

Update on public consultation

Improving access to local healthcare services

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Focus on:

- Improving access to primary and urgent care services
- The future of walk-in centre services
- Supporting people to self-care.

12 week consultation being developed to launch in February

Key stage in our planning

- We have extended access to primary care, meaning more appointments are now available with your local GP or practice nurse.
- We have improved NHS 111, with more access to clinical advice via this service.
- The contracts for our two local walk-in centres (Parsonage Street Walk-in Centre and Summerfield Urgent Care Centre) are coming to an end and we need to review how these services are provided in future.
- There are new national requirements for urgent care which means we are required to change how we provide walk-in centre services.
- The NHS is under greater pressure than ever before and we know we need patients to take control of their own healthcare and to help us reduce this pressure.

What our patients have told us

- Patients tell us that they are often confused about where to access care; which service is right for them; and when services are available.
- Access is a real issue – both in terms of wanting services to be close to home and availability of appointments.
- People are not being seen in the right healthcare setting at the right time.
- People feel that further improving access would support them to use the urgent care system more appropriately
- Improving access would increase patient satisfaction and outcomes by ensuring continuity of care.

Options being consulted upon

Option 1

Improve access to primary care, increase capacity and, invest in improved triage and more self-care support for local people in addition to the closure of Parsonage Street Walk-in Centre and Summerfield Urgent Care Centre.

- The walk-in centres at Parsonage Street and Summerfield Urgent Care Centre would close from 31st March 2019.
- The new Sandwell Urgent Treatment Centre would open on the current Sandwell General Hospital site. The timing of the opening of this new facility would coincide with the opening of the Midland Metropolitan Hospital.
- There would be increased investment in primary care across the area enabling an increase in appointments and extended opening hours 8am-8pm and at weekends.
- We would improve triage of patients, ensuring that patients are directed to the right service first time by encouraging and promoting the use of NHS 111 and the Ask NHS app.
- We would introduce more self-care support in general practices through the installation of automated self-care advice kiosks and the existing Ask NHS app. This will support behaviour change towards increased self-care. We want the public's views on other mechanisms which may assist with self-care.

Options being considered

Option 2

Re-procure an Urgent Treatment Centre with walk-in facility for West Birmingham in addition to the Sandwell Urgent Treatment Centre on the current Sandwell General Hospital site.

- The walk-in centre at Parsonage Street would close from 31st March 2019.
- The new Sandwell Urgent Treatment Centre would open on the current Sandwell General Hospital site. The timing of the opening of this new facility would coincide with the opening of the Midland Metropolitan Hospital.
- A walk-in centre available 8am-8pm would be re-procured for West Birmingham.

Consultation approach

- Comprehensive consultation document
- Online and paper questionnaires
- Face-to-face and telephone surveys
- Four public meetings across Sandwell & West Birmingham including one near each of the walk-in centres.
- Targeted focus groups with seldom heard communities and the nine protected characteristics
- Widespread distribution of consultation document to stakeholders, community groups, community settings
- Media and social media presence

Consultation approach

- Regular engagement with key stakeholders
- Full analysis by independent consultation partners
- Decision to be made by Sandwell & West Birmingham CCG Governing Body in June 2018