

# SCRUTINY REPORT



**MEETING:** Health Scrutiny Committee

**DATE:** 19<sup>th</sup> March 2020

**SUBJECT:** Urgent Care Public Consultation; process

**REPORT FROM:** Dr Jeff Schryer

**CONTACT OFFICER:** Nicky Parker, Programme Manager, Urgent Care  
Nicky.parker1@nhs.net

---

## 1.0 SUMMARY

The Governing Body of the CCG commissioned a strategic review of Urgent Care Services in September 2020. Health Scrutiny Committee received a presentation on progress at its meeting in January. The Review set out a number of proposals to improve the urgent care system in Bury which have been tested through a public consultation exercise. This report sets out the Urgent Care Public Consultation process.

## 2.0 MATTERS FOR CONSIDERATION/DECISION

Urgent Care Public Consultation process

## 3.0 BACKGROUND

3.1 The objectives of the Urgent Care Review are:

- Improve performance of 4 hour waits to support Pennine Acute in gaining their full share of the Provider Sustainability Fund.
- Mitigate growth and reduce the percentage of the budget spent on Urgent Care.
- Deliver a minimum of £2.6m savings from Urgent Care Services "in scope".
- Redesign to simplify access points to improve patient experience.
- Work towards achievement of the GM UEC Improvement and Transformation Plan.

3.2 The following services are in scope for the Urgent Care Review in Bury:

- Urgent Care Treatment Centre.
- Emergency Department at Fairfield General Hospital.
- Walk in Centres at Moorgate and Prestwich.
- GP Out of Hours Service (BARDOC).
- GP Extended Access.

- GP Extended Working Hours.
- Green Car Service.
- Same Day Emergency Care.
- GM Urgent and Emergency Care Improvement and Transformation Delivery Plan including the roll out of GM Clinical Assessment Service.

3.3 A four week public consultation exercise has been completed as well as a Quality Impact Assessment and an Equality Impact Assessment.

#### **4.0 Urgent Care Public Consultation process**

4.1 The four week consultation throughout February 2020 captured views from Bury people registered with a Bury GP practice, Bury health care professionals and other local interested parties.

The purpose of the consultation exercise was:

- To inform local people, stakeholders and health care professionals about proposals to improve urgent care services in Bury.
- To capture the views and feedback from all identified stakeholders including local people, health care professionals, local third sector organisations and groups.
- To identify any concerns about the proposals.
- To answer any questions about the proposals.

4.2 A press release was issued to the media to launch the consultation and posted online and on social media platforms. Media coverage was secured in the Bury Times and online, BBC Radio Manchester also referenced the consultation as did the daytime local news.

4.3 An online survey was prepared with hard copies for return by freepost made available in GP practices, Walk-in Centres, the Accident and Emergency Department at Fairfield General Hospital, the Urgent Treatment Centre, the OCO and Council reception areas, neighbourhood libraries and to Healthwatch Bury. Copies were also available on request by phone.

Healthwatch shared the consultation documents during their engagement work including at the Outpatient's Department at Fairfield General Hospital and at a local supermarket.

4.4 A helpline number was included in the consultation document to provide support in completing the survey.

4.5 Information was posted on the CCG website homepage with a link to the consultation document and the 'Listening to your feedback page' was updated to mark the timeline for the consultation. Information to promote the consultation was posted on the One Community engagement platform.

4.6 An issue of the CCG's public E-newsletter 'Health Matters' was issued with information about the consultation. A schedule of social media ran throughout the consultation period, tagging key partners, this included links to videos with the call to action to view the consultation document and complete the online survey and to come along to a public meeting.

- 4.7 Information about the opportunity to share views was cascaded electronically via the Voluntary, Community and Faith Sector Alliance, Healthwatch Bury, Northern Care Alliance, Pennine Care NHS Foundation, Bury Local Care Organisation and through GP Practices to reach patients and members of Patient Participation Groups. A poster promoting the consultation was posted on GP Practice reception information screens, hard copies were also offered to Practices and the Walk-in Centre following a request at a public meeting. Reception and PALS teams were given a briefing note to enable them to help with enquiries
- 4.8 A presentation to describe the case for change and proposals was prepared for Public and stakeholder meetings. Two public meetings took place, one in the day time and one in the evening and requests for presentations to specific groups or meetings were welcomed. 27 people attended. Individuals could book a place or come to the event without booking. An Eventbrite booking page received 319 views. Views could also be sent to the CCG by letter or by e-mail.
- 4.9 A data verification process has been undertaken by Bury HealthWatch and their comments will taken into account in the final report to the Strategic Commissioning Board on 23<sup>rd</sup> March, 2020.
- 4.10 A Quality Impact Assessment and Equality Impact Assessment have also been completed and will be included in the Strategic Commissioning Board report.

## **5.0 The Public Consultation proposal**

- 5.1 The public consultation document put forward a number of proposals and Bury people were asked for their view.

There were five proposals for an urgent care operating model:

- Option One proposed no change to the current model
- Option Two proposed redesigning urgent care at Fairfield General Hospital without building a new purpose built urgent care facility and embarking on a patient education/information campaign
- Option Three builds on Option Two and proposes a simplification of in and out of hours primary care access through community triage across the locality
- Option Four builds on Option Three and proposes the use of technology to support the new delivery model
- Option Five builds on option Four and proposes building a new purpose built urgent care facility, including moving the walk in centre from Moorgate

- 5.2 Additionally, people were asked if they supported

- the implementation of online access to GP appointments to sit alongside current appointments
- the development of an enhanced Urgent Treatment Centre at Fairfield General Hospital, located in front of the Accident and Emergency Department.
- the development of a community triage service to help people get an appointment in the most appropriate service

- 5.3 People were asked what support they might need for each of the options proposed.

- 5.4 The survey also collected equality monitoring data, a question about location of their registered GP and postcode data

## **6. Next steps**

- 6.1 The public consultation period has now ended and the data has been analysed by the CCG. The data verification exercise has been completed by Healthwatch in the last few days. The data and comments received will be presented to the Strategic Commissioning Board on 23<sup>rd</sup> March 2020 for a decision about next steps.

## **7. Conclusion**

- 7.1 The Health Scrutiny Committee is requested to to note the Urgent Care Public Consultation process

Nicky Parker  
Urgent Care, Programme Manager  
[Nicky.parker1@nhs.net](mailto:Nicky.parker1@nhs.net)  
March 2020