

**Adult Services and Health
Select Committee
16th June 2015**

Report of: Karen Hawkins, Head of Commissioning and Delivery,
NHS Hartlepool and Stockton-on-Tees Clinical
Commissioning Group

Subject: COMMUNITY BASED URGENT CARE UPDATE –
JUNE 2015

1. PURPOSE OF REPORT

1.1 The purpose of this paper is to provide the Adult Services and Health Select Committee members with an update following the meeting held on the 10th March 2015. The paper details the actions undertaken to date and associated timelines in relation to the integrated urgent care service.

2. BACKGROUND

2.1 Our aim is to simplify the navigation of urgent care services – improve the understanding about accessing care out of hours or in an emergency, and to provide care at locations which provide necessary education to support people to look after themselves. In order to meet our aims we have reviewed our existing points of access for urgent care. The community based urgent care health services in Hartlepool and Stockton-on-Tees is supported by a range of providers, from different locations and with separate contracts including; primary care, GP out of hours, healthy living pharmacies, Minor Injuries Unit, 111 telephone advice and GP led Alternative Provider of Medical Services (APMS) Walk in Centres.

2.2 The APMS Walk in Centre contracts were originally agreed to run for a period of 5 years and are due to expire by the end of March 2016. In line with the NHS England policy entitled 'Managing the end of time limited contracts for primary medical services', this has provided the CCG with the opportunity to review existing services, with a view better integrate urgent care services. This work was commenced early in 2015 to enable services to be procured and operational by April 2016.

3. ENGAGEMENT

- 3.1 As the Adult Services and Health Select Committee members are aware a number of engagement events have been undertaken across Hartlepool and Stockton-on-Tees where there was a clear message from the public, patients and partners stating that the current model for community based urgent care services is not easily navigated, there is a lack of understanding of the difference in providers and service provision across venues. It was clear from the engagement analysis and listening to concerns of the public, partners and our GP members that we need to ensure that future services must be easily understood, are accessible and are easily navigated. We are now in a position with current contracts that we are able to work with our communities and partners to develop a better model for community based urgent care services to make it easier for local people to get the right treatment at the right location at the right times.
- 3.2 The CCG is committed to engaging with partners and the residents of Hartlepool and Stockton-on-Tees to inform service redesign and development, which includes the commissioning of community urgent care services.
- 3.3 Following the previous update to the Adult Services and Health Select Committee members the CCG have been working with the communications and engagement team within the commissioning support unit (NECS) to develop a communications and engagement plan.
- 3.4 The communication and engagement activities undertaken to date have been shared with partners and stakeholders in advance of issue to ensure they were appraised of actions and able to review and contribute to the surveys being undertaken.
- 3.5 Market research has been undertaken to gauge public feeling, to explore what is important to local people to ensure that the urgent care services commissioned are accessible and enhanced for the future and to understand the impact that the proposed changes might have for them.
- 3.6 This has involved street interviews being undertaken in Stockton town centre, Billingham, Norton, Thornaby, North Tees Hospital area, Yarm and Ingleby Barwick. The surveys were completed on Friday 29th May and couriered to an independent company to enable analysis to be undertaken. The report of findings from the survey is expected to be completed by 9th June and shared with the CCG to inform the specification development, therefore at the time of writing this report this information was not available to share.

3.7 A market engagement exercise with potential providers commenced on 8 May 2015. The purpose of the exercise was to gain information from the market that would identify any barriers and constraints to future service delivery and also to determine the capability and capacity of the market to respond to the procurement that will be undertaken.

3.8 The communications team are currently undertaking an exercise to recruit patient representatives to assist in the development of the service model and evaluation of potential providers.

4. ACTIONS/NEXT STEPS

4.1 The outputs from the market engagement and public engagement exercises will be reviewed from 9 June 2015. Intelligence gathered from these events will be used to develop the service specification.

4.2 It is envisaged that the tender for the integrated urgent care service will be published in Mid-July 2015. Evaluation will be undertaken during August and September and a contract subsequently awarded in October to ensure service commencement for 01 April 2016.

5. RECOMMENDATIONS

5.1 Adult Services and Health Select Committee members are requested to note the update.

6. REASONS FOR RECOMMENDATIONS

6.1 To ensure that Adult Services and Health Select Committee members are kept apprised of progress and actions undertaken in order to deliver our agreed joint vision. Future updates will be shared with members to ensure they are kept apprised and in advance of any planned engagement activities being undertaken to ensure a joint approach.

7. BACKGROUND PAPERS

Appendix 2b – Street Survey
Appendix 2c - Stakeholder correspondence

8. CONTACT OFFICER

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