

## **AGENDA ITEM**

### **REPORT TO HEALTH AND WELLBEING BOARD**

**29 JANUARY 2015**

**CHIEF OFFICER NHS  
HARTLEPOOL AND  
STOCKTON ON TEES  
CLINICAL COMMISSIONING  
GROUP**

## **COMMUNITY BASED URGENT CARE UPDATE**

### **1. PURPOSE OF REPORT**

- 1.1 The purpose of this paper is to provide the Health and Wellbeing Board members with an update as to how the Clinical Commissioning Group (CCG) working with the Health and Wellbeing Board intends to deliver plans for a community based integrated urgent care service as described in the Clear and Credible Plan Refresh 2014/15 – 2018/19 (Our 5 year strategy) to ensure delivery of our agreed joint vision.

### **2. BACKGROUND**

- 2.1 Our aim is to simplify the navigation of urgent care services – improve the understanding about accessing care out of hours or in an emergency, and to provide care at locations which provide necessary education to support people to look after themselves. In order to meet our aims we have reviewed our existing points of access for urgent care. The community based urgent care health services in Stockton-on-Tees (and Hartlepool) is supported by a range of providers, from different locations and with separate contracts including; primary care, GP out of hours, healthy living pharmacies, Minor Injuries Unit, 111 telephone advice and GP led Alternative Provider of Medical Services (APMS) Walk in Centres.
- 2.2 The APMS Walk in Centre contracts were originally agreed to run for a period of 5 years and are due to expire by the end of March 2016. In line with the NHS England policy entitled 'Managing the end of time limited contracts for primary medical services', this has provided the CCG with the opportunity to review existing services, with a view to better integrating urgent care services. This work will need to commence early in 2015 to enable services to be procured and operational by April 2016.

### **3. PROPOSALS**

- 3.1 As the Health and Wellbeing Board are aware a number of engagement events have been undertaken across Stockton-on-Tees (and Hartlepool) where there was a clear message from the public, patients and partners stating that the current model for community based urgent care services is not easily navigated, there is a lack of understanding of the difference in providers and service provision across venues. It was clear from the engagement analysis and listening to concerns of the public, partners and our GP members that we need to ensure that future services must be easily understood, are accessible and are easily navigated. We are now in a position with current contracts that we are able to work with our communities and partners to put in place an improved model for community based urgent care services to make it easier for local people to get the right treatment at the right location at the right times.
- 3.2 Building upon the joint vision developed between the Health and Wellbeing partners the expectation is to commission and develop a simple, accessible, high quality service, managing patients at the point they present in a sensitive and person-centred approach, yet robust and resilient way. This is with a view to reducing the need for urgent care with the better management of long term conditions with primary and secondary prevention as a focus.
- 3.3 The urgent care model must provide the highest standard and quality of care based on nationally and locally agreed outcomes. The urgent care model has primary care at the heart of the service; GP's must have ownership accountability and lead the urgent care agenda. Urgent care provision must be aligned to changes within primary care, taking into account changes in the National GP contract as well as the emerging changes that will be informed by national and local pilots for extending GP access as it is clear the strategy and future model of care cannot be delivered in isolation of primary care.
- 3.4 Our long term strategic aim will be to provide local people with a fully integrated, 24/7, seamless urgent care service across Stockton-on-Tees (and Hartlepool). A simple vision is, for those people with urgent but non-life threatening needs, to be able to access clinically appropriate, highly responsive, effective and personalised services, outside of a hospital environment when clinically appropriate. These services should deliver care in or as close to people's homes as possible, minimising disruption and inconvenience for patients and their families.
- 3.5 The CCG is committed to continuing engagement with partners and the residents of Stockton-on-Tees (and Hartlepool) to inform the service specification and to take this forward we are developing a communication and

engagement plan which will support the continued involvement and engagement of patients and partners.

#### **4. RECOMMENDATIONS**

4.1 Health and Wellbeing Board members are requested to note the update.

#### **5. REASONS FOR RECOMMENDATIONS**

5.1 To ensure that Health and Wellbeing Board members are kept apprised of progress and actions undertaken in order to deliver our agreed joint vision. Future updates will be shared with members to ensure they are kept apprised and in advance of any planned engagement activities being undertaken to ensure a joint approach.

#### **6. BACKGROUND PAPERS**

CCG Clear and Credible Plan -

[http://www.hartlepoolandstocktonccg.nhs.uk/wp-content/uploads/2013/11/HAST\\_CCG\\_5\\_YEAR\\_PLAN\\_FINAL\\_INTERNAL\\_WEB-15-August.pdf](http://www.hartlepoolandstocktonccg.nhs.uk/wp-content/uploads/2013/11/HAST_CCG_5_YEAR_PLAN_FINAL_INTERNAL_WEB-15-August.pdf)

#### **7. CONTACT OFFICER**

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