


Agenda Item: 13.0

<p style="font-size: 1.2em; font-weight: bold;"><i>Governing Body</i></p> <p style="font-size: 1.2em; font-weight: bold;"><i>held in public</i></p>	<p style="font-size: 1.5em; font-weight: bold;"><i>Report</i></p> <p>Date of Meeting: 25 January 2018</p>
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Report Title	Urgent Treatment Centre		
Report Author	Presented By	Responsible Director	
Corinna Welbourn	Caroline Kurzjea	Caroline Kurzjea Director of Strategy and Transformation Signature: 	
Purpose for presenting report	This report provides an update to Governing Body on the plans to develop a mandated Urgent Treatment Centre in Bedford.		
Action Required:	For information only		
Approval Route:	Executive		
Further Assurance:			
Which Strategic Objectives does this report provide evidence for?			Please Tick ✓
We will commission high quality, safe and sustainable models of care that deliver effective clinical outcomes and patient experience using evidence based decisions and best practice			✓
We will ensure that there is a financially sustainable and affordable healthcare system in Bedfordshire.			
We will lead, engage and operate as an effective place based and STP wide system partner to achieve greater integration of care delivery.			
We will support local people and stakeholders to have an influence on services we commission to ensure our decisions are informed and shaped by local views and insights.			✓
We will operate and manage our Governing Body to the highest standards of accountability and transparency.			
Implications/Assessments	Yes	No	N/A
Have any financial implications been signed off by the Chief Finance Officer?			
Have any quality implications been signed off by the Director of Nursing & Quality?			
Have any privacy implications been signed off by the Head of Information Governance?			
Have any conflicts of interest implications been signed off by the Corporate Office?			
Have any public engagement implications been signed off by the			

Head of Communications & Engagement?			
Has an Equality Impact Assessment been carried out?			

Key Risks	
<p>Executive Summary</p>	<p>In Bedfordshire, we are reviewing our urgent care services, in line with the Five Year Forward View, to ensure we continue to provide the right care for our population.</p> <p>This report provides an update to the Governing Body and describes work that is underway to refresh our services and develop an Urgent Treatment Centre in Bedfordshire, in line with the national mandates.</p> <p>Patients have told us that the current Urgent and Emergency Care system is fragmented and confusing, which means some patients prefer to go to A&E instead of navigating the system. In addition, there are no alternative pathways other than A&E for GPs, NHS 111 and paramedics.</p> <p>In line with the national mandate, we are working to provide a new Urgent Treatment Centre (UTC) at Cauldwell Medical Centre on the Bedford Hospital site.</p> <p>The UTC will provide clinically safe and competent Urgent Primary Care services which are accessible for both registered and unregistered patients in Bedfordshire and also those who are transient in the community.</p>

1. Introduction

This paper provides an update to Governing Body on the work being undertaken in Bedfordshire to develop a mandated Urgent Treatment Centre, as outlined in the Five Year Forward View.

2. Background

National figures show that each year the NHS provides around 110 million urgent same-day appointments – 85 million of which are urgent GP appointments. The remainder cover A&E or minor injury attendances.

While a percentage of these appointments are legitimate A&E attendances, estimates suggest that between 1.5 and 3 million people who visit A&E each year could have their needs addressed in other parts of the urgent care system, but choose to visit A&E because they feel it is the easiest or only option for them.

In April 2017, NHS England published the Urgent and Emergency Care Delivery Plan, which laid out Government's seven Urgent and Emergency Care priorities, which included the nationally mandated development of an Urgent Treatment Centre, which would service the needs of patients who need urgent care, but do not need to go to A&E.

The Urgent Treatment Centre would provide access to diagnostics and be fully integrated with the local Urgent and Emergency Care system.

Bedford was chosen to be one of the first areas to establish an Urgent Treatment Centre – opening in spring 2018.

In line with the national mandate, we have reviewed urgent care services in Bedfordshire to ensure we continue to provide the right care, in the right place for our population.

Under the core standards published by NHS England, the Urgent Treatment Centre should:

- Be GP-led, staffed by GPs, nurses and other clinicians with access to simple diagnostics, e.g. Urinalysis, ECG and in some cases X-ray – 12 hours a day.
- Provide urgent appointments, booked through NHS 111, ambulance services and general practice within 4 hours.
- Provide a 'walk-in' option.
- Provide same day appointments and out of hour's general practice for both urgent and routine appointments at the same facility, where geographically appropriate.
- Form part of a locally integrated urgent and emergency care service - working in conjunction with the ambulance service, NHS111, local GPs, hospital A&E

3. Discussion

What have our patients told us?

Our patients have told us that current Urgent and Emergency Care pathways are difficult to navigate and many choose to go to A&E so that they can access medical help and advice when they need it most.

In addition, following an extensive engagement process with more than 1,300 patients, we heard our residents would like to see access to general practice increase, with extended hours being provided. 64% of respondents said they would be happy to visit any practice to access extended GP hours.

We also heard that:

- The vast majority of patients would like a face to face appointment, although telephone consultations and e-consultations would be used by some people
- Just over half would like to see a GP/Nurse that they know
- Just under half are happy to see a professional they don't know
- Saturday and Sunday mornings were the most popular times at weekends
- Appointments during the evening are popular, with most patients keen to see a clinician on Mondays
- Appointments with GPs are most popular but there are people happy to those in other roles.

What do we have now in Bedfordshire?

The current urgent care pathway in Bedfordshire is fragmented, overly complex and causes some confusion for patients. At present, patients' access:

- Urgent GP appointments if there is availability during practice hours
- Out of Hours GP via NHS111
- The Walk in Centre in Putnoe (which covers a small percentage of our population)
- A&E streaming at Bedford Hospital
- A&E department
- Emergency 999

In addition, there are no alternative pathways other than A&E for the following:

- GPs: Other than Ambulatory Care
- NHS111: for diagnostics
- Paramedics: Other than A&E
- Same day GP appointments
- Access to medical services for unregistered and transient patients

The contract for the Walk in Centre at Putnoe in Bedford Borough comes to an end on 31 March 2018, which provides us with an opportunity to review and enhance how primary and integrated urgent care is delivered in the area.

What do we want to provide?

Our ambition is to create a new Urgent Treatment Centre (UTC) at Cauldwell Medical Centre on the Bedford Hospital site, which will provide a like for like service from the Putnoe Walk in centre, and a clinically safe and competent Urgent Primary Care services which is accessible for both registered and unregistered patients in Bedfordshire and also those who are transient in the community.

While we agreed initially to establish the new Centre in April 2018, our Executive team agreed to delay the implementation of the mandated Urgent Treatment Centre until 1 October 2018, to enable full engagement with local communities and ensure that we are providing the right services for our needs locally.

This service will run in parallel to the extended primary care services, which will run from 8am – 8pm weekdays and extended access at weekends.

Under the new system, patients will have the opportunity to book appointments at times that fit around their work and lifestyle commitments – which is particularly important in Bedfordshire, as a London commuter district.

This will involve practices working together to provide appointments and sharing records, where patients have given consent.

How are we engaging?

Engaging with the local community to socialise the plans for the Urgent Treatment Centre is crucial. Plans for the Urgent Treatment Centre are still in development, however pre-engagement has been undertaken in Bedford Borough, including with the Mayor of Bedford, the Portfolio Holder for Public Health, the Chief Executive of Bedford Borough Council and relevant ward Councillors.

Wider engagement with patients and local communities will take place once plans are developed further.

Next steps

Successful delivery of the clinical model will require close operational working between providers of primary care (GP) services, Bedford Hospital Trust and Herts Urgent Care (HUC).

4. Recommendations

To note the paper and the proposed next steps.