

**26 October 2023**

**Update on Opening of Walsall Healthcare NHS Trust's Urgent and Emergency Care Centre**

**1. Aim**

1.1 This report has been produced to provide an update on the new Urgent and Emergency Care Centre (UECC) at Walsall Manor Hospital which received its first patients on Thursday 2<sup>nd</sup> March 2023.

1.2 This paper specifically covers:

- The successful transition programme.
- Planned ongoing developments.
- The experience for patients.

1.3 The report focuses on the services that have moved into the UECC which includes The Emergency Department, Acute Medical Unit, Paediatric Assessment Unit and our Urgent Treatment Centre provider, Malling Health. Future developments of the UECC and adjacent facilities include:

- The introduction of a Hot Imaging Suite, including facilities for emergency CT, Ultrasound and Plain Film X-ray (due for completion in early 2024/25).
- The provision of staff accommodation and support facilities, including hot desking space, changing rooms and seminar facilities (due for completion in early 2024/25).
- The provision of an expanded Ambulatory Emergency Care Unit, enabling same day emergency care for an even greater proportion of our patients attending the Emergency Department (due to open by December 2023).

**2. Recommendations**

2.1 Oversight and Scrutiny Committee are to note the findings of this report.

2.2 Oversight and Scrutiny Committee are to expect a future update on the UECC, pertaining to those future developments in section 4.

**3. Transition Programme**

3.1 As of April 2023, all services using the UECC have successfully moved in. This includes the Emergency Department for Adults (Majors, Resus, Rapid Assessment), the Paediatric Emergency Department, the Paediatric Assessment

Unit, See & Treat services, the Urgent Treatment Centre, and the Acute Medical Unit.

3.2 The successful transition has drawn attention from several Trusts across the NHS, resulting in site visits and seminars to support their own plans to successfully transition into new facilities.

3.3 The transition was underpinned by the success of the earlier programme, which included a significant recruitment campaign. By way of summary, this included:

- £1.9m/year increase in ED Nursing workforce approved at Trust Board in June 2022 which increased departmental staffing from 93wte to 169wte.
- £2m/year investment to increase ED Doctor, Advanced Care Practitioner and Emergency Nurse Practitioner workforce. This was an increase from 45wte to 70wte.
- Emergency Department Consultants and Registrars/Middle Grade Doctors are also now fully recruited, both with 16 WTE respectively.
- £1.9m/year increasing Acute Medical Unit Nursing workforce from 71wte to 100wte posts

#### **4. Planned ongoing developments**

4.1 The developments as part of our urgency and emergency care pathways are far from complete. The following developments are either underway or due for imminent starts:

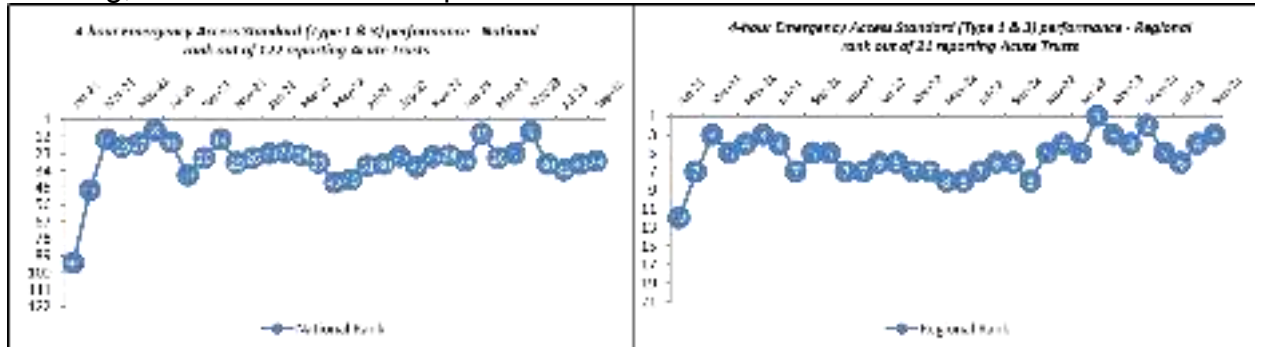
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- The provision of staff accommodation and support facilities, including hot desking space, changing rooms and seminar facilities (due for completion in early 2024/25).
- The provision of an expanded Ambulatory Emergency Care Unit, enabling same day emergency care for an even greater proportion of our patients attending the Emergency Department (due to open by December 2023).

4.2 In addition to these developments, the Acute Medical Unit is due for expansion, alongside the relocation of our Frailty Unit and Mental Health Liaison Services. The Trust will be taking these works in to account as part of the 2024/25 Annual Plan.

#### **5. The experience for patients**

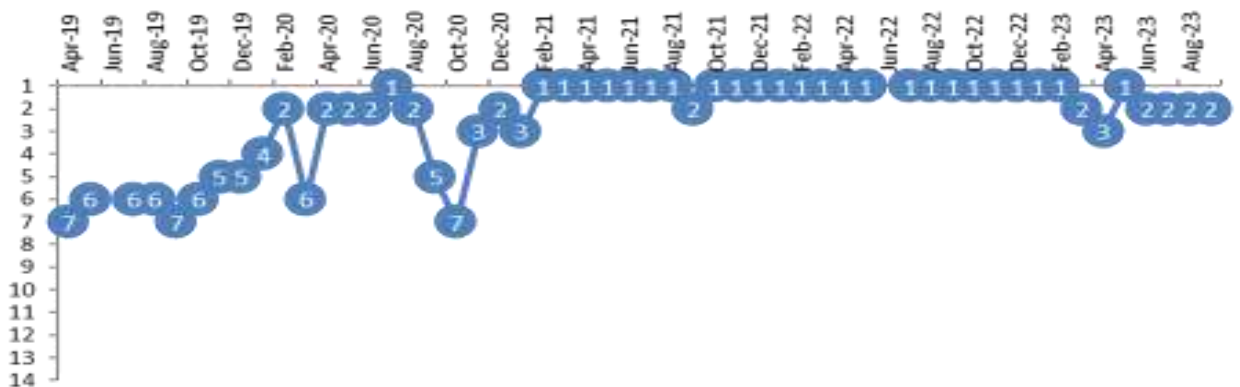
5.2 We know the UECC and associated expansion in staffing and the transformation of several pathways for urgent and emergency care have supported the Trust in being able to deliver comparatively good timeliness of care. Figure 1 shows that the Trust ranks 3<sup>rd</sup> within the Midlands and 28<sup>th</sup> within England against the 4 hour Emergency Access Standard.

**Figure 1: Emergency Access Standard Performance, National and Midlands Ranking, December 2020 – September 2023**



5.3 In addition to comparatively timely access to emergency care within the Emergency Department, the Trust also receives handover for patients arriving by ambulance in a relatively quick time. In September the Trust ranked 2<sup>nd</sup> within the West Midlands and have delivered the best ambulance handover times for 23 of the past 30 months.

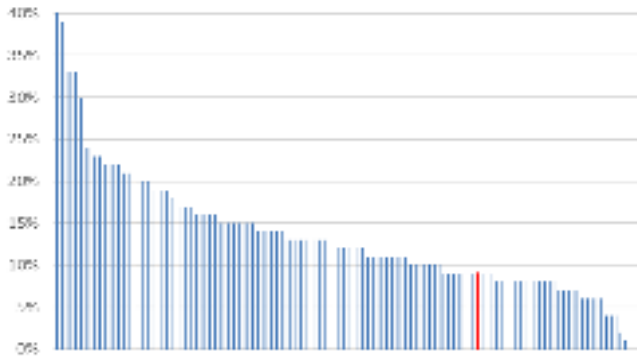
**Figure 2: Ambulance offloads within 30 minutes, Regional Ranking, April 2019 – September 2023**



5.4 We know that the timeliness of care is crucial and is associated with the outcomes of care, including but not limited to mortality rates. A full suite of evidence supporting this point can be found in Appendix 1.

5.5. We also know that the feedback we are getting from patients performs comparatively well. We know that for the latest Friends & Family Test results, the Emergency Department ranks in the lowest quartile for negative feedback.

**Figure 3:** Emergency Department Friends & Family Test, % of Negative Feedback, May 2023



5.6 To summarise, the UECC development has been a crucial pillar in the Trust's improvements in the delivery of urgent and emergency care. There is evidence to demonstrate that both the timeliness to access urgent and emergency care, and the experience of patients receiving that care benchmarks comparatively well.

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## Appendix 1

### Evidence to support the importance of timeliness of care within the Emergency Department.

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