
Stakeholder briefing

Urgent care service redesign in Bury

During September and October 2016, the views of patients, members of the public and stakeholders are being captured on the proposed future model for urgent care in Bury, so that these views can be fully considered.

Urgent care services are those that are designed to assist with patients with an illness or injury that does not appear to be an emergency, but is considered too urgent to wait for routine care.

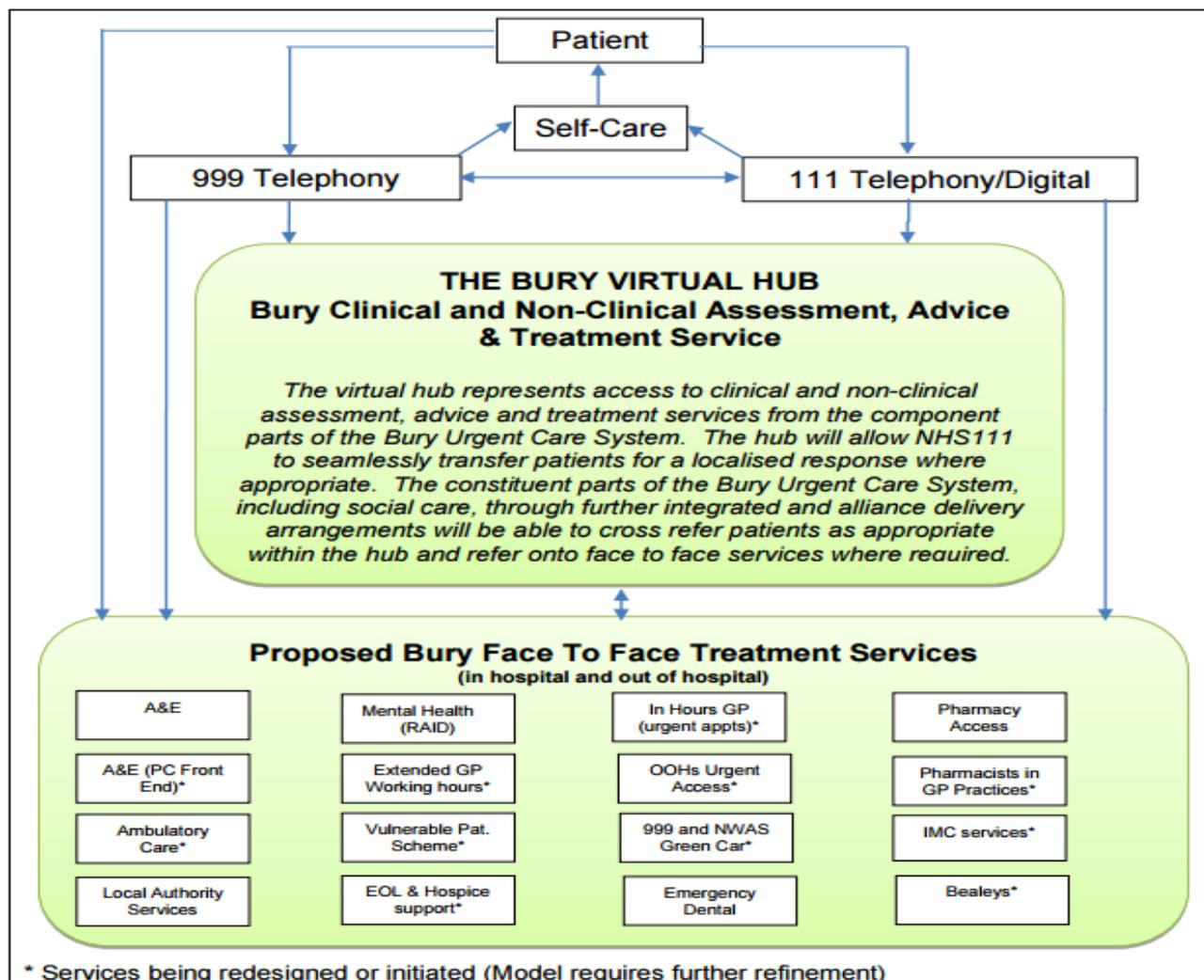
The current urgent care system in Bury has evolved over time and is complex, it can also be confusing for patients in terms of which service will best meet their needs, where to access that service and when. The current system also sees a level of duplication which can further complicate the choices patients have to make.

National guidance points towards an urgent care system that is more integrated and streamlined. The proposed Bury model would echo national best practice and include changing systems to provide the following:

- A single point of entry for patients in Bury who require urgent care (that is not planned or emergency care). This would likely be via a local telephone advice service to complement the NHS 111 advice line. Here appropriately qualified staff would advise the patient on which health or social care service from the full range available they need, and if possible book an appointment for them for that day, there and then
- An additional element at Fairfield General Hospital that would see patients who do not need to be at A&E being assessed and treated by primary care staff, so freeing up A&E for those needing emergency care (a similar service already runs from North Manchester General Hospital)

Not all of the elements identified in the proposed model currently exist, others will require service redesign, some have been implemented already and others will require initial design and implementation.

The proposed Bury urgent care model



Benefits of the new proposed model

The new proposed model would develop a more integrated, streamlined and less confusing system for patients and the public.

An integrated urgent care system would deliver the following benefits:

- Deliver the best possible outcomes for the patients of Bury
- Promotes self care
- Streamlines access points to reduce confusion for patients
- Reduces duplication of and confusion about services
- Enhances the options for short timeframe appointments for patients
- The best value for money for the local NHS
- Supports the evolution of Locality Care Organisations (LCOs) and neighbourhood teams
- Supports provider alliance and joint delivery of services
- Builds on NHS 111 as a single point of access
- Develops the concept of the clinical hub for Bury as described in recent guidance

Already, in the past eighteen months, the urgent care landscape has changed in Bury meaning that the requirements for the future have changed.

Walk in centre element of the proposal

The CCG's work has highlighted that in order to progress the proposed model there is also a need to eliminate duplication of services in the current landscape of urgent care and reinvest the money into the system as appropriate.

There is a proposal that the contracts for the walk in centres (WICs) in Bury and Prestwich are not re-negotiated as part of the new community services contract (currently provided by Pennine Care NHS Foundation Trust), beyond March 31st 2017.

The review has found that walk in centre services were created at a time 12 years ago when there was a very different health and social care landscape in the borough – already the centres are seeing less and less patients attend. New local services and new ways of working have evolved that have prompted this review and given us the opportunity to shape efficient and flexible services for the future.

Key examples of new services and initiatives that are reducing the number of attendances at the centres are;

- A new wound care service that is will take away 17% of the current activity of the WICs
- The availability of GP and nurse appointments into the evening, at weekends and bank holidays
- New quality standards to ensure that children under 12 who are considered as having an urgent clinical need have same day access to a prescribing clinician based at the Practice

In addition to the new service developments, a crucial factor in the basis for the proposal is the evidence that up to 41% of the patients who use the WICs could have been treated or given advice by a local pharmacist or by information available over the phone or on-line at NHS Choices.

You can read further information for this rationale within the appendix to the Governing Body paper [here](#).

Have your say

It is important that the views of patients, members of the public and stakeholders are captured on the proposed future model for urgent care so that these views can be fully considered in any future decision.

People can give their views on the proposal in a number of ways:

- An online survey is available [HERE](#)
- A paper copy of the survey can be obtained by calling **0161 762 3166** or by emailing buccg.communications@nhs.net
- Views can be sent in via the CCG website feedback facility; by e-mail (as above) or by letter to NHS Bury Clinical Commissioning Group, Communications and Engagement Team (Urgent Care Redesign), 21 Silver Street, Bury, BL9 0EN
- The proposal will be discussed at the Township Forum meetings, as follows:

Bury East - Thursday 8th September, Peel Room, Town Hall, 7pm

Prestwich - Thursday 8th September, Longfield Suite, Prestwich, 6.30pm

Ramsbottom, Tottington & North Manor - Tuesday 13th September, Ramsbottom Fire Station, Stubbins Lane, Bury BL0 0PS, 7pm

Radcliffe - Tuesday 13th September, Stand United Reformed Church, Stand Lane, Radcliffe, M26 1JE, 6pm

Bury West - Monday 19th September, Elton Centre, Alston Street, BL8 1SB, 7pm

Whitefield & Unsworth -Tuesday 20th September, Elms Community Centre, Green Lane, Whitefield, M45 7FD, 6.30pm

Requests for presentations at specific meetings can be sent to buccg.communications@nhs.net

The period of engagement will run until 31st October 2016