



Urgent Care Update and consultation on services at Hemel Hempstead Hospital

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Urgent Treatment Centre Approach

Aligned with the national development for UTCs we have adopted the approach as part of our Urgent Care Strategy

UTC development across west Herts

Dacorum

- UTC live 1/12/17
- Development to Feb 18
- Consultation on hrs Jan – Mar '18

Increase point of care testing:
D-dimer, Lactate, CRP – Jan 18

Development of MDT approach –
Pharmacist, MH liaison, Community
nursing Jan - Feb 18



St Albans

- UTC plan by 31/3/18
- MIU & Extended hrs 31/3/18
- Engagement - Jan – Mar 18

MIU to UTC development with GP
Extended hrs hub Jan–Feb 18
Development of MDT approach
Mar - Jun

Watford & Three Rivers

UTC development at Watford Hospital

Locality discussions Jan 18
Planning - Feb 18
Implementation start – Apr 18

Hertsmere

UTC plan by 31/3/18

Options for UTC approach
Outline discussions – Jan 18

All areas

Joint protocols across services

NHS111, UTC, GP's, Acute,
Ambulance – Mar 18

Booked appointment systems

- St Albans
- Watford
- Hertsmere

On-site testing

Introducing point of care testing
across all urgent treatment
access points

Emergency vs urgent care

Emergency

Risk to life or limb

- Severe chest pain
- Suspected heart attack
- Breathing difficulties
- Severe bleeding
- A serious head injury
- Suspected stroke / paralysis

Urgent

Immediate attention but no threat to life or limb

- Sprains, strains and broken bones
- Cuts, wounds, bites, stings
- Minor burns and scalds
- Minor head and eye injuries
- Objects stuck in ears and noses
- Skin complaints
- Minor illnesses

What we're consulting on

Opening hours for urgent treatment centre in Hemel Hempstead Hospital

- Officially 24 hour service but temporary hours since December 2016
- Difficulties with GP cover overnight led to ad hoc closures. The provider, WHHT, requested move to temporary hours of 8am - 10pm
- No consultation on temporary hours – driven by patient safety
- Commitment and requirement to consult on permanent hours

Contract for West Herts Medical Centre (registered patients)

- WHMC established in 2009 on an time limited contract - expires October 2018
- Need to decide on whether or not to retender contract for services to registered patients
- Walk-in to be merged with adjacent urgent treatment centre

Setting the scene

- **Pressures on NHS resources** – need to make best use of professionals' time and get best value for all patients
- **Pressure on A&E** – encourage use for genuine emergencies only
- **National plans for urgent care** – urgent treatment centres providing more standardised service
- **Developments within NHS111** – including clinical assessment service
- **Primary Care developments** – GP appointments evenings and weekends – national drive for extended access



Make most effective use of the urgent care services to best meet the needs of west Herts patients

Vision for urgent care

- Urgent care strategy follows NHS plan to treat urgent care locally and release pressure on A&E
- Principle of making sure patients receive effective, timely care first time, in the right place.
- Firmer focus on NHS 111 as the 'front door' into urgent care for patients
- Simplifying urgent care – Dacorum first to have UTC (approach in other areas tailored to local needs)
- Developing shared protocols with all local NHS services to direct to urgent care where appropriate
- Streamlining services. Walk-in element of WHMC to be merged with UTC to simpler access for patients and make better use of GP resource.

Urgent Care Services

Hospital based services

Urgent Treatment Centre:

- GP led
- Temporary hours 8am to 10pm (official contract 24 hours)
- Supports full range of urgent care issues
- UTC: booked appointments, more on-site tests,

West Herts Medical Centre

- GP led health centre
- 8am - 8pm every day
- 8,000 walk-in; 2,000 registered patients
- Front desk shared with adjacent UTC.
- Fixed term contract ends October 2018

Minor Injuries Unit (St Albans)

- Nurse-led
- 9am to 8pm every day; X-rays 9am – 5pm, Monday to Friday
- Treats many issues but not minor illnesses
- Sees patients from 2 years + (4 years+ for x-rays)

Telephone service – NHS111

- Free 24/7 NHS non-emergency number.
- Calls answered by trained healthcare adviser, backed by a clinical GP-led team
- Provides advice on self-care or signposts to best service for patient's assessed needs
- Can book people into appointments or arrange visits from GPs or nurses 24/7.
- Will call ambulances directly in serious cases.

Community-based services

GP

- Extended GP access to GP appointments - 40% coverage of evening and weekend by March 2018 and full coverage by March 2018.
- GP out-of-hours available via NHS111 or surgery redirect. May offer home visit to patients.

Pharmacists

- Free, confidential advice to help with many common illnesses and complaints.
- Late opening pharmacists and available weekends too.

Key considerations

Making the best use of limited clinical workforce

- GPs at the heart of urgent care but huge demands on their time
- National shortage of GPs - west Herts below national average for number of GPs per patient
- Addressing shortfalls will take time – immediate pressures will continue, especially with extended hours
- Overnight or late shifts means GP can't be in practice the next morning

Overall availability of services

- Access to urgent care much broader than walk-in
- NHS 111 and the clinical assessment service/GP out-of-hours gives everyone access to 24 hour urgent care, including GP consultation
- Primary care – access to GP appointments evenings and weekends

Patient safety

- Service must be reliable and deliverable - not vulnerable to ad hoc closures
- Offer to patients must be consistent

Activity levels in urgent care – Hemel Hempstead

- Low levels of activity in the UCC after 10pm (when offered 24/7)
- Demand during core hours broadly the same.
- Change in hours hasn't led to increased A&E attendances or additional pressures on the out-of-hours service.

Hours	April - Nov 2016	Average no. of patients	April - Nov 2017	Average no. of patients
12am to 3am	2.6%	2	n/a	n/a
>3am to 6am	1.9%	2	n/a	n/a
>6am to 8am	3.6%	3	n/a%	n/a
>8am to 12pm	27.1%	23	32%	27
>12pm to 3pm	18.1%	15	21.2%	18
>3pm to 6pm	17.6%	15	20.6%	18
>6pm to 10pm	24.6%	21	26.1%	22
>10pm to 12am	4.4%	4	n/a%	n/a
Total	100.00%	85	100.00%	85

Consultation part 1: UTC opening hours

Three options for opening hours for the UTC at Hemel Hempstead Hospital

- **Option 1: 8am to 10pm**
- **Option 2: 8am to midnight**
- **Option 3: 24 hours a day**

Access to the UTC will be in addition to other urgent care services:

- NHS 111 – CAS available 24/7
- GPs out of hours service (via NHS 111)
- GP extended hours
- Walk-in services for emergencies at Watford General Hospital.

Overview of options on opening hours

	Staffing	Comments
Option one 8am – 10pm* Current temporary hours	UTC to be GP-led, with nursing, advanced nursing and reception support	<ul style="list-style-type: none"> • GPs cover NHS 111, the UTC and GP out-of-hours • No walk-in service overnight at the UTC • People may go to Watford A&E out of hours for non-life threatening issues.
Option two 8am – midnight* Two hours longer than now	GP-led, with nursing, advanced nursing and reception support. Shift patterns cover additional two hours	<ul style="list-style-type: none"> • Query GPs' ability to work until 1am, particularly given surgeries open following day at 8am and the other shifts that need filling in out- of- hours and extended hours. • Demand and use of resources – low attendance after 10pm.
Option three 24 hours a day. Official contract hours.	GP-led, with nursing, advanced nursing and reception support	<ul style="list-style-type: none"> • Workforce risk that we will not be able to fill shifts – esp given greater demands on GP hours at practices. • Inability to fill every shift will lead to ad hoc closures - inconvenience and patient safety risks. • Additional cost for very few patients. • May reduce attendance at A&E for non-life threatening problems

*** Last admission at this time but service operates for another hour to treat patients**



Consultation part 2: Contract for WHMC registered patients

Walk-in services for unregistered patients (approx 8,000 a year) at West Herts Medical Centre integrated into the UTC to create a single service. Budget for non-registered patients transferred to UTC.

Two options for remaining service for 2,000 patients registered with West Herts Medical Centre.

- **Option 1:** Do not renew the contract and support patients to re-register with other practices
- **Option 2:** Renew the contract when it expires in October 2018.

Overview of options for WHMC contract

Description	Details	Implications
<p>Option one</p> <p>Do not renew the contract. Support patients to re-register with other practices</p>	<p>One-off transition payment for GP practices registering patients to allow them to take on any additional activity.</p> <p>In addition to payments made to practices in accordance with size of patient list.</p>	<ul style="list-style-type: none"> • Number of nearby practices • Other practices have indicated support for taking on WHMC patients. • Patients can still see a GP through the UTC – but walk-in appointments can't be pre-booked. • Extended GP hours will give patients access to appointments at evenings and weekends • Some change for patients who see a regular GP at WHMC who is familiar with their medical history.
<p>Option two</p> <p>Renew the contract when it expires in October 2018</p>	<p>Put out WHMC contract for registered patients to a commercial, competitive procurement.</p> <p>New APMs contract from November 2018. Five years with renewal decision at the end of the contract.</p>	<ul style="list-style-type: none"> • Providers may not bid given time limited contract and small patient list. • A small practice more vulnerable if faced with issues around GP recruitment and retention. • Continuity of care is an additional risk

Consultation details

- Eight weeks consultation - 31 January to 28 March 2018
- Working with Healthwatch, patient groups and local community and voluntary organisation to reach as many people as possible
- Public meetings: Berkhamsted; Hemel Hempstead; Borehamwood; Watford and St Albans
- Drop-in sessions for patients registered with WHMC
- CCG website has information, event details and online questionnaire
www.hertsvalleysccg.nhs.uk/urgentcareconsultation
- Paper questionnaire in Hemel Hempstead Hospital and GP surgeries
- Groups and organisations can send views in writing

Decision-making

- Questionnaire responses and feedback from events reviewed by independent research company
- Results presented to Herts Valleys CCG board for decision on 26 April 2018

Development timeline

