

Urgent Primary Care Service Model

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Introduction

In July 2018, the CCG were invited to attend the Joint Health Overview and Scrutiny Committee, to provide an update on Urgent Treatment Centres (UTCs).

The purpose of todays presentation is to:

- Share the CCG's current thinking on the overall strategy for urgent primary care
- Provide an overview of the UTC implementation plan, including timelines and outcome measures.



Strategic vision for urgent primary care

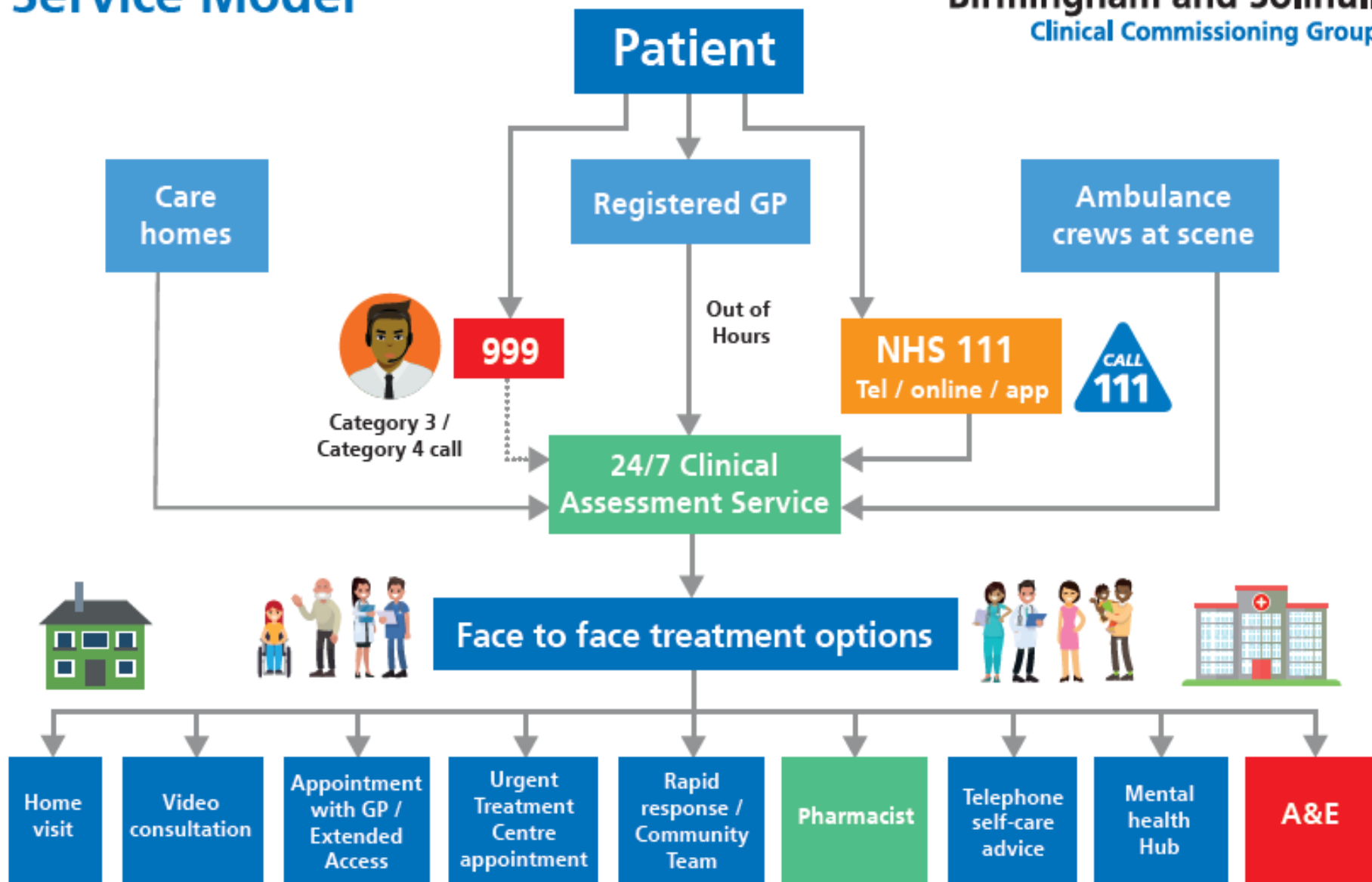
An improved and sustainable urgent primary care system, which operates 24 hours per day, 7 days per week and ensures that our population receives safe, high-quality and seamless care from easily accessible, appropriate, integrated and responsive services.

The objectives of the urgent primary care service model are to:

- Improve access to primary care services
- Support patients at times of crisis
- Standardise and simplify access for patients
- Support the resilience of general practice
- Support a reduction in demand on Emergency Departments

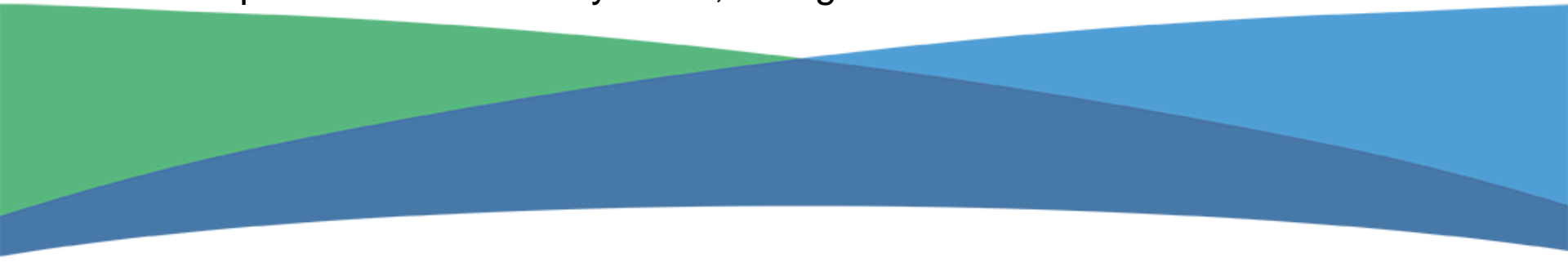


Urgent Primary Care Service Model



UTC service specification

(in line with national UTC principles and standards – July 2017)

- Provide access to urgent care for a local population of 250 – 300,000
 - Offer advice and treatment for a wide range of minor illnesses and injuries
 - Operate from a convenient location, that is easy for patients to access
 - Open for a minimum of 12 hours per day
 - Be staffed by a GP-led multi-disciplinary team
 - Have access to patient's clinical records
 - Have access to a range of point of care diagnostic investigations
 - Offer walk-in consultations, without an appointment
 - Offer booked appointments to patients who have called NHS 111 and require a face to face consultation
 - Offer booked appointments to patients who have attended an Emergency Department, with a condition that can appropriately be managed within primary care
 - Accept ambulance conveyances, for agreed conditions.
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Stabilising UTC to enable transformation

Urgent Treatment Centres need to:

- Meet the needs of the population and form part of a simplified and integrated urgent primary care offer
- Meet NHS England's UTC standard service specification
- Deliver the NHS Long Term Plan requirement for pre-hospital urgent care, by ensuring a consistent offer for out-of-hospital urgent care
- Provide improved system flexibility and resilience
- Provide a more streamlined pathway of care and good health outcomes for patients
- Enable a more integrated, safe and flexible workforce.



UTC approach

- The CCG has had discussions with NHS England regarding the designation of UTCs, and our ability to meet the national specification, without going through a procurement at this time
- The required changes are mainly focused on the digital offer and upgrades to the existing system.



Birmingham and Solihull WiCs / UCCs

Warren Farm Urgent Care Centre:

- 8am-8pm
- Nurse led
- Treatment for minor injuries and illnesses

Summerfield Urgent Care Centre:

- 8am-8pm
- GP led
- Treatment for minor injuries and illnesses

Commissioned by SWBCCG

South Birmingham GP Walk-in Centre: (Katie Road)

- 8am-8pm
- GP led
- Treatment for minor injuries and illnesses

Erdington Health and Wellbeing Walk-in GP Centre:

- 8am-8pm
- GP led
- Treatment for minor injuries and illnesses

Washwood Health Urgent Care Centre:

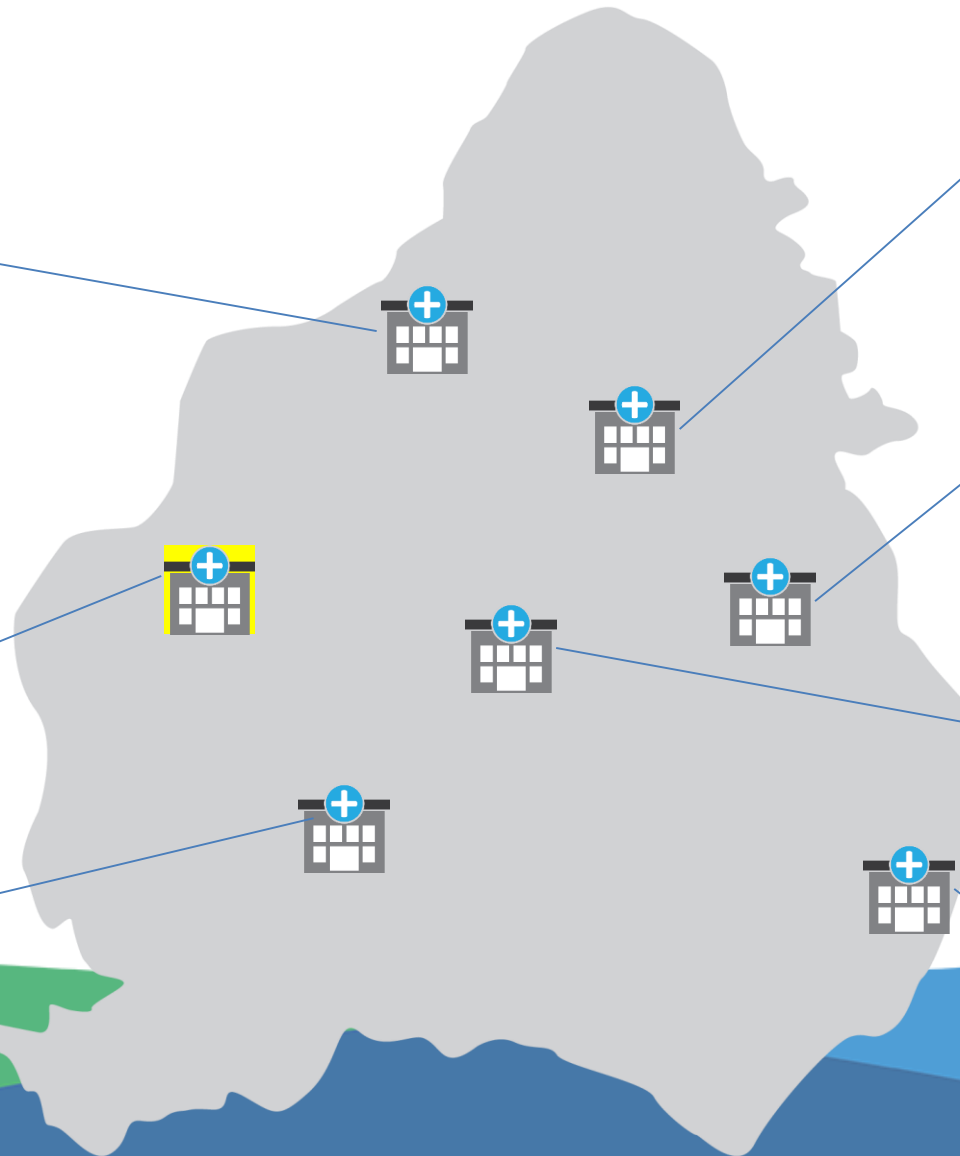
- 9am-9pm
- Nurse led
- Treatment for minor injuries and illnesses

Birmingham NHS Walk-in Centre (Boots)

- Shop hours
- Nurse led
- Treatment for minor injuries and illnesses

Solihull Urgent Treatment Centre: 8am-8pm

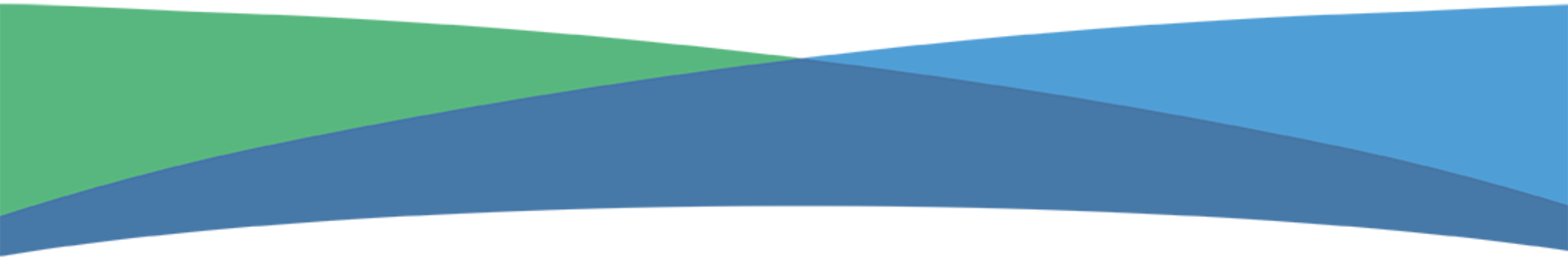
- GP led
- Treatment for minor injuries and illnesses



Snapshot audit of WiC/UCC service users

In 2017, questionnaires were distributed to the all five Birmingham Walk-in Centres (WiCs) and Urgent Care Centres (UCCs); 1214 responses were analysed.

Key headlines:

- Majority of patients (87%) attended before 5pm
 - Mainly younger people attending, with only 5.3% over 65 years
 - 97% were registered with a GP
 - There a large variations in the ethnicity of patients using the WiCs/UCCs, reflecting local communities e.g. 27% of patients attending Warren Farm UCC were from an black and minority ethnic (BAME) community, compared to 90% at Washwood Heath UCC
 - The majority of patients (61%) had not tried to get an appointment with their own GP
 - Just over half of patients (53%) were issued with a prescription
 - Almost all patients are attending the WiC/UCCs with symptoms can be managed appropriately in primary care, with very few patients advised to attend an Emergency Department
 - Patients with a similar range of symptoms were seen at all WiCs/UCCs; irrespective of whether they are GP-led or nurse-led.
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Solihull UTC

- The national implementation deadline was December 2018
- In February 2019, NHS England reviewed the Solihull site and recommended approval as a UTC, with an exemption
- The exemption is due to a delay in the digital upgrade, however this should be rectified by April 2019
- This will provide the ability for direct bookings from NHS 111, to the GP, and also electronic prescribing
- The signage has been replaced on site to state 'Urgent Treatment Centre'
- Local communications campaign.



Birmingham UTC progress

- Discussions are currently taking place with current WiC/UCC providers, to review ability to meet the UTC service specification, by the December 2019 deadline
- Key areas of delivery include digital elements, plus being open for a minimum of 12 hours per day
- Hours of opening is an issue for Birmingham NHS Walk-in Centre due to it being located in a retail outlet (Boots), therefore opening restricted to store opening hours. The CCG is in the early stages of reviewing options for this specific service.





**Thank you for
listening.
Any questions?**