

# Improving urgent care services in Bury

**Dr. Jeff Schryer, NHS Bury CCG Chair**

**Nicky Parker, Programme Manager**



## Our vision for Bury's future

- We are developing a plan for what Bury will be like in 2030
- We want Bury to be a place to live the good life that people want for their family
- A borough known for its beautiful scenery and green space
- Carbon neutral by 2030
- Connecting services with neighbourhoods and communities that people tell us they identify with
- Build a sense of pride and belonging

## Working differently

- We have already started to reorganise ourselves locally to secure better care for you, in the right place at the right time
- Bury Council and the CCG are working together in a formal partnership to deliver quality outcomes and best value for money
  - One Commissioning Organisation
- At the same time, local providers are working together to deliver more co-ordinated frontline health and care services
  - Local Care Organisation



BURY  
**LOCAL CARE**  
ORGANISATION

Improving lives in Bury



## What is urgent care?

- Urgent care services are for things that are not an emergency, but at the same time can't wait
  - e.g. You might be looking for some urgent advice, an urgent GP appointment or a walk in service to help with a minor ailment or injury
- Urgent care covers a wide range of services including those at the hospital, in the community, on the telephone and online



## Why change?

- The current arrangements for urgent care are **confusing**
- As a result, **people often don't know where to go** for the most appropriate care
- **Many people go to A&E or a Walk-in Centre** and wait a few hours to be seen, when another service would have been more suitable for their needs
- **A&E struggles** to meet this extra demand and **waiting times get longer**
- We need to make improvements to the **whole** of the urgent care system to provide the right service in the right place, first time and closer to home



## What targets have we set ourselves?

- Redesigning our urgent care system to simplify how services are accessed when you need them, improving the patient experience
- Speeding up how soon patients are seen in A&E
- Reducing the number of unplanned hospital admissions
- To deliver a better urgent care system and better value for the money we invest in our health services

# Proposal: assessment and triage



**We want to introduce a community triage service helping people access the most appropriate service, best place, right time:**

- The opportunity to speak to a local health care professional by phone
- If you ring 999, 111 or if the Ambulance Service feel you don't need to go to hospital
- The team will put you through to the GP out of hours service (24/7)



**We want to improve the way you access a GP:**

- Through face to face appointments, telephone and online consultations as well as booking online
- Linking everything up using technology so that you or a health professional can book an appointment



**We have been piloting a consultation service at community pharmacies:**

- Support patients in the community rather than visiting an out of hours GP or A&E
- Accessed via NHS111
- For patients needing access to medicines urgently or for minor illness queries
- Plan to expand this so your GP Practice can book you a pharmacy appointment in the AM
- The pharmacist will be able to escalate you back to your GP for a guaranteed same-day appointment that PM if needed

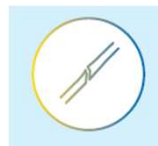
## Proposal: Urgent Treatment Centre

Develop a new Urgent Treatment Centre (UTC) at Fairfield General Hospital =



- Relocating Bury Walk-in Centre to work with mental health services, GP out of hours and other services
- A new purpose-built urgent care facility, providing an enhanced service open **24 hours a day with a walk in** option

This means that when you arrive and register at reception:




- You will receive a primary care or mental health assessment
  - Unless you need to go straight to A&E / same day emergency care
- You will be directed to the most appropriate care
- You will be cared for by a team of nurses, GPs, mental health professionals and staff who can manage wounds
- The team will have **access to blood tests and X-rays**






## What we've heard

We've heard	In the future
<p>Urgent care is complicated and sometimes you go to more than one place before you get the right treatment</p>	<ul style="list-style-type: none"> <li>• We want to make it easier to find your way around services</li> <li>• We will provide clear information about your choices</li> </ul>
<p>You have to wait a long time to be seen</p>	<ul style="list-style-type: none"> <li>• We want to provide you with the right service in the right place, first time and closer to home</li> <li>• Offer you the opportunity to speak to a local health care professional by phone who can book you an appointment</li> </ul>
<p>You value a 'walk in option'</p> <div style="display: flex; gap: 10px;">   </div>	<ul style="list-style-type: none"> <li>• We want to redesign urgent care at Fairfield General Hospital including building a new and enhanced Urgent Treatment Centre open <b>24/7</b> with a walk in option</li> </ul>
<p>It's difficult to get a GP appointment on the day / in advance</p>	<ul style="list-style-type: none"> <li>• We want to simplify GP access at all times through community triage</li> <li>• You'll be able to access the most appropriate service, best place, right time</li> <li>• New technology will make it easier for you to get an appointment</li> </ul>



## What do you think about the proposals?

- We have listened to your previous feedback and analysed recent reviews
- We have developed five options for you to consider - **no decisions have been made**
- We want to hear from as many people as we can so we make the best decision
- Read our consultation document and complete our survey to share your feedback
- All responses will form a final report to our Strategic Commissioning Board (a joint (public) Council and CCG committee) to make a decision on **23<sup>rd</sup> March 2020**
- All responses must be received by noon, Monday 9th March 2020
- Complete a survey today, take it home and post it back or visit [www.buryccg.nhs.uk](http://www.buryccg.nhs.uk) to get involved



Why are we doing this?

Have your say!

Read about our vision for the future...

We would like your views on urgent care services in Bury.  
Have your say by Sunday 8th March 2020.  
[www.buryccg.nhs.uk](http://www.buryccg.nhs.uk)

**Do you have any  
questions?**