

HEALTH SCRUTINY PANEL
25 MARCH 2015
URGENT CARE SERVICES
REPORT OF HEAD OF DEMOCRATIC SERVICES

1. Purpose

- 1.1 To update the Panel on the preferred provider for urgent care services, more detail on plans for the future service, timescales and intentions regarding service provision in the interim before the new service commencement date.

2. Action required

- 2.1 The Panel is asked to use the information provided to inform scrutiny of the development of Urgent Care Services; and decide if further scrutiny is required.

3. Background information

- 3.1 In March 2014, the Panel heard from NHS Nottingham City Clinical Commissioning Group (CCG) about proposals to remodel the current Walk In Centre provision in the City and develop an Urgent Care Centre when the current Walk In Centre contracts come to a natural end in April 2015. At that meeting it was agreed that this change constituted a 'substantial development' in service and as such the Panel had a statutory responsibility to consider:
- Whether, as a statutory body, the Panel has been properly consulted within the consultation process;
 - Whether, in developing the proposals for service change, the health body concerned has taken into account the public interest through appropriate patient and public involvement and consultation; and
 - Whether the proposal for change is in the interests of the local health service.
- 3.2 In May 2014 the Panel received information on the outcomes of consultation that had taken place and plans for further consultation with specific groups and communities for example people not registered with a GP.
- 3.3 In July 2014 the Panel was updated on the remodelling of Walk In Centre provision/ development of an Urgent Care Centre including consultation and engagement that had taken place since May and how this influenced the development of the service specification. The minutes of this meeting are attached at Appendix 1 for information.
- 3.4 Representatives of Nottingham City Clinical Commissioning Group will attend today's meeting to provide a further update on the preferred provider for urgent care services, more detail on plans for the future service, timescales and intentions regarding service provision in the interim before the new service commencement date.

- 3.5 Nottinghamshire County Council health scrutiny function has been advised that this item is being considered at this meeting so that councillors representing wards where residents might be affected by the changes can be made aware and able to attend this meeting if they wish to do so.

4. List of attached information

- 4.1 The following information can be found in the appendices to this report:

Appendix 1 – Extract from the minutes of the meeting of the Health Scrutiny Panel, 30 July 2014

Appendix 2 – Nottingham City Clinical Commissioning Group - Urgent Care Centre Procurement Report, March 2015.

5. Background papers, other than published works or those disclosing exempt or confidential information

None

6. Published documents referred to in compiling this report

Report to and minutes of meetings of the Health Scrutiny Panel on 26 March, 28 May 2014 and 30 July 2014.

7. Wards affected

All

8. Contact information

Clare Routledge, Senior Governance Officer (Health Scrutiny)

Tel: 0115 8763514

Email: clare.routledge@nottinghamcity.gov.uk

**EXTRACT FROM THE MINUTES OF THE MEETING OF THE HEALTH
SCRUTINY PANEL, 30 JULY 2014**

22 WALK IN CENTRES/ URGENT CARE CENTRE

The Panel considered a report updating it on the progress of the development of an Urgent Care Centre in Nottingham. A presentation was made by Naomi Robinson, Primary Care Development and Service Integration Manager, NHS Nottingham City Clinical Commissioning Group. The key points of the presentation included:

- (a) the contracts for the London Road and Upper Parliament Street walk-in centres end in March 2015. EU procurement regulations require that the service is recommissioned which gives an opportunity to review and revise, the walk-in centre services in the City;
- (b) the Nottingham City Clinical Commissioning Group has been canvassing opinion from various organisations including the People's Council, Clinical Congress, Overview and Scrutiny Committee and local Area Team. There have been engagement events for clinicians and providers, patient events, roadshows and an on-line survey;
- (c) there has been a good response rate to broad patient engagement with 60% being of working age. However, demographic monitoring of respondents indicates a limited response rate from key equality groups:
- (d) respondents were supportive of a merge and re-commission of an enhanced service with a view to:
 - reducing confusion and duplication between services;
 - recognising that current specifications cover a standard Primary Care response;
 - being able to 'see and treat' in one visit;
 - including diagnostics, including x-ray;
 - having a City Centre location giving equity of access;
 - keeping the service as a 'walk-in' service i.e. no appointment needed;
 - having consistent opening hours;

- (e) the Procurement Delivery Group has approved the draft specification, which outlines the minimum clinical governance and quality standards. The invitation to tender (ITT) includes:

Clinical/ Patient Feedback	Specification/ ITT inclusion
Consistency of opening times	7 days a week, 365 days a year, same times each day
Open outside of GP provision	7am until 9 pm
Assessment within 15-20 mins	Assessment within 15-30 mins (15 mins for children)
Extended diagnostics and clinical provision	X-ray facilities as a minimum Provide a tier of care between GP and emergency services.
'See and treat' in the same visit	This will be a core objective of the new service
Mental Health Support	Require an integrated response for vulnerable patients and those who have mental health, alcohol and substance misuse issues.
An accessible, city centre location (public transport and parking)	The UCC will in a City Centre location and providers will be required to demonstrate accessibility
'Walk-in appointments'	The UCC will continue this approach
Patients are unsure about the name Urgent Care Centre	National guidance to use the name Urgent Care Centre but we are looking to include a strap line of 'Walk-in' Patients will be involved in the publicity of the new service

- (f) the draft specification has been released to potential providers and the PQQ stage has commenced. The Patient Procurement Panel will also be able to influence the scoring criteria for bidders. The Panel will continue to meet during the implementation and publicity stages;
- (g) the proposed timeline involves local clinicians and the public continuing to shape the final service with engagement on the draft service specification and input into the ITT documents in July and August with the ITT documents being approved in September. ITT stage and scoring will take place in the latter part of 2014 with the new service being publicised in January-March 2015 and the New Urgent Care Centre being launched in April 2015;

During discussion the following comments were made:

- (a) Ruth Rigby of Healthwatch Nottingham confirmed that, despite initial concerns about consultation responses, she had found the consultation process to be a positive experience. Phase two of the consultation didn't identify any significantly different issues so the major of issues had probably been captured. Ruth Rigby identified that there had been low engagement by those not registered with a GP but she was of the view that the proposed model did not disadvantage them;

- (b) the Panel agreed that the current services on offer are quite complex and not easy for citizens to understand. There will need to be a huge communication exercise to get across the new facilities to citizens

RESOLVED

- (1) to thank Naomi Robinson for the update;**
- (2) to request that a further update be brought to this Panel at a later date.**
