



**Birmingham and Solihull**  
Clinical Commissioning Group

# **Primary Care Access Transformation Programme: urgent treatment centres**



# Birmingham and Solihull urgent and emergency care strategic context

- Birmingham and Solihull STP vision is:

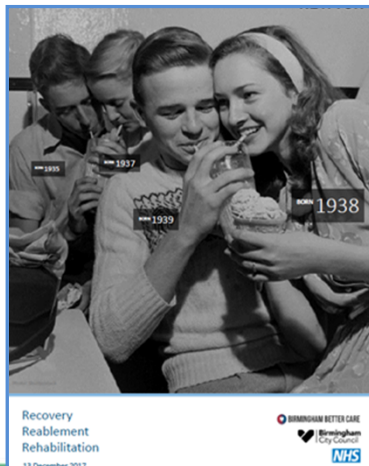
*“To help everyone in Birmingham and Solihull to live the healthiest and happiest lives possible.”*

- A key component for delivering this vision is a robust urgent and emergency care (UEC) system, to ensure people get the right care in the right place, whenever they need it.



# Drivers

- We know that the current system is under increasing pressure with an over reliance on acute centred/bed based care.
- There are too many unnecessary admissions, delayed transfers of care and premature admission to care homes.
- A recent system wide diagnostic which has been approved by all partners highlighted:



The proportion of people we admit into hospital who could have been better looked after elsewhere.

**23%**

The proportion of people in elderly care and longer stay wards who are medically fit but delayed, waiting to leave hospital.

**51%**

The proportion of people who could benefit from a different pathway out of hospital, one better suited to their needs.

**19%**

**36%**

The proportion of people who could achieve greater independence, following a stay in a short-term bed, with our support.

**37%**

The proportion of people currently with a long-term care package who could benefit from better enablement.

**50%**

The proportion of people who's mental health reached crisis point (and went into hospital) that could have been avoided.

# Urgent and emergency care (UEC) delivery plan

- The drivers form the basis of our UEC strategy. Addressing these drivers requires system leadership.
- UEC transformation is interconnected across a number of areas.
- The urgent care strategy is delivered operationally via the A&E Delivery Board and within the STP.
- In line with this, our UEC delivery plan has been subject to a comprehensive review.
- This has ensured all partners have a shared understanding of the current position, plus ownership of planned activities and delivery.
- The final version will be approved at July's A&E Delivery Board whereby on-going progress monitoring and review will take place.



## Ambition

*Our vision is an improved and sustainable primary and urgent care system, which operates 24 hours per day, seven days a week; ensuring that our population receives safe, high-quality and seamless care from easily accessible, appropriate, integrated and responsive services.*



# Current Birmingham and Solihull Walk-in Centres / Urgent Care Centres

Walk-in Centre / Urgent Care Centre	Location
Warren Farm Urgent Care Centre	Warren Farm Road, Birmingham, West Midlands, B44 0PU
Erdington Health and Wellbeing Walk In Centre	196 High Street, 1st Floor, Erdington , Birmingham, B23 6SJ
Washwood Heath Urgent Care Centre	Clodeshall Road, Washwood Heath, Birmingham, West Midlands, B8 3SN
Birmingham NHS Walk In Centre ("Boots")	Lower Ground Floor, Boots The Chemists Ltd, 66 High Street , Birmingham, West Midlands, B4 7TA
South Birmingham GP Walk In Centre ("Katie Road")	15 Katie Road, Selly Oak, Birmingham, B29 6JG.
Solihull Urgent Primary Care Service	Solihull Hospital, Lode Lane, Solihull, B91 2JL



## 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:

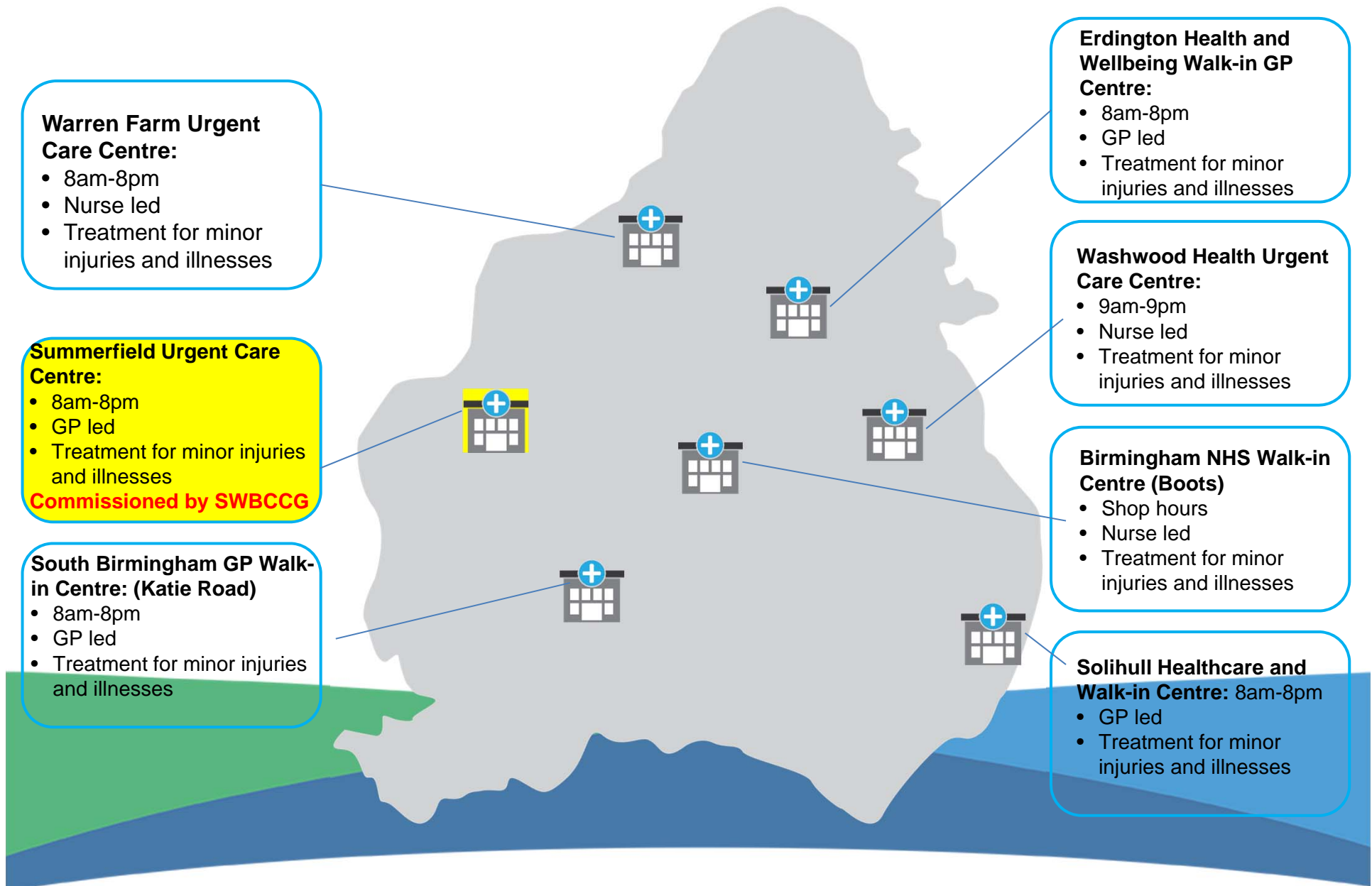
- 9am-9pm
- Nurse led
- Treatment for minor injuries and illnesses

### Birmingham NHS Walk-in Centre (Boots)

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

### Solihull Healthcare and Walk-in Centre: 8am-8pm

- GP led
- Treatment for minor injuries and illnesses



# Opening hours, workforce and activity

WiC/UCC	Opening hours	Staffing model	Annual attendances 17/18
Warren Farm	8.00am – 8.00pm	Nurse-led	33,700
Erdington	8.00am – 8.00pm	GP-led	30,800
Washwood Heath	9.00am – 9.00pm	Nurse-led	30,400
Birmingham NHS Walk-in Centre (Boots)	M-F: 8.00am – 7.00pm Sat: 9.00am – 6.00pm Sun: 1.00pm – 4.00pm	Nurse-led	39,000
South Birmingham GP WiC (Katie Road)	8.00am – 8.00pm	GP-led	69,100
Solihull	8.00am – 8.00pm	GP-led	33,700
			<b>236,700</b>



# Primary Care Access Transformation Programme

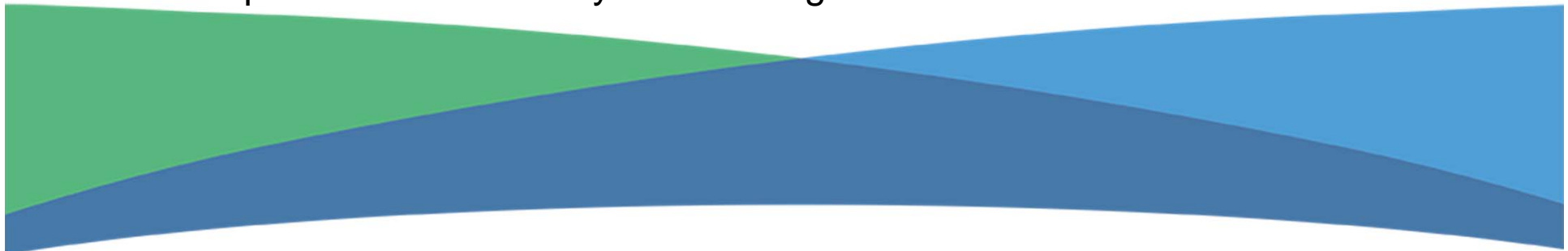
- Extended access
- Digital / virtual access offer
- UTCs
- Alignment with Sandwell and West Birmingham plans
- System integration
  - NHS 111
  - Emergency departments
  - West Midlands Ambulance Service
  - GP out-of-hours



# 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 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



## The case for change

- National policy and evidence-base\*
- Out of date specifications and contracts
- Inconsistent models of service
- Public support for WiCs\* and future expectations
- No access to GP records
- IT systems require upgrading/replacement
- Current and future capacity pressures
- Need to support emergency departments
- Lack of integration with UEC system
- Maintains patient choice\*
- Commissioner-led process\*

(\* four tests of service change)



# Phased implementation:

**Tranche 3 : Solihull – December 2018**

**Tranche 5 : Other BSOL WiCs / UCCs – Dec 2019**

## **Existing locations and improved offer to patients:**

- New standardised specifications and contracts
- Increased capacity (within limitations of premises)
- Re-branding and publicity
- Staffed by a GP-led multi-disciplinary team
- Access to patient's clinical records
- Access to a range of point of care diagnostic investigations
- Booked appointments to patients who have called NHS 111 and require a face to face consultation
- Booked appointments to patients who have attended an Emergency Department with a condition that can appropriately be managed within primary care
- Appropriate ambulance conveyances
- Greater integration



# Phased implementation (post Dec 2019)

(based on strategic needs review and supported by capital investment)

- Potential for new facilities
- Extended hours
- Expanded skill-mix
- Enhanced range of diagnostics
- Increased ambulance conveyances
- Co-location with other community services
- Integrated frailty pathways



# Delivery timetable

June 2018

- Governance structure and outline service specification

July – August 2018

- Briefings and pre-engagement
- Strategic Outline Case

September –  
November 2018

- Communication and engagement activities

January – May  
2019

- Procurement

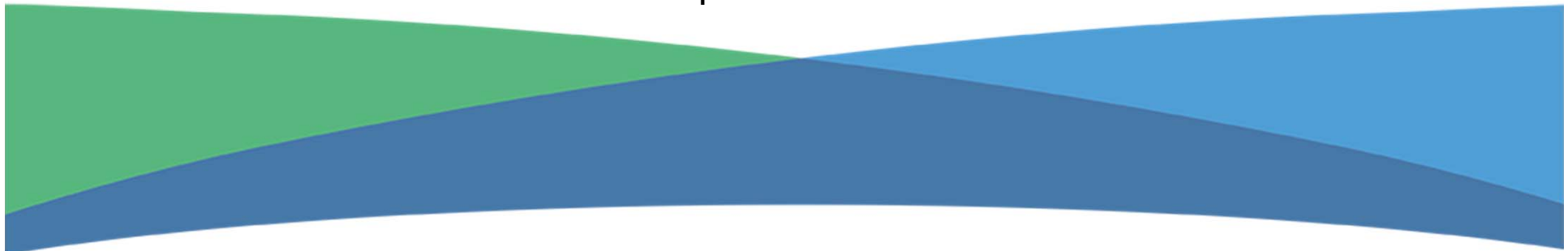
June – December  
2019

- Mobilisation



# Proposed service specification and strategic outline case engagement

- Emergency department service providers
- GP provider organisations
- Sandwell and West Birmingham CCG
- The Regional Integrated Urgent Care Transformation team (hosted by Sandwell and West Birmingham CCG)
- West Midlands Ambulance Service
- Birmingham City Council and Solihull Metropolitan Borough Council
- Healthwatch Birmingham, and Solihull
- Birmingham and Solihull CCG People's Health Panel
- Birmingham and Solihull Patient Participation Groups
- Voluntary groups representing patients/health conditions/vulnerable individuals
- Existing BSOL WiC / UCC service providers
- BSOL GP out of hour's service providers



# Communication and engagement

## **Based on:**

- No change to locations
- Standardisation, or improvement, in offer to patients
- Improved quality and integration of services

## **Proposed activity:**

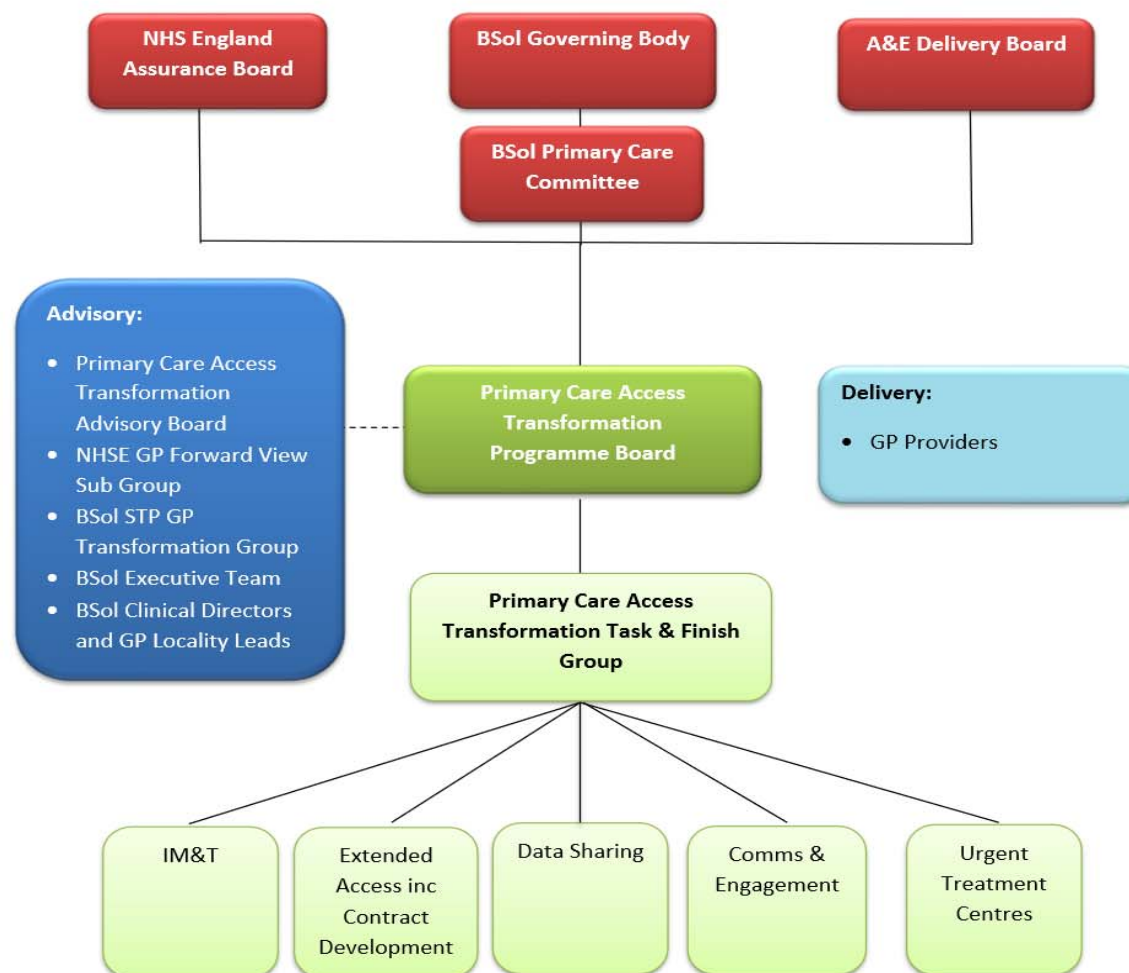
- Marketing communications to raise awareness of the new service e.g. advertising, social media (inc. Birmingham Updates and Solihull Updates) and public relations
- Printed information sent to GP practices and community venues
- Working with Healthwatch, Local Authorities, other NHS organisations, voluntary sector and community groups
- Using existing CCG engagement channels e.g. PPGs, patient representatives, People's Health Panel and health forums





# Primary Care Access Transformation Programme

## Governance structure



### Key:



Accountable Groups



Advisory Groups only



Delivery function