

Urgent Care Update and NHS 111 First

Birmingham and Solihull Joint Overview and
Health

Wednesday 16 December 2020



Overview

- Provide an overview of the current context of urgent care in Birmingham and Solihull
- Update of NHS 111 First and Urgent Treatment Centres

Context

- During the peak months of the coronavirus pandemic the number of people attending Emergency Departments (EDs) reduced dramatically, particularly those seeking help for minor illnesses.
- However, in recent weeks the number of people visiting EDs has risen, and in some places, risen sharply. At the same time, due to social distancing and infection prevention and control precautions, the space in EDs is reduced by 30-50%.
- NHS England/Improvement (NHSE/I) have now directed that, by 1st December, NHS 111 First is implemented nationally. The aim to guide the public in making the right healthcare choices to ensure their safety, as well as making sure they get the right treatment in the most appropriate place.
- NHS 111 First will make it easier and safer for patients to get the right advice or treatment when they urgently need it and increasingly, timeslots / appointments will be booked for them into a service that is right for them.



Why do we need change?

- In Birmingham and Solihull there are three EDs (plus Birmingham City Hospital which is outside of our STP) and pressure on these continues to increase.
- Around 70% of ED attendances are made up of walk-in patients, so as patient numbers have already begun to increase, we need to keep patients safe in the reduced space in waiting rooms. We also need to provide emergency care safely for the most vulnerable and shielded patients.
- We know that a significant proportion of those attending EDs could be seen elsewhere, for example primary care or an Urgent Treatment Centre.
- NHS 111 First provides an opportunity to take patients on a different journey, one which gets them the right treatment in the right place.
- In the future this should help the public in choosing the right service and if they are unsure, be confident in contacting NHS111.

NHS 111 First

- NHS111, on the telephone and online, has been a core part of the NHS' urgent care offer for many years.
- NHS 111 First has developed the service they offer to be able to booking patients into the following settings:
 - Urgent Treatment Centres
 - Same Day Emergency Care – such as Medical Assessment Units, Surgical Assessment Units, Emergency Pregnancy Assessment Units, Paediatric Assessment Units
 - Emergency Departments
 - This is in addition to able to book a GP or pharmacist appointment, which have been available for a number of years.
- NHS 111 First is operational across Birmingham and Solihull and NHS111 will be able to book a timed slot for patients that need to be seen in an Emergency Department; this will ensure patients are seen as safely and conveniently as possible.
- This will need considerable changes in behaviour by the general public.
- An Equality Quality Impact Assessment has been completed and we are working together to ensure that people are not adversely affected.
- No patient will be turned away from ED however they may be asked/ or redirect to access a different service.
- Patients brought in by ambulance will still be seen



Urgent Treatment Centres

- Urgent Treatment Centres (UTC) across Birmingham and Solihull are no longer 'walk-in' services; patients now need to contact NHS111 for advice before attending these services.
- UTCs locations:
 - Birmingham City Centre - Boots
 - Erdington
 - South Birmingham
 - Warren Farm
 - Washwood Heath
 - Solihull
- UTCs, with the exception of Birmingham City Centre location, are open 12 hours a day, 7 days a week (including bank holidays) so residents can feel assured that, should they require urgent medical attention, this facility will be there to support.
- Birmingham Boots UTCs is open during shop hours (Mon – Friday 8am – 6pm, Saturday 9am – 5pm and Sunday 11am – 5pm)
- Consistency of approach - In light of Covid-19 and the mounting pressures on the health service, residents who need to use this service are asked to phone 111 in the first instance and they will be triaged by NHS professionals who will then book them an appointment at the UTC.

Erdington Urgent Treatment Centre

- The Walk-In Centre on Erdington High Street, has been replaced by 'Erdington Urgent Treatment Centre (UTC)' and is located on the Northcroft site, 0.8 miles away from the previous location.
- The Northcroft site, which was already being used by the NHS to provide vital services, was chosen as the location for the Urgent Treatment Centre due to both its existing infrastructure and accessibility.
- The site is easily accessible by bus and is within walking distance of both Erdington High Street and Gravelly Hill train stations. There will also be on-site parking available to patients, unlike the previous Walk-In centre site.

Solihull Urgent Treatment Centre

- Before the COVID-19 pandemic Solihull Urgent Treatment Centre was located at the Solihull Hospital site.
- Solihull Hospital site has since been designated as a COVID-19 free site therefore there are no walk in / urgent care services. This includes temporary closure of closure of the Minor Injuries Unit (MIU) at Solihull Hospital.
- Solihull UTC has therefore moved to an interim site and reopened, in August, at Chelmsley Wood Primary Care Centre in August.
- The majority of patients are seen virtually and face-to-face appointment is made if clinically necessary.
- The majority of patients do not need to go to the UTC in person; this makes the service safe and accessible to people across the borough.
- In October it was recently agreed for a further interim move of the UTC from Chelmsley Wood Primary Care Centre to Hurst Lane, 3.5 miles away, so it can be co-located with the Care Referral Centre to offer safe and effective care, as well as making the most efficient use of NHS staff and resources.
- Patients are advised to contact NHS 111 prior to attending, as described above, as they cannot be seen without an appointment.

Birmingham and Solihull STP Approach

- Clinically led approach to implementing effective care pathways across NHS 111 and wider urgent care services.
- Maintain focus on Birmingham and Solihull digital urgent care vision for the long term.
- Clear governance and oversight, via A&E Delivery Board to work in partnership to deliver national initiatives/requirements in a safe, measured way
- Work closely with West Midlands Ambulance, our NHS 111 provider
- Engagement and communication with public and stakeholders.



Thank you - any questions?

