



Sandwell and West Birmingham Clinical Commissioning Group

Sandwell and Birmingham Joint Health Overview and Scrutiny Committee

Update on the work around Improving Access to Local Health Services

and Same Day Access

Report submitted by Andy Williams, Accountant Officer, Sandwell and West Birmingham Clinical Commissioning Group

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Introduction

As members of the committee are aware over the past few months, NHS Sandwell and West Birmingham CCG has been undertaking a programme of work on proposals to improve access to local health services, particularly to same day access to urgent care. These proposals have taken into account the future of the area's walk-in centres.

This work is necessary because:

- 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.
- We are at a key stage in development of our new Primary Care Networks and would like to consider same day access as part of this work.
- 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.

The proposals have been discussed by the CCG's Governing Body with a view to going out to public consultation with options for the local population to consider which would take into account the future of Parsonage Street walk-in centre and Summerfield Urgent Care centre.

Following further work to develop our proposals through discussions with key stakeholders, this paper sets out the next steps for this project which will involve:

- A switch from formal consultation at this stage to a period of comprehensive engagement. (Please note should formal consultation be required, then a plan will come to JHOSC in due course).
- An 8 week period of engagement with patients and the public to help develop the proposals during April and May 2018
- Assurance of the engagement approach by The Consultation Institute.
- Further clinical engagement on possible service models
- Assurance of the project in its entirety by NHS England
- Development of an interim model for walk-in centre provision ahead of any newly commissioned service coming into place.

Patient and public engagement approach

We have a strong track record in involving patients through a robust engagement model which gives us lots of opportunities to listen to local people. We have also run a number of large-scale engagement activities over the past couple of years which have helped inform the proposals so far.

Following further consideration and feedback from key stakeholders, we feel that the development of these proposals would benefit from a further in-depth period of public engagement ahead of formal consultation.

We plan an 8 week period of in-depth engagement which will focus on:

- How do people maintain good health?
- How do people care for themselves/family/friends when they become unwell?
- How can local NHS services help people to care for themselves/family/friends when they become unwell?
- When do people seek clinical intervention?
- Who do they seek advice from and at what stage of their illness?
- How can local NHS services provide best access to the clinical intervention needed?

We will be particularly focussing on communities identified in our Equality Impact Assessment during our engagement process. These include our unregistered population, parents of 0-5s, the homeless, asylum seekers, students, seasonal migrants amongst others.

We have asked two independent consultation partners to undertake this work and are asking The Consultation Institute to independently assure the process to ensure that it meets best practice. We believe this approach will provide robust feedback from the public and patients to help develop our proposals moving forward.

This period of engagement will help inform our proposals ahead of formal public consultation which we anticipate happening later this year.

Clinical engagement approach

We would like to do some further work, particularly with primary care colleagues, on the development of clinical models for same day access. We particularly want to understand whether improving same day access could be considered as part of the development of Primary Care Networks. We also want to do more to understand how the needs of our unregistered population may better be met in future. We will undertake this work through our clinical networks over the coming months in order to further develop our proposals.

NHS England assurance process

In addition to this comprehensive public and patient engagement approach, we will be going through the NHS England assurance process which ensures that we meet NHS guidance on significant service change in the NHS. This process will look at all aspects of our planning including the business case, clinical and financial models and the communications and engagement approach.

This process will commence in April and will take a number of months ahead of the formal public consultation period.

Development of an interim model for walk-in centre services

In order to ensure that there is no disruption to services for local people as a result of this process, we are developing an interim model for walk-in centre services which will ensure that the walk-in centre services will continue to run after 31st March 2019 until any newly commissioned service, in whatever form this may take, can be implemented. A range of options for extending provision are currently being considered and shared with Governing Body in due course.

Next Steps

A report of the outcome of the engagement phase will be prepared and presented to a future JHOSC and SWBCCG Governing Body, for consideration of next steps.