

<b>HEALTH SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 4
<b>7 JULY 2020</b>	<b>PUBLIC REPORT</b>

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**PROPOSALS FOR THE RELOCATION OF THE URGENT TREATMENT CENTRE AND GP OUT OF HOURS SERVICE IN PETERBOROUGH**

**R E C O M M E N D A T I O N S**

It is recommended that the Health Scrutiny Committee:

1. Discuss the proposals within this paper and:
2. Endorse the proposals for public consultation (Attached at Appendix A) regarding the relocation of the Urgent Treatment Centre (UTC) in Peterborough from the City Care Centre to Peterborough City Hospital.

**1. ORIGIN OF REPORT**

- 1.1 The proposals contained within this report have been discussed with the Health Scrutiny Committee at several former meetings from January 2018. They were recently discussed at the Group Representatives meeting in May 2020 and a report was requested to be put before the committee. This report describes the intentions behind the proposals as well as proposals for public consultation for these proposals.

**2. PURPOSE AND REASON FOR REPORT**

- 2.1 The NHS Long Term Plan published 7<sup>th</sup> January 2019 describes five major changes to the NHS service model. Chapter 2 is related to the following.

**“The NHS will redesign and reduce pressure on emergency hospital services”**

In addition, the national principles and standards associated with Urgent Treatment Centres (UTCs) state that to improve patient flow through the system UTCs will operate as part of a networked model of urgent care, with referral pathways into emergency departments (ED) and specialist services as required. All facilities must have the offer of booked urgent appointments, accessed through NHS111, General Practice and the ambulance service. To meet both objectives effectively, which in practice will mean that access to the ED is via UTC referral only or via ambulance.

Providers from the North System Resilience Group (SRG) and their respective boards have agreed in principle to co-locate the UTC and Out of Hours (OOHs) services into a single acute

site service model. This will mean moving services from the City Care Centre on Thorpe Rd to the Peterborough City Hospital site at Bretton.

This is deemed to be a significant service change therefore the CCG is legally required to conduct a statutory Public Consultation. This paper sets out the rationale for the relocation and seeks approval to begin the formal 8-week consultation process.

- 2.2 This report is for the Health Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

3. Scrutiny of the NHS and NHS providers.

### **3. BACKGROUND AND KEY ISSUES**

- 3.1 As described above in order to meet national standards the proposals to be discussed are to relocate the UTC and the GP Out of Hours services from the City Care Centre on Thorpe Road to the Peterborough City Hospital site in Bretton, Peterborough to create a single point of access for urgent and emergency care service for the people of Peterborough.

#### **3.2 The Proposed Service Model**

There will be a single urgent and emergency care system in Peterborough, accessed through a single 'font door' based at the Peterborough City Hospital site in Bretton.

This will be a co-locating of existing services at this stage to ensure that the changes that need to be made can be done so before winter 2020 begins.

Staff will continue to be employed by their existing employers. All of the organisation involved have agreed to work collaboratively to make this a success. There will be some changes to work patterns and methods to ensure these changes are successful.

Previous engagement with staff through a series of workshops has highlighted that staff want to be part of an integrated urgent care service so that they can fully use their advanced skills and competencies within an acute environment as well as being able to develop further with the necessary acute training and supervision.

Patients will no longer have to make decisions for themselves about how serious their illness or injury is, there will be a single point of access for all of these services on one site.

- 3.3 The services to be relocated are:
- The Urgent treatment Centre (UTC) run by Lincs Community Health Services (LCHS)
  - The GP Out of Hours Service (GP OOHs) run by Herts Urgent Care (HUC)

This will allow for the full integration of emergency department minor presentations, the UTC and the GP OOHs to create a single urgent care pathway for patients.

This will operate 24 hours a day, 7 days a week for 365 days a year.

- 3.4 The service will be GP led but be a multi-disciplinary team. The scope of the service will cover a range of presentations, including minor injury and illness, diagnostic testing, and be available to both adults and children of any age. There will be a combination of pre-booked appointments and walk-in access. GP OOHs visits will be retained.

- 3.5 Access to the service will be through:
- Direct booking through NHS 111
  - Walk-in bookable appointments, this means that people who walk-in are given an appointment slot time, so they don't have to sit and wait for their appointment.

- 3.6 Streaming of patients will be undertaken at the 'front door' by trained clinicians, they will take a brief history and perform basic observations before directing the patient to the most appropriate

service.

There will be four streams available for walk-in presentations:

1. NHS 111, for onward booking for a Primary Care appointment, direction to another service, or for health advice. For these patients there will be a dedicated NHS 111 telephone they can use.
2. Integrated UTC, with either a pre-booked appointment slot, or immediate care.
3. Acute 'same day emergency care' (SDEC) this refers to the care and treatment of patients for whom admission to hospital would have been the default option in the absence of an SDEC service. Some presentations that may be suitable for SDEC service could be:
  - Low risk chest pain
  - Cellulitis - an infection caused by bacteria getting into the deeper layers of your skin.
  - Suspected deep vein thrombosis (DVT) - a blood clot that develops within a deep vein in the body, usually in the leg.
  - Suspected Pyelonephritis - a type of urinary tract infection that affects the kidneys.
  - Suspected pulmonary embolism - a blockage of an artery in the lungs by a substance that has moved from elsewhere in the body through the bloodstream.
4. Emergency Department for the most serious illnesses and injuries.

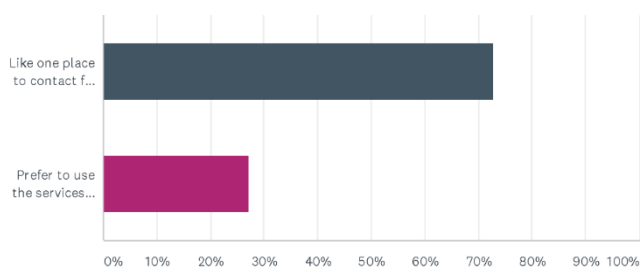
#### 4. CONSULTATION

4.1 In Sept to December 2019 the CGG had a BIG conversation with people of Peterborough and Cambridgeshire. This was not a consultation but had a great response from the public and gave us a good indication of what the public want from future health services.

One of the questions asked in the BIG conversation directly relates to these proposals. The question and the responses we received are given below:

Q9 When you feel unwell, but it is not an emergency, and you need to see someone to talk about it, would you:

Answered: 5,646 Skipped: 86



ANSWER CHOICES	RESPONSES	
Like one place to contact for advice and treatment which can book you an urgent appointment with the right service, within two days or sooner if need be	72.85%	4,113
Prefer to use the services you know are available and see how quickly you can be seen, such as A&E, Minor Injury Units, Urgent Care Centres, GP out of hours or GP urgent appointments	27.15%	1,533
<b>TOTAL</b>		<b>5,646</b>

Fig 10. Question nine graph exported from SurveyMonkey

People told us that they are often confused by the range of services. They sometimes aren't in

a position to decide what is and isn't an emergency. When a person you care about needs help or is in pain then it can feel like an emergency, and you take them to where you know they will get help.

- 4.2 It is proposed that the CCG will undertake an eight-week consultation on these proposals from 4 August to 29 September 2020. The CCG has developed a consultation process plan which is attached as Appendix A.

Consideration has been given to the fact that COVID-19 restrictions may mean that public meetings to discuss the proposals will not be possible. The CCG intends to use social media and the use of online meetings to ensure that the people of Peterborough have a chance to have their say and ask any questions regarding these proposals. The CCG and the Trust has excellent engagement through social media but will work with partners to ensure that those who access communications in different ways will be able to do so.

- 4.3 Consultation and engagement with staff will be a key element of the consultation process. This relocation will bring together a range of staff from across different organisations to work together in different ways. It is important that staff have an opportunity to share their views and raise any issues before the proposals are agreed.

## **5. APPENDICES**

- 5.1 Appendix A – Consultation Process Plan