



**Sandwell and  
West Birmingham**  
Clinical Commissioning Group

# **Improving access to local healthcare services in Sandwell & West Birmingham**

including the future of walk-in centre services

**A public consultation**

**1 February 2018 – 26 April 2018**

### **About us**

NHS Sandwell and West Birmingham Clinical Commissioning Group is a membership organisation involving 88 GP practices serving around 588,441 patients across the Sandwell and West Birmingham area. We are responsible for commissioning (buying) health services for our local population.

### **About this document**

This is a consultation document which outlines some of our ideas for improving access to healthcare services in Sandwell & West Birmingham. It also asks your views on the future of walk-in centre services in the area.

Please read this document carefully and give us your feedback on the ideas we talk about. More information can be found on our website or you can get in touch with us.

You can give us your views by completing the survey at the end of this document page or online at: **[www.sandwellandwestbhamccg.nhs.uk](http://www.sandwellandwestbhamccg.nhs.uk)**

For any queries email us at **[swbccg.engagement@nhs.net](mailto:swbccg.engagement@nhs.net)** or call: 0121 612 1447

We would like to encourage feedback from all sections of the community. If you require a hard copy of this public consultation document or a copy in an alternative format, please contact us using the details above

You have until 26<sup>th</sup> April 2018 to give us your feedback.

You can post your completed questionnaire to:

### **RTHG-KAKC-RTBZ**

Engagement, Sandwell and West Birmingham Clinical Commissioning Group  
Kingston House, 438 High Street, West Bromwich B70 9LD

### **Public meetings**

We will also be out and about in Sandwell and West Birmingham talking to local people including the following public meetings:

XXXX

Keep an eye on our website for the latest events and opportunities to feedback your views face to face.

## **Foreword**

Over a number of years we have been talking to members of the public and our patients about how they access health services. Patients tell us that they are often confused about where to access care; which service is right for them; and when services are available. They have also told us that access is a real issue – both in terms of wanting services to be close to home and availability of appointments. This confusion means that people are not being seen in the right healthcare setting at the right time. This has an impact both on patients and on NHS resources.

As the Clinical Commissioning Group (CCG) responsible for buying and planning healthcare services in Sandwell and West Birmingham, we have been looking at ways to tackle these issues and improve access to local healthcare services.

We are currently at an important stage in our planning:

- We have extended access to primary care, meaning more appointments are now available with your local GP or practice nurse.
- We have improved NHS 111, with more access to clinical advice via this service.
- The contracts for our two local walk-in centres are coming to an end and we need to review how these services are provided in future.
- There are new national requirements for urgent care which means we are required to change how we provide walk-in centre services.
- The NHS is under greater pressure than ever before and we know we need patients to take control of their own healthcare and to help us reduce this pressure.

None of these issues stand alone and all form part of a puzzle which needs to fit together to improve access to local healthcare services.

Your views are vital to us getting this work right and that is why we are running this consultation. We need to make decisions now which will impact healthcare in the local area for the coming years. Thank you for taking the time to read this document and contribute your views.

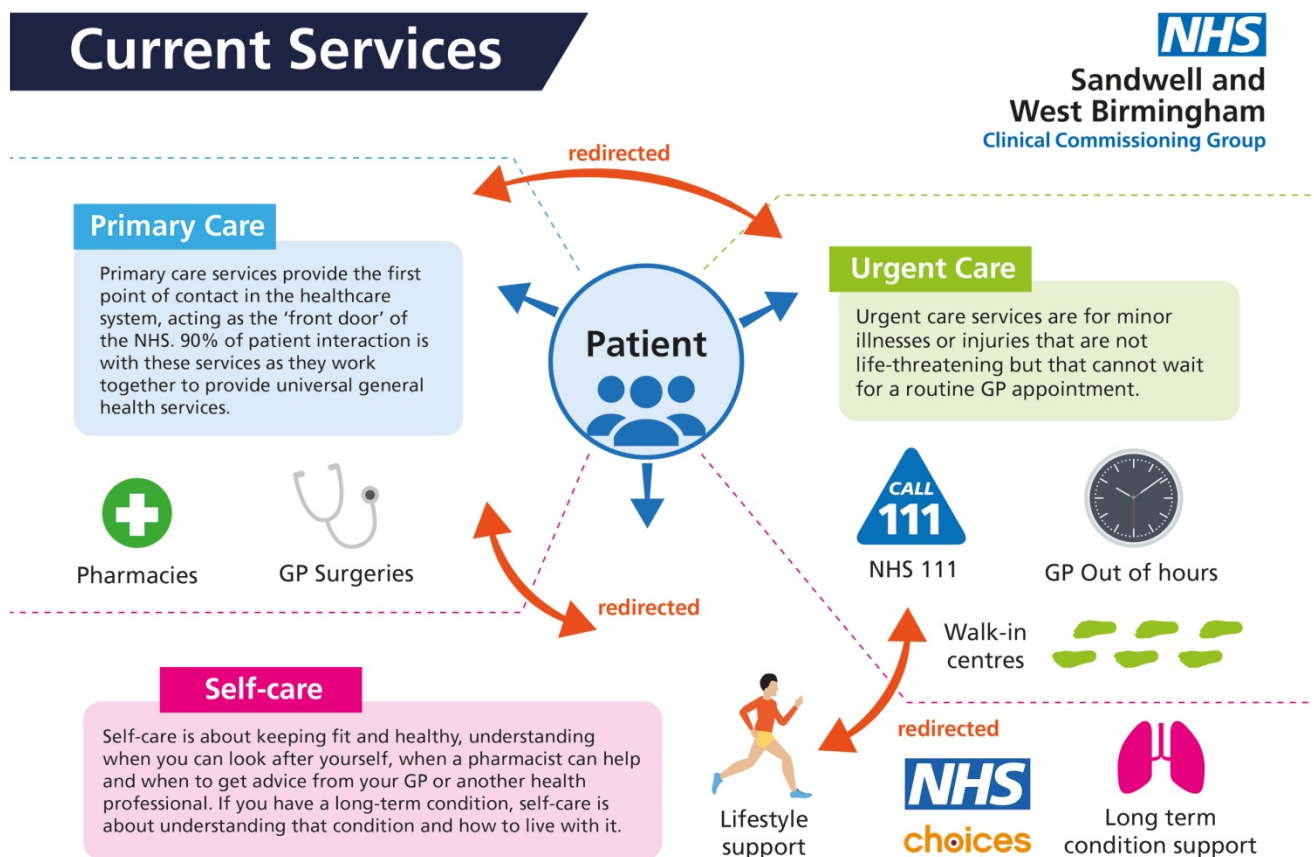
**Dr Manir Aslam**  
**Clinical Lead for Urgent Care and local GP**

**Dr Sirjit Bath**  
**Urgent Care Clinical Sponsor and local GP**

## Current services

There are a number of different healthcare services available to people in Sandwell and West Birmingham which come under the scope of this consultation. The diagram below describes these services and how patients access them and move around between services.

The healthcare system is complicated. Patients often do not understand where they need to go and can get passed from one service to another. Because patients can be treated in a number of different places, it can be difficult for NHS staff to have a clear picture about whether a patient's needs are being met.



The first part of this document gives more detail about these services, the changes and improvements that have been made to them and the challenges faced for the future. The rest of the document talks about the proposals we have for the future to improve access to services.

## **Primary Care Services**

Primary care services involve GP, pharmacy, dental and optometry services. Lots of work has already been done to improve primary care in the area and much of this work has focussed on GP practices:

- There are more appointments available in GP practices (can we quantify % increase?).
- Opening hours have extended with more appointments in the evenings and at the weekend.
- GP practices are offering appointments both face-to-face and over the phone.
- We have a range of different healthcare professionals available in GP practices to meet different needs: GPs, nurses, clinical pharmacists and others.
- Practices are working together in groups called 'clinical hubs' to offer a broader range of services to their communities.
- All children under 5 are being offered same day appointments.
- GPs are now able to refer patients through to hospital more seamlessly, reducing pressure on Accident & Emergency Departments (A&E) and reducing unnecessary admissions to hospital for some patients.
- There has been a review of the buildings that GP practices are operating from and investment in new and updated premises.

## **ADD IN ABOUT IMPROVEMENTS TO PHARMACY SERVICES?**

### **Self-care support**

Self-care is about keeping fit and healthy, understanding when you can look after yourself, when a pharmacist can help and when to get advice from your GP or another health professional. If you have a long-term condition, self-care is about understanding that condition and how to live with it.

Self-care support is quite new. We know that it is important for improving health and reducing pressure on the NHS, but we need to do more to support people with self-care.

There is lots of advice via the NHS Choices website [www.nhs.uk](http://www.nhs.uk) and there are a number of apps that can support people but we need to be better at signposting people to reliable information. NHS 111 and the new Ask NHS app are developing a self-care function which will help support people and provide urgent advice and guidance. We are also looking at providing automated kiosks which provide self-care advice in GP practices and other venues.

We need to know more about how people would like to access self-care support if they are not comfortable using technology. This might be through making use of community resources such as leisure centres, libraries and community centres to offer self-care information.

### **Urgent Care Services**

#### **NHS 111**

NHS 111 is much more than a helpline. Anyone in Sandwell and West Birmingham who is worried about an urgent medical concern can call 111 to speak to a fully trained adviser. The NHS 111 service is staffed 24 hours a day, 7 days a week by a team of fully trained advisers. There has been a lot of work over the past year to improve the NHS 111 service and ensure more access to clinical advice via the service.

Depending on the situation, the NHS 111 team can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if they think you need one. NHS 111 advisers can also assess if you need an ambulance and send one immediately if necessary. The service can also prescribe medication and send the prescription through to your local pharmacy.

### **Walk-in centres**

In Sandwell and West Birmingham, we have two walk-in centres:

- **Parsonage Street Walk-in Centre, Parsonage Street, West Bromwich, B71 4DL**
- **Summerfield GP and Urgent Care Centre, 134 Heath Street, Winston Green, Birmingham, B18 7AL**

The walk-in centres both operate similar services despite one being labelled as a walk-in centre and the other an urgent care centre. They are open from 8am to 8pm, 7 days a week, including public holidays. In 2016/17 they saw 76,100 patients.

Walk-in centres were designed to operate alongside GP and A&E services, to offer face-to-face appointments when the healthcare need is urgent but not life threatening. They are not designed for treating long-term conditions or immediately life-threatening problems.

Over the past two years, there has been a reduction of 13,196 attendances at Parsonage Street Walk-in Centre and 7,839 attendances at Summerfield Urgent Care Centre. Even though the walk-in centres are less busy, we have not seen a corresponding increase in attendances at local A&E departments.

The most common reasons people access walk-in centre services are for the following: coughs and colds, urinary tract (UTI or water) infections, ear infections, sore throats, wound dressings.

Most patients going to walk-in centres are under the age of 35. These include parents of young children, students and individuals who are not registered with a GP.

<b>Walk-in centre patients</b>	<b>Parsonage Street Walk-in Centre</b>	<b>Summerfield Urgent Care Centre</b>
Patients registered with a Sandwell or West Birmingham GP practice.	89%	45%
Patients registered with a GP practice outside of Sandwell & West Birmingham	9%	20%
Patients not registered at all with a GP	2%	35%

### **Future services already commissioned**

#### **Sandwell Urgent Treatment Centre**

A new Sandwell Urgent Treatment Centre is due to open alongside the new Midland Metropolitan Hospital. The Urgent Treatment Centre will be based on the current Sandwell General Hospital site and will have capacity for 35,000 attendances per year. The centre will comply with new national standards for urgent treatment centres.

**SWBH to provide more on this**

## **What have local people told us so far?**

As a CCG we have a strong track record in involving patients throughout the process of commissioning healthcare services. We have run a number of listening exercises over the past couple of years which have helped inform the case for change.

- Listening exercise on urgent and emergency care (March 2015)
- Urgent and emergency care co-design (June 2015)
- Listening exercise on primary care (January 2016)
- New Models of Care young people's engagement (2017)

Through these exercises, local people have told us the following:

- Patients generally want to be seen by their local GP
- People feel that further improving access would support them to use the urgent care system more appropriately
- Improving access would increase patient satisfaction and outcomes by ensuring continuity of care.
- Seeing the right health professional was more important than a convenient place, time or seeing someone quickly.
- Patients wanted somewhere that was local, open and they could drop into.
- Face-to-face appointments remain important, particularly for young people.

## **WORK TO DO TO CROSS-CHECK REPORTS AND ADD MORE CONTEXT OF ROLLING INVOLVEMENT PROGRAMME**

### **The case for change**

In addition to the patient feedback outlined above, there have been a number of changes which mean that we now want to look again at how local services are organised and access to those services is improved:

- The NHS 111 service has been enhanced, with direct booking for out of hours appointments and more clinical advice now available over the phone which offers an alternative to face-to-face appointments.
- We have significantly invested in primary care services, raising standards, increasing appointments and extending opening hours.
- There is a national requirement to develop 'Urgent Treatment Centres' open 12 hours a day, seven days a week. Such 'Urgent Treatment Centres' should offer patients treatment by clinicians with access to diagnostic facilities such as an X-ray machine.
- The contracts for our two walk-in centres in Parsonage Street and Summerfield are coming to an end in March 2019. This is an opportunity to review how walk-in services are used and how primary and urgent care services might be provided in the future.

Walk-in centres are designed to treat people's immediate healthcare problem, but are not necessarily the right place to encourage long-term better health or to understand underlying causes for an injury or episode of ill-health.

We know that the availability of walk-in appointments is discouraging residents from visiting or registering with a GP. This means that people are missing out on services that help prevent ill-health – such as immunisations; screening services (which are vital if we are to catch diseases such as cancer at an early stage); and good management of long term conditions.

Walk-in centre staff often see patients who wouldn't need urgent care services if their condition was properly managed with the involvement of a GP. They also see patients whose condition could be managed through self-care such as coughs and colds and sore throats.

The changes that we propose in this consultation document are not about saving money, they are about improving access and making sure patients receive the right care, in the right place first time.

**WORK WITH FINANCE TO QUANTIFY THE SCALE OF THE INVESTMENT**

**Consultation options**

**Option 1**

**Increase capacity and improve access to primary care, invest in improved triage and more self-care support for local people and close Parsonage Street Walk-in Centre and Summerfield Urgent Care Centre.**

- The walk-in centres at Parsonage Street and Summerfield Urgent Care Centre would close from 31<sup>st</sup> March 2019.
- The new Sandwell Urgent Treatment Centre would open on the current Sandwell General Hospital site. The timing of the opening of this new facility would coincide with the opening of the Midland Metropolitan Hospital.
- There would be increased investment in primary care across the area enabling an increase in appointments and extended opening hours 8am-8pm and at weekends.
- We would improve triage of patients, ensuring that patients are directed to the right service first time by encouraging and promoting the use of NHS 111 and the Ask NHS app.
- We would introduce more self-care support through online resources and apps as well as the installation of automated kiosks offering self-care advice in GP practices. We want the public's views on other support which may assist with self-care.

Benefits	Risks
<ul style="list-style-type: none"> <li>• Face-to-face and telephone appointments available which means a more flexible service</li> <li>• Patients seen in the right place first time, improving the patient experience.</li> <li>• Patients regularly see the same health professionals who will have access to their healthcare records.</li> <li>• More opportunities to support patients in self-care</li> <li>• Services available closer to people's homes and more consistently across the area.</li> </ul>	<ul style="list-style-type: none"> <li>• There would be more pressure on the primary care workforce</li> <li>• Making an appointment could be seen as a barrier, leading more people to go to A&amp;E.</li> <li>• There may be a gap in service provision between the walk-in centres closing and the Urgent Treatment Centre opening, but interim services could be put in place to avoid any negative impact of this.</li> <li>• Further support would need to be given to patients not registered with a GP to help them access care.</li> </ul>

**INSERT CASE STUDIES**



## Option 2

**An Urgent Treatment Centre with walk-in facility in West Birmingham is re-procured, in addition to the Sandwell Urgent Treatment Centre on the current Sandwell General Hospital site.**

- The walk-in centre at Parsonage Street would close from 31<sup>st</sup> March 2019.
- The new Sandwell Urgent Treatment Centre would open on the current Sandwell General Hospital site. The timing of the opening of this new facility would coincide with the opening of the Midland Metropolitan Hospital.
- A walk-in centre available 8am-8pm would be re-procured for West Birmingham.

Benefits	Risks
<ul style="list-style-type: none"><li>• The new centres would both comply with new national Urgent Treatment Centre standards</li><li>• Patient choice would be increased</li><li>• Some appointments could be booked via NHS 111.</li><li>• The West Birmingham walk-in centre could potentially remain on the Summerfield site.</li></ul>	<ul style="list-style-type: none"><li>• New services could increase demand for NHS services</li><li>• The length of the procurement process means there may be a gap in service provision between the walk-in centres closing and the Urgent Treatment Centre opening, but interim services could be put in place to avoid any negative impact of this.</li><li>• The new services may duplicate services also being developed in primary care.</li><li>• There would be limited continuity of care for patients.</li><li>• Availability of walk-in appointments discourages people from registering with a GP.</li><li>• There would be limited additional funding available to invest further in primary care, self-care and NHS 111.</li><li>• If attendances at the walk-in centres continue to reduce then the service becomes more expensive to run.</li></ul>

**INSERT CASE STUDIES**

## **How do I know my views will be listened to?**

Your response to the consultation is important to us. It will help shape the decision around the future of access to primary, community and urgent care services in Sandwell and West Birmingham.

The report on the outcome of consultation will be presented to the CCG's Governing Body, at which they will make a decision on which option to take.

We want to know what you think. Whether you are a patient, carer, staff member, representative group, community organisation or local resident, you can write to us or fill in the questionnaire in this document and post it free of charge to:

### **RTHG-KAKC-RTBZ**

Engagement, Sandwell and West Birmingham Clinical Commissioning Group  
Kingston House, 438 High Street, West Bromwich B70 9LD

**QUESTIONNAIRE TO BE ADDED**