

<b>HEALTH SCRUTINY COMMITTEE</b>
<b>30 JUNE 2016</b>
<b>URGENT CARE CENTRE</b>
<b>REPORT OF CORPORATE DIRECTOR FOR RESILIENCE</b>

**1 Purpose**

1.1 To review the first six months operation of the Urgent Care Centre.

**2 Action required**

2.1 The Committee is asked to review the operation of the Urgent Care Centre; and identify if any further scrutiny is required.

**3 Background information**

3.1 The Urgent Care Centre on London Road is commissioned by Nottingham City Clinical Commissioning Group (CCG). Following a review of walk-in services, provision was remodelled to develop an Urgent Care Centre with the aim of offering patients an alternative to attending the Emergency Department for non-emergency health problems by better supporting the treatment of urgent but non-life threatening conditions outside of hospital.

3.2 This Committee was consulted by the CCG on the change in service provision in 2014/15; and the Committee also reviewed the consultation and engagement carried out on development of the new service and how plans took into account the outcomes of consultation. This included review of the service specification.

3.3 Following a procurement process Nottingham CityCare Partnership was identified as the preferred bidder and is the current provider of the Urgent Care Centre.

3.4 The Urgent Care Centre opened in October 2015 to provide assessment and treatment for health problems that are urgent but not life-threatening, such as:

- minor burns or scalds
- minor head injury with no loss of consciousness
- skin infections or animal bites
- suspected broken bones, sprains and strains (x-ray service available)
- eye infections or minor eye injuries

It is open 365 days a year 7am-9pm for a walk-in service with no appointment needed. There is a dental service on site that is not run by CityCare.

- 3.5 In March 2015, the Committee heard that expected outcomes included:
- increase in the number of patients who are treated for immediate but non-life threatening health conditions outside of hospital;
  - provision of urgent diagnostic x-ray without the need to attend the Emergency Department;
  - short waiting times for initial assessment (20 minutes or 15 for children) and treatment (within 2 hours or 4 hours if diagnostics are required);
  - reduction in patient uncertainty around what service to access for urgent health needs;
  - reduction in minor illness presentations and provision of patient information and support to access the right service for their health needs; and
  - continued support for vulnerable patients groups with close links to specialist services.
- 3.6 Representatives of Nottingham City CCG (commissioners) and Nottingham CityCare Partnership (providers) will be attending the meeting to discuss the first six months of operation of the Centre.
- 3.7 On 15 June 2016 members of this Committee visited the Centre to see it in operation and speak to staff working there.

#### **4 List of attached information**

- 4.1 CityCare report on the Urgent Care Centre

CityCare Equality Impact Assessment for the Urgent Care Centre

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

- 5.1 None

#### **6 Published documents referred to in compiling this report**

- 6.1 Reports to and minutes of Health Scrutiny Committee meetings held on 26 March 2014, 28 May 2014, 30 July 2014 and 25 March 2015

#### **7 Wards affected**

- 7.1 All

#### **8 Contact information**

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