Review of Urgent and Emergency Care Services by NHS Wirral Clinical Commissioning Group

Find out more and tell us your views
What’s happening?

The NHS in Wirral is looking at the services it provides when someone needs urgent or emergency care or treatment.

At the moment these services are provided in a number of ways and people have told us that they are often confused about where to go when they need help. As a result, many people go to our only Accident and Emergency (A&E) department, which is not necessarily the most appropriate service for their situation.

NHS England has been reviewing urgent and emergency care services across the country for some time and recognises the confusion that people face. They want to improve these services to make it easier for patients to understand the choices available to them. NHS England also require a number of ‘must haves,’ which we need to put in place (see page 12 for more information).

This document provides information about urgent and emergency care in Wirral, and how the services are currently used. It explains the questions we are asking people before we develop options for consultation in the summer of 2018.
About this document:
This leaflet explains how urgent and emergency care services are currently working in Wirral. It outlines what we know and what people have told us. It summarises issues facing Wirral and the wider NHS, why urgent and emergency care services need to change, and our vision for the health of people in Wirral. Please read this review document and share your experiences and views, to help us design services that suit you. Visit www.wirralccg.nhs.uk to get involved.
What is meant by urgent and emergency care?

This term is used in the NHS to describe the services that people use when they need to access care or treatment that is unexpected and requires an urgent same-day medical opinion. It can range from a life-threatening illness requiring an ambulance to seeking help for a minor injury or illness.

The choices people have in Wirral when they need to use urgent and emergency care services are varied, ranging from A&E at Arrowe Park Hospital to Walk-in Centres and Minor Injury/Illness Units. These are all in addition to our GPs who provide many urgent care services to patients every day.

In Wirral, people access urgent and emergency care via:

- Walk-in Centre
- A&E
- Minor Injuries / Illness Unit
- GP Out-of-hours
- NHS 111
**Accident and Emergency (A&E)**

Based at Arrowe Park Hospital, the A&E department is open 24 hours a day, 7 days a week and treats patients with wide ranging clinical needs from life-threatening conditions such as a stroke to patients who require simple advice and treatment. Many patients (almost 50%) attending A&E at Arrowe Park could have sought advice and treatment elsewhere or ‘self-cared’. This means taking simple medicines available ‘over the counter’ in supermarkets and pharmacies to treat common conditions such as colds/flu or sore throats.

**Walk-in Centres (WICs)**

There are three Walk-in Centres in Wirral – these are located at Arrowe Park Hospital, Victoria Central in Wallasey and the Eastham Clinic. These are nurse-led services and offer a range of services to treat minor illnesses and injuries. X-ray facilities are provided at Victoria Central.

**GP Out-of-Hours**

Wirral GP Out-of-Hours service is accessed through NHS 111. It provides urgent medical help and advice outside of GP opening hours for patients who are unable to wait for their GP practice to re-open.

**Minor Injuries/Illness Units**

Minor Injuries/Illness Units are drop-in, nurse-led services which are sometimes supported by GPs if required. They are based at Moreton, Miriam Health Centre (Birkenhead) and Parkfield Medical Centre (New Ferry). They currently have varied opening hours and can treat a range of illnesses and injuries including bites, stings, burns, sprains, cuts, chest infections, ear and throat infections, urinary tract infections, minor eye or head injuries.

**NHS 111**

The NHS 111 service is available 24 hours a day, 7 days a week, offering telephone advice to patients and will direct patients to local services when necessary. The service is being developed into one of the main ways that patients will access NHS services in the future – offering more clinical advice and direction to an NHS service appropriate to the patient’s condition. NHS 111 also acts as the first point of contact for the GP Out-of-hours service.

**IMPORTANT!**

The A&E department at Arrowe Park Hospital will not change as a result of this review but we do want to ensure that A&E deals with those patients with the most suitable emergency care need.
What we know about urgent and emergency care services in Wirral

Our aim is to deliver safe and effective services now and in the future. We will also ensure that people can access appropriate urgent and emergency services when they need them.

This review is not about saving money, although NHS Wirral CCG must plan services that are within its overall budget. This has become increasingly difficult as demand for NHS services rises. This work will also help our wider plans to improve the health and care system in Wirral and make it sustainable for the future. We have done a lot of work to understand urgent and emergency care services in Wirral.

Some of the main points are summarised below:

- It has become increasingly hard for the NHS locally and nationally to achieve the NHS A&E standard. (95% of patients being seen and admitted or discharged within four hours)

- Almost 50% of patients who went to Arrowe Park Hospital A&E in the last year had a minor illness or injury that could have been treated at other locations.

- The people who are most likely to attend the A&E department are children aged under four, young people aged 20-24 and older people aged over 80.

- The people who are most likely to use A&E services in Wirral for non-urgent reasons are those who have a mental health condition, younger people in their 20s, people from socially deprived areas and those who live close to Arrowe Park Hospital.
There needs to be consistent urgent access to GP practices.

The most commonly-used Walk-in Centre (WIC) in Wirral is Victoria Central in Wallasey. The second most frequently-used is the WIC based at Arrowe Park Hospital, followed by the WIC based at the Eastham Clinic.

3 out of 5 patients attending Walk-in Centres have infections or need ongoing wound care which could be dealt with by other NHS services.

We have also held some workshops with members of local patient groups to ask them for their views on urgent and emergency care services. They told us:

- People are confused about what is offered and therefore will choose to go to the Accident and Emergency Department because they know they will be seen.
- We know there are pressures on A&E when people can’t access routine primary care elsewhere (such as evenings and weekends). Patients have told us they want better access to these services at these times.
- There should be more coordination in how urgent and emergency care is delivered.
- There needs to be a greater emphasis on ‘Self Care’, which means that people make every effort to care for themselves before using urgent and emergency care services.
- Services should be redesigned to deal with non-urgent issues like wound dressings.
- There should be an increased focus on promoting health and wellbeing.

There are 50% more walk-in services available in Wirral compared to the rest of the North West of England.

This feedback from people is similar to the information we have gathered over the last 10 years. The situation in Wirral is similar to the use of urgent and emergency care services across the country.
Patient stories

People in Wirral have told us that they are confused about how to access services in an urgent or emergency care situation.

Below are examples of what can happen, followed by the ways in which we would like to improve each situation:

**Lizzy and Michelle**

Lizzy is 75 and lives on her own, and her daughter Michelle visits her every day. Lizzy has some difficulty with mobility. During a morning visit, Michelle becomes worried when she notices that her mum is more confused than usual, and is not eating. She has also been off her feet. Lizzy doesn’t want to go into hospital. Michelle knows that last time Lizzy was in hospital, she became very confused and distressed.

Michelle rings 111 and is told to expect a call back, but after two hours she has not heard back. Michelle rings her mum’s GP, who knows her well, to ask for a home visit. She is told that a GP is not available until later that day.

In the meantime, Lizzy starts to deteriorate quickly. Michelle rings 111 again and they advise her to call an ambulance. Michelle is now waiting with her mum in A&E on a busy Friday evening.

We want to improve care so that people in Lizzy’s situation would be seen and treated quickly and appropriately.

Achieving Principles 1, 2, 3 and 4 in particular would improve Lizzy’s experience (see page 11 to find out more).
Jenny and Lois

Jenny’s 3-year-old daughter Lois has been coughing throughout the day, and by teatime it is getting worse. Lois also has a high temperature. Jenny gives Lois Calpol, and Lois goes to bed. Lois’s cough gets worse throughout the night, and her temperature is still high. Lois is crying and she is becoming distressed. Jenny is now becoming more worried. Jenny knows that she could wait to access her GP in the morning, but she will have to ring first thing or turn up and wait.

It is now 10.30pm. Lois is not sure what time her nearest Walk-in Centre closes, and if they will see children as young as Lois. Jenny sees her only option as A&E. She arrives at Arrowe Park with Lois at 11.15pm. Children’s A&E closes at 11pm, so Lois has to be admitted for the night. Jenny stays with her and has to take the next day off work.

It may be that Lois’s condition could have been treated without the need to be admitted to hospital. We want to improve consistency of care, so even if it is night, people are clear where they can access advice and treatment. The integration of NHS 111 and GP out-of-hours service could have helped Jenny (see page 12 to find out more).
Our vision for urgent and emergency care services

We want to ensure that people know where to go if they have an urgent or emergency care need and that the services they access provide the right advice, support and treatment. We don’t want people to have to go to different services to get the care they need. We want to make our urgent and emergency care system clear, simple and effective and ensure that people are supported, as appropriate, to care for themselves.

Working with the public, health and social care staff and other stakeholders, we have developed the following aims for the future services:

**RESPONSIVE:** Quick access to the very best advice and care

**RELIABLE:** Right care, first time with consistent delivery across service providers

**EFFICIENT:** Improved quality and effectiveness whilst reducing cost

In addition, based on what patients, carers and staff have told us, we have developed seven principles that the future urgent and emergency care services should deliver.
Wirral urgent and emergency care principles - what does it mean for me?

1 Standardised and simplified access
- I know where to go or who to contact when I need urgent or emergency health care or advice
- I receive the same standard of advice and care whichever service I come in to contact with
- I get rapid reassurance about my child’s health issues (including telephone advice)

2 Having urgent care services that are convenient and improve health outcomes and experience
- I have access to urgent care services that are easy to use and to find
- My urgent need is treated quickly and effectively at the first opportunity
- I am supported from when I contact a service until I am discharged with any required after care
- Most of my urgent health care needs can be treated in a location that is easy to access, and I am confident that I will be seen quickly
- When my needs can’t be met I am supported to access other services

3 Improved A&E performance against 4hr standard, reduced attendance and conveyance to A&E
- If I need an ambulance or treatment at A&E, I am confident that I will be treated to a high standard within a safe timeframe.

4 A more efficient service through NHS and other partners working together
- My healthcare information will be available to the staff who need it to provide care for me
- Staff and services will work together to use taxpayers’ money better
- Staff and services will work together to ensure I am seen in the right place at the right time

5 Person-centred care, that takes into account wellbeing
- When I am seen or treated, I feel that my physical, mental, social and wellbeing needs are being met, and I can discuss them
- I am confident about monitoring and self-managing my condition following discharge/
  I have enough information and support to manage my/my child’s health
- I know how to use apps or websites to help me understand whether I have an urgent care need or if I can self care.
- I have access to easy read information and specialist staff to help me to understand and manage my health needs.
- As a carer, I feel reassured and confident that the person I care for has had a good patient experience and we can get the support we need.

6 A sustainable workforce that uses information about me to deliver high quality care
- I am confident that the staff who see me can give me appropriate advice and treatment based on the information they have about me
- I feel reassured, respected and cared for when I access a service

7 Services which staff are proud to be part of
As a member of staff:
- I enjoy working in health and social care and feel that the service I deliver benefits the people of Wirral
- I feel confident, empowered and supported to provide high quality urgent care
- I feel that I work well with colleagues and that systems and processes help me to care for patients
- I feel that I have the skills and support to enable me to deliver high quality care
- I know the leadership team and where to go to raise concerns.
The future ‘must haves’

There are some ‘must haves’ that are required by NHS England and are considered fundamental to the delivery of effective urgent and emergency care. These are summarised below.

**Accident and Emergency (A&E)**

The current A&E at Arrowe Park Hospital will remain and would not be part of any options developed for consultation.

**Urgent Treatment Centre (UTC)**

The introduction of an Urgent Treatment Centre is a requirement of NHS England. The UTC will be led by GPs and will handle urgent and non-life-threatening conditions. It will provide a higher level of clinical service than the current Walk-in Centres and will be open for a minimum of 12 hours a day, 7 days a week. It will provide access to a range of healthcare staff. Additional funding will be needed for the enhanced clinical service.

We are intending to locate the Urgent Treatment Centre for Wirral on the Arrowe Park site by developing the current Walk-in Centre located next to the A&E department. This site has been chosen mainly for clinical reasons. One of the national standards is to have protocols in place to manage critically ill and injured adults and children. The standards also reference the benefits of A&E staff working closely with UTC staff. We think these standards will be best achieved on the Arrowe Park Hospital site. This means that patients who suffer a rapid deterioration in their condition or require more complex treatment can be quickly transferred to the A&E department. It also means that staff in the Urgent Treatment Centre will have access to the diagnostic services (X-ray) available at Arrowe Park Hospital.

Having the UTC located at Arrowe Park Hospital also enables us to enhance ‘clinical streaming’. This means that patients arriving at Arrowe Park for urgent care will be assessed and directed to either A&E or the UTC to be seen by a GP or senior nurse if this is more appropriate to their situation. This will help to ensure that the A&E staff focus their care and treatment on the most poorly and vulnerable patients.

**Integrated NHS 111 and GP ‘Out-of-hours’ service**

These existing services will be developed into an integrated or ‘joined up’ service and will increasingly act as one of the main ways in which people access health services in the future. This will be called an Integrated Urgent Care Clinical Assessment Service (IUCCAS) and will provide more effective telephone and online advice from a clinician.

**General Practice (GP) and GP Extended Access**

Existing general practices (family doctors) will continue to provide services as they do now and we will be increasing the availability of GP appointments. These will be available from 8am-8pm, 7 days a week, across a number of locations in Wirral.

We already have other Walk-in Centres and Minor Injury/Illness Units in Wirral and therefore we need to consider what should be provided in the future along with the ‘must haves’.
What happens next?

At this point we are publishing our intention to review urgent and emergency care services. Whilst we know a lot about people’s experiences from both a national and Wirral perspective, we want to provide people with a further opportunity to tell us about how they use the current services.

This will help us develop options which will then be subject to a public consultation in the summer of 2018. Along with this document we have published relevant data for these services along with publications from NHS England in relation to urgent and emergency care.

This listening exercise will run from:

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<thead>
<tr>
<th>Date</th>
<th>Format</th>
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<tbody>
<tr>
<td>7 February</td>
<td><strong>7 February 2018</strong></td>
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<td>to</td>
<td><strong>28 February 2018</strong></td>
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During this time we will be talking to people who use these services to understand more about them.

How you can give your views

The NHS Wirral CCG website contains more information along with a short questionnaire to complete. We will be holding some focus groups and there will be opportunities for people to share their views in person. We’ll also be spending time in Arrowe Park Hospital, and in the Walk-in Centres and Minor Injury Units across Wirral.

For more information please refer to the NHS Wirral CCG website

[www.wirralccg.nhs.uk](http://www.wirralccg.nhs.uk)

You can also email us at: wiccg.urgentcarereview@nhs.net or call us on: 0151 541 5438
## Your Wirral Health Services

Currently if you need access to urgent care services, please see details below:

<table>
<thead>
<tr>
<th>Call NHS 111</th>
<th>General Practice (GP)</th>
<th>Pharmacies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Or go online at NHS Choices online health service tool: <a href="http://www.nhs.uk">www.nhs.uk</a></td>
<td>Your GP Practice should be the first point of contact for an illness you can’t treat at home or at the pharmacy.</td>
<td>Visit for treatment of common illnesses. No appointment necessary.</td>
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### Walk-in Services

<table>
<thead>
<tr>
<th>Arrove Park Hospital Walk-in Centre</th>
<th>Victoria Central Walk-in Centre (Wallasey)</th>
<th>Eastham Clinic Walk-in Centre</th>
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</thead>
<tbody>
<tr>
<td>Open every day from 8am-10pm (including bank holidays)</td>
<td>Open every day from 8am-10pm (including bank holidays)</td>
<td>Monday-Friday from 1pm - 5pm Saturday and Sunday from 12pm - 4pm</td>
</tr>
<tr>
<td>X-ray facilities open 9am - 8.30pm</td>
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</tbody>
</table>

### Minor Illness/Injury Units

<table>
<thead>
<tr>
<th>Moreton Health Clinic</th>
<th>Miriam Medical Centre</th>
<th>Parkfield Medical Centre (New Ferry)</th>
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<tbody>
<tr>
<td>Monday - Tuesday from 10am - 7pm Wednesday - Thursday from 10am - 8pm Friday from 10am - 6pm</td>
<td>Monday - Thursday from 10am - 8pm Friday from 10am - 6:30pm Weekends and bank holidays from 10am - 5pm</td>
<td>Monday-Friday from 10am – 2pm</td>
</tr>
</tbody>
</table>
For more information visit the
NHS Wirral CCG website
www.wirralccg.nhs.uk
or email us at:
wiccg.urgentcarereview@nhs.net

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please contact us on 0151 541 5438
or the email address above.