury (an emergency), or need to see a nurse or doctor quickly (urgently). Urgent care services offer advice and/or treatment for minor illnesses or injuries where you cannot wait for a routine appointment with your GP. These are services such as NHS 111, GP practice urgent appointments and walk-in centres.

Emergency care services include services such as the ambulance service or A&E and they offer treatment for life threatening illness or injuries such as chest pain, severe loss of blood or choking.



Improving Health
and Wellbeing for Walsall

If you need this information in a different language or format, such as large print, braille or audio please contact Walsall CCG on 01922 618 388

Choose well in Walsall



Urgent and emergency care services in Walsall include:

GP practices are services where patients are registered with a GP who is responsible for their on-going care. GPs offer help and advice every day but also in urgent situations.

GP out-of-hours service offers advice and treatment for patients when GP practices are closed.

Walsall Walk-in Health Centre provides advice and treatment for minor illnesses or injuries when patients need help quickly. The address is Market Square, Walsall Town Centre, WS1 1QZ.

The Emergency and Urgent Care Centre (EUCC) is a walk-in centre next to the A&E at Walsall Manor Hospital that provides urgent advice and treatment for minor illnesses and injuries at any time of the day or night (24 hours, every day).

NHS 111 is the national telephone service that offers people advice and help to decide which service is best if they need healthcare quickly, 24 hours a day, 7 days a week.

Accident and Emergency (A&E) offers treatment for major illnesses or injuries at any time of the day or night.

Ambulance Service (999) is an emergency service for people who have serious illness or injury needing immediate assessment or treatment but who cannot get to an A&E department.



Please tell us what you think

NHS Walsall CCG is responsible for commissioning (buying and monitoring) healthcare services in the borough. We want views and experiences of local people to help us understand how local services are used, what works well and what improvements could be made for patients. We want everybody's views to make future improvements.

1) Which of the following services have you used in the last 12 months? [Please tick all that apply]

Your GP Practice	<input type="checkbox"/>	NHS 111	<input type="checkbox"/>
Out of Hours GP Service	<input type="checkbox"/>	Accident and Emergency (A&E)	<input type="checkbox"/>
Walsall Walk-in Health Centre	<input type="checkbox"/>	West Midlands Ambulance Service	<input type="checkbox"/>
The Emergency and Urgent Care Centre (EUCC)	<input type="checkbox"/>		

2) How well did these services work for you? [Please tick one]

Excellent	<input type="checkbox"/>	Average	<input type="checkbox"/>
Good	<input type="checkbox"/>	Poor	<input type="checkbox"/>

In one sentence, please state why:

3) Which services do you think could be improved? [Please tick all that apply]

Your GP Practice	<input type="checkbox"/>	NHS 111	<input type="checkbox"/>
Out of Hours GP Service	<input type="checkbox"/>	Accident and Emergency (A&E)	<input type="checkbox"/>
Walsall Walk-in Health Centre	<input type="checkbox"/>	West Midlands Ambulance Service	<input type="checkbox"/>
The Emergency and Urgent Care Centre (EUCC)	<input type="checkbox"/>		

4) How could we improve these services?

Make it easier to see my GP		If you could make one improvement, what would it be?
Tell me what else is available		
Make it easier for me to get to the services		
Change the services location		

5) Do you have any other comments you wish to make?

6) If you would like feedback from us please provide your details:

Name	Telephone Number
Email Address	Postcode

7) This is an initial listening exercise which we will use to help shape a more detailed consultation later in 2014. At that stage we will ask people for more information to ensure we are considering the needs of all our diverse communities across Walsall. For now we are interested in knowing if there are any particular groups you feel we should be talking to about urgent care. Please tell us below.

Other ways to feed back

If you prefer, simply send us your views on all of these services through the following:

- 📄 www.walsallccg.nhs.uk/urgentcare
- 📄 www.walsallccg.nhs.uk
- @ getinvolved@walsall.nhs.uk
- 🐦 [WalsallCCG](#)

Report to Health and Wellbeing Board

Agenda item

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.

Author

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10th January 2014

Report to Health and Wellbeing Board

Agenda item

Review of Urgent and Emergency Care Arrangements

1. Purpose

Further to the Health and Well Being Board and Health Scrutiny 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 and Well Being Board on progress.

2. Recommendations

For the Health and Wellbeing Board 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 6th January 2014 and will continue until 31st January 2014. It is open for anyone to comment through a range of media including:

Website: www.walsallccg.nhs.uk/urgentcare
Email: getinvolved@walsall.nhs.uk
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 Panel.

For further information, please contact:

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Appendix 1 - Listening Exercise 6th -31st 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 Committee	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"> • Pharmacists • Dentists • Opticians 	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"> • Wolverhampton CCG • Dudley CCG • Sandwell & West Birmingham CCG • Mid Staffordshire CCG • Cannock and South Staffordshire CCG • Birmingham Cross City CCG 	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 Health Trust	Email with link to website and survey.	3 January 2014

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
Media		
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.