

Consultation on urgent and emergency care choices in Walsall

How to get involved and have your say

**Consultation from
23 May to 14 August 2014**



WELCOME

As a local GP, resident and patient in Walsall, I am committed to working with my colleagues to improve the quality of urgent and emergency care delivered locally. We have listened to what people think about urgent and emergency care and we believe that there is a better way to deliver services in the next 3-5 years.

There are **two questions** we want to ask your views on in this consultation:

1

We'd like to hear your views on our plans for the future urgent and emergency care system in the next 3-5 years which includes bringing some of our urgent care services together in one building, whilst improving the wider urgent care system.

2

We'd also like to hear your views on the immediate changes needed for the Walsall Walk-in Centre because the building won't be available from April 2015.

Over the past two years, we have seen an unsustainable rise in people accessing urgent and emergency care services. This is a national issue with similar increases reported right across England. **Doing nothing is not an option.**

This is your opportunity to have your say on our plans by completing the survey on page 11. No final decisions have been made, so your views are very important to us. There are 12 weeks for you to have your say, from 23 May 2014 to 14 August 2014. We hope you'll take this opportunity to get involved.

At the end of the consultation we'll review all of the comments we've received and the CCG will make a decision on the immediate and longer term proposals taking into account what you've told us and other

information such as quality, safety and resources.

We're keen to hear how you'd like to shape these services so that we can build an urgent and emergency care system that is a true reflection of the needs of the people of Walsall.



Dr Anand Rischie
Local GP and Clinical lead for
urgent care at Walsall CCG

Walsall Clinical Commissioning Group (CCG) pays for healthcare for the borough's 274,000 residents. We are a membership organisation led by Walsall GPs, nurses, lay people and support staff and spend £346 million a year to deliver the right care for our population.

Why you want us to change the current system

Since November 2013, we have been talking to people in Walsall, including people who use our services, patient groups, healthcare providers, councillors, Healthwatch, My NHS Walsall and voluntary organisations to find out how they think urgent care services could be better. We carried out patient surveys at urgent care sites, including A&E, the Walk-in Centre and the Emergency and Urgent Care Walk-in Centre in Walsall, to understand the views of people who use these services. You told us:

- **That the care you receive in your GP practice is good or very good, but you can't get an appointment when you need it.**
- **That you were confused about where to go, with many finding the services difficult to use.**
- **A large number of people didn't know that there are two walk-in centres in Walsall.**
- **Some said the different services didn't share information and most wanted the urgent care system to be simpler and easier to use.**
- **Others had issues with access. For example, people with mobility problems can't park near Walsall Walk-in Health Centre, making it difficult for them to use it.**

Over the past two years in Walsall, there has been an unsustainable rise in urgent and emergency activity. Emergency hospital admissions rose by 18% at the hospital and similar increases have been seen right across the system: at the two urgent care walk-in centres, GP surgeries, A&E and the ambulance service. This is a national issue, with increases reported right across England.

Increasing pressure

Patients have told us they don't know where to go when they need help quickly. More and more people are choosing to visit walk-in-centres and A&E departments. This is increasing pressure on the already overloaded system.

In the short term, we need to decide where to relocate Walsall Walk-in Health Centre as the building won't be available from April 2015. We also need to plan for the future so that services are high quality and meet patients' needs.



THE VISION

We've been listening to patients to develop the vision for urgent and emergency care in Walsall.

We're committed to ensuring patients receive:

- **High quality urgent and emergency care services 24/7**
- **Easy to access services**
- **Support to get the right care, in the right place, at the right time**
- **All in a simple system**

So far we've used feedback from our partners, the listening exercise and the patient surveys to develop the plans. These are in two parts; **question one** is about the longer term vision and **question two** is about the changes that need to happen quickly.

Question 1 – Longer term vision

Do you support our longer term vision?

You have told us that you want a simple system. The longer term plans (in the next 3-5 years) include bringing some of our current urgent and emergency care services together in one building.

People would be able to 'walk' into the service at any time of the day for urgent care or be brought to the service by ambulance if they had an emergency need 24/7. The new centre will benefit patients in the following ways:

They will be easy to access, open 24/7, providing the right care, in the right place, at the right time

The new service would be based at Walsall Manor Hospital's A&E department and would be open 24 hours per day, 7 days per week for people who need urgent or emergency care.

High quality services

Patients would go through one door and would be directed to the best service to deal with their problem. This could be 'expertise' provided by a GP, a hospital doctor or a nurse.

We believe that by bringing services together in one place we will be able to make it easier for patients to know where to go for help at any time of the day or night. We will also be able to

improve the quality of care provided to patients, and services will be able to make the best use of resources such as staffing so that patients receive the right care in the right place at the right time.

Improving the wider urgent and emergency care system

The new service would only be one part of the improvements to the urgent and emergency care system. The new service would be supported by improvements in primary, community and hospital care, which would help people to:

- **care for themselves at home;**
- **know where best to go for their needs by calling NHS111;**
- **have better access to GP practices;**
- **ensure that all long term condition patients have a care plan; and**
- **experience joined up urgent and emergency care services.**

Question 2 – Immediate choices (by April 2015)

Which of these choices do you think best meets the needs of patients in Walsall?

The redevelopment of Walsall town centre means that the building which currently houses the walk-in centre won't be available from April 2015. Therefore, we need to make a decision on what we do about the current service. **We've identified three potential solutions and we need your views on which one you think is best:**

1

Move Walsall Walk-in Health Centre to a new town centre location – this would be open from 8am to 8pm, 7 days per week.

Pros: This choice will keep a service in the town centre, give people a choice of two walk-in centres and help to resolve some of the accessibility issues.

Cons: There will still be two walk-in centres close together in Walsall (duplicating services) and it will be confusing for patients to know where to go at different times of the day or night. Parking and transport have been raised as possible issues.

2

Move Walsall Walk-in Health Centre to a new out of town location in the north of Walsall – this would be open from 8am to 8pm, 7 days per week.

Pros: This choice will provide better access for people who live in the north of Walsall, while still giving people a choice of two walk-in centres. Some of the accessibility issues will be resolved.

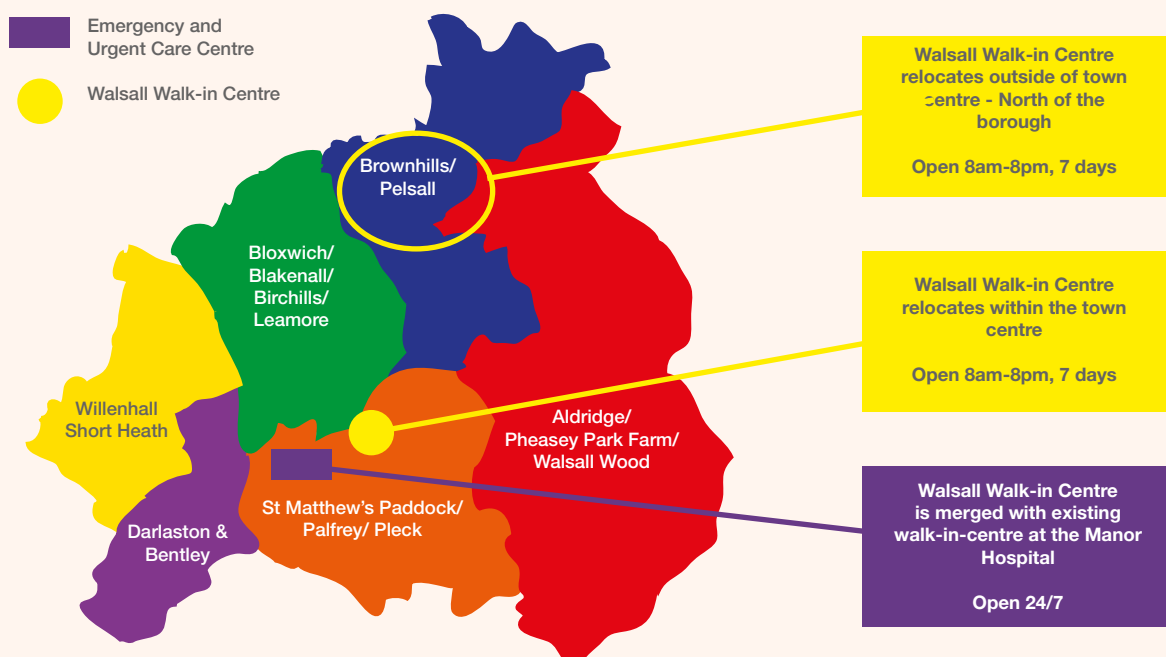
Cons: This will mean that there are still two walk-in centres in Walsall (duplicating services) and it will be confusing for patients to know where to go at different times of the day or night.

3

Move Walsall Walk-in Health Centre and merge it with the existing Emergency and Urgent Care Centre, which already provides an urgent care walk in service at Walsall Manor Hospital – this would continue to be open 24 hours per day, 7 days per week.

Pros: This choice will provide access to services 24/7, making it easier for people to know where to go when they need help quickly. This also fits in with the longer term vision.

Cons: Parking and travel to the hospital have been raised as a possible issue.



How we have developed the plans together

November 13	We talked to more than 800 people at A&E and the two walk-in centres in Walsall to get views on how and why they use services.
December 13 - February 14	We reviewed information about how people use our services and other information, such as the cost, contract information and what the national evidence is available for urgent and emergency care.
January 14	We listened to everyone who wanted to have their say on what works well, what needs to be improved and ideas for how we could improve the system. More than 670 patients, local people and healthcare professionals contributed to the listening exercise.
February 14	We took all the information from what people told us and gathered other information to develop different ways for how urgent and emergency care could be provided in Walsall.
March 14	We used an options appraisal tool that was developed by our public health partners to identify the best way to deliver urgent and emergency care in Walsall in the future. We also identified three options for Walsall Walk-in Health Centre because the building won't be available from April 2015.
April 14	We presented the long term and immediate options to the CCG Governing Body, who approved the proposals to go out to public consultation. We also presented them to the borough's Health and Wellbeing Board and Health Scrutiny and Performance Panel who supported the plans to consult.
April 14 – May 14	We worked with a patient group to develop our consultation plan to make sure that we reach as many people as possible during the consultation. The patient group also helped us to design the consultation documents so that they are easy to read and understand.
May 14	We agreed the proposals were ready to go out for public consultation.

What is urgent and emergency care?

Urgent and emergency care services provide help, advice and treatment when you have a serious illness or injury. The terms can mean different things to different people.

Urgent care

These services offer advice and treatment for minor illnesses or injuries where you can't wait for a routine appointment with your GP. These could include ear pain, rash, headache, minor burns and scalds, sprains and wounds. **You can get urgent advice or treatment from a pharmacist (a chemist), NHS 111, a GP, a walk-in centre and, when your GP practice is closed, the GP out of hours service.**

Emergency care

These services are for life-threatening illness or injuries such as chest pains, loss of consciousness, severe loss of blood, choking, fits that aren't stopping or breathing difficulties.

If you experience any of these symptoms you should dial 999 immediately.

Urgent and emergency care services in Walsall include:

<p>Choking Chest pain Blackout Blood loss</p> 	<p>A&E (Accident and Emergency) or 999</p>	<p>Life-threatening situations and emergencies</p>
<p>Unwell? Unsure? Confused? Need help?</p> 	<p>NHS 111 </p>	<p>When you need medical help fast but it's not a 999 emergency</p>
<p>Cuts Strains Itches Sprains</p> 	<p>Walk-in Centres</p>	<p>Fast, convenient care for cuts and injuries</p>
<p>Vomiting Ear pain Sore belly Back ache</p> 	<p>Your GP</p>	<p>If you have an illness or injury that won't go away, make an appointment with your GP</p>
<p>Diarrhoea Runny nose Painful cough Headache</p> 	<p>Pharmacy</p>	<p>For advice on common illnesses and medicines to treat them</p>
<p>Hangover Grazed knee Sore throat Cough</p> 	<p>Self-care</p>	<p>Stock up your medicine cupboard at home</p>

The Choose Well campaign helps people choose the right service when they are unwell. For more information please visit: www.choosewellmidlands.nhs.uk



How you can get involved

To make sure your voice is heard, and you don't miss out on the opportunity to be part of this engagement process, you can share your views in the following ways:

The best way to have your say: online and paper survey

This is available at www.walsallccg.nhs.uk/urgentcare.

If you haven't got internet access, please fill in the last page of this leaflet and send it back to us at Jubilee House, Bloxwich Lane, Walsall WS2 7JL **no later than 14 August 2014**.

Public events

You can also come and talk to us at the following events:

Thursday 19 June	Thursday 3 July	Thursday 10 July	Thursday 17 July
6-8pm	6-8pm	1-3pm	1-3pm
Bentley Leisure Pavillion Bentley Road North Walsall WS2 0EA	Brownhills Community Activity Centre Chester Road North Brownhills Walsall WS8 7JW	Walsall Football Club Banks's Stadium Bescot Crescent Walsall WS1 4SA	Aldridge Community Centre Middlemore Lane Walsall WS9 8AN

These events will be run by the programme clinical leads. Light refreshments will be provided and venues are fully accessible. You can also learn more and feedback at our pop-up shop:

29 and 30 May – Saddler Centre, Walsall 10am to 4pm (both days)

We'll also be holding drop-in sessions at a range of community venues including libraries, supermarkets and health centres. For times and venues and to book your place, please visit

www.walsallccg.nhs.uk/urgentcare.



Questions and answers

How will my views help?

Your views are very important to us so that we can understand what the people of Walsall want for urgent and emergency care in Walsall.

Will the final decision be made on the public view alone?

Your views will be added to other information needed for us to make a decision in August 2014 on the longer term plan and the more immediate changes that are needed. We'll then develop a strategy which will set out the arrangements for the future system over the next five years, including links with other local services.

Will I get the same level of service that I do now?

Our aim is to give the people of Walsall a better service than they have now. With the range of choices now available to people – to rest at home, call NHS111, go to a local pharmacy, their GP, the GP out of hours service, two walk in centres or A&E, or dial 999 – they don't always go to the right place for their care.

We'd like to create one whole system where community and hospital services work together to give patients the right care, the first time. We believe our longer term plans will improve the care provided in a simpler system.

Is this about closing Walsall Walk-in Centre?

No. The service will have to be moved because the building won't be available after next April. This gives us the opportunity to review the whole system so that we can look at what's working well and plan for the future – but we need your help to make decisions, which is why we're asking for your views.

Is this document available in another language?

Yes, for further information visit: www.walsallccg.nhs.uk/urgentcare



Questions and answers (continued)

How will I know where to go in the future?

There is a new service called NHS111 that makes it easier for people to know where to go for their urgent care. You can call NHS111 when you have a condition that isn't life-threatening. Staff can advise you to rest at home or go to a pharmacy, your GP or a Walk-in Centre.

You can also visit the Choose Well website or download the 'Choose Well West Midlands' mobile phone app to get advice on where to go.

Is this really a cost-cutting exercise?

This isn't about cost-cutting but about us using the resources we have in the best possible way. We can fund any of our three options to relocate Walsall Walk-in Centre within our current resources. Patients are at the heart of what we do and any changes must benefit them.

We now have an opportunity to improve and simplify urgent and emergency care services in Walsall.

Could you increase GP opening hours?

Whilst we don't commission GP services, we understand that GP access is a problem for some people. We'll continue to work with our local GP members and NHS England to help make it easier for people to reach their doctor when they have an urgent care need.



Get Involved – Have Your Say

Your views are important to us. Please complete this form and send it back to:

Walsall Clinical Commissioning Group, Jubilee House, Bloxwich Lane, Walsall WS2 7JL

by 14 August 2014.

Question 1 - Longer term plans

Over the next three to five years, we would like to bring some of our urgent and emergency services together at Walsall Manor Hospital, so that we can improve the quality of care provided to patients. What do you think about this? Please tick one of the following:

I agree strongly with the plans	<input type="checkbox"/>	I disagree strongly with the plans	<input type="checkbox"/>
I agree with the plans	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>
I disagree with the plans	<input type="checkbox"/>		

Question 2 - Immediate changes

Which of these options do you think best meets the needs of patients in Walsall?

Tick

Move Walsall Walk-in Health Centre to a new town centre location – this would be open from 8am to 8pm, 7 days per week;	<input type="checkbox"/>
Move the Walk-in Centre to a new out of town location in the north of Walsall – this would be open from 8am to 8pm, 7 days per week;	<input type="checkbox"/>
Move the Walk-in Centre and merge it with the existing Emergency and Urgent Care Centre that already provides an urgent care walk-in service at the Manor Hospital – this would continue to be open 24 hours per day, 7 days per week.	<input type="checkbox"/>

Is there anything else you would like to tell us?

Please tell us about yourself

I am responding to these plans as:

An individual	<input type="checkbox"/>
As a representative of an organisation or group	<input type="checkbox"/>

Please give us the name and location of the organisation or group that you are representing:

We want to make health services better by commissioning the right services for our population. The information we are asking for here will help us to understand the diversity of people responding to our questions and the differing views they have. This information is anonymous and can't be used to identify you individually. Please help us by completing this form:

I do not wish to provide the requested information. Tick Box

What is your gender?

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Transgender	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Do you think of yourself as:

Lesbian, gay or homosexual	<input type="checkbox"/>
Straight or heterosexual	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

What age group are you in?

Under 18	<input type="checkbox"/>
19-40	<input type="checkbox"/>
41-60	<input type="checkbox"/>
61-80	<input type="checkbox"/>
81 or older	<input type="checkbox"/>

Are your day-to-day activities limited because of a health problem or disability, which has lasted or is expected to last at least 12 months?

Yes, limited a lot	<input type="checkbox"/>
Yes, limited a little	<input type="checkbox"/>
No	<input type="checkbox"/>

What is your ethnic group?

White:	
British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Gypsy / Traveller	<input type="checkbox"/>
Polish	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>
Black/Black British:	
African	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>
Asian / Asian British:	
Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>

Mixed:	
White and Black Caribbean	<input type="checkbox"/>
White and Black African	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>
Other:	
Arab	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>

Please provide the first four characters of your postcode.

This will only allow us to see the area you live, but not the house or street.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Thank you for helping us to build a better urgent and emergency care service for Walsall.

We would also like to take this opportunity to thank the patients and stakeholders who have been involved in developing the proposals and consultation documents.