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| HEALTH SCRUTINY COMMITTEE | AGENDA ITEM No. 6 |
| 21 SEPTEMBER 2020 | PUBLIC REPORT |

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INTERIM REPORT ON THE RELOCATION OF THE PROPOSALS TO RELOCATE THE URGENT TREATMENT CENTRE AND GP OUT OF HOURS SERVICE PETERBOROUGH

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| R E C O M M E N D A T I O N S |
| It is recommended that the Peterborough Health Scrutiny Committee notes and comments on the interim report on the consultation around proposals to relocate the Urgent Treatment Centre and GP Out of Hours Services from the City Care Centre Thorpe Road to the Peterborough City Hospital site. |

1. ORIGIN OF REPORT

- 1.1 This report is submitted to the Peterborough Health Scrutiny Committee at the request the members and Chair of the committee at the Meeting on 7 July.

2. PURPOSE AND REASON FOR REPORT

- 2.1 The purpose of this report is to provide information and updates on the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) consultation on proposals to relocate the Urgent Treatment Centre and GP Out of Hours Services from the City Care Centre Thorpe Road to the Peterborough City Hospital site.
- 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 The NHS Long Term Plan, which was published on 7 January 2019, talks about five major changes to the NHS. Chapter 2 of this plan is very clear that local NHS organisations need to: "... redesign and reduce pressure on emergency hospital services".

Along with this plan, the national guidelines state that Urgent Treatment Centres (UTC) should work together with hospital Emergency Departments (EDs) to improve services for patients and create a seamless service.

To meet both objectives effectively, the NHS locally needs to rethink how some of our urgent and emergency services are delivered. The changes in this proposal relate only to services in Peterborough.

4. CONSULTATION

4.1 CPCCG launched a public consultation on these proposal on 5 August for 8 weeks until 30 September 2020 on the proposal to move the current Urgent Treatment Centre and the GP Out of Hours (OOHs) Services from the City Care Centre in Thorpe Road Peterborough to the Peterborough City Hospital (PCH) site to be located alongside the Emergency Department.

4.2 The services proposed to be relocated are:

- The Urgent Treatment Centre run by Lincolnshire Community Health Services NHS Trust (LCHS)
- The GP Out of Hours Service (GP OOHs) run by Herts Urgent Care (HUC)

Moving these services will allow for a single front door to all the urgent and emergency care services at Peterborough City Hospital.

You can travel to one location for all of your urgent and emergency health needs and will no longer have to work out which service is the most appropriate for you. Trained healthcare professionals will ensure you get the right care.

The service will cover the full range of injuries and illnesses with access to diagnostics, such as x-rays and scans, as well as specialist opinions, should they be needed. The services will be available to adults and children of any age. There will be a combination of pre-booked appointments and walk-in access.

GP Out of Hours Service will still go out on home visits if required, which are booked through NHS 111 if clinically required. This will not change.

Access to these services will be through:

- Direct booking through NHS 111, telephone or online.
- 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. Some walk-in treatment will still be available, but at busier times people will have to wait for that type of service.

When you as a patient walk through the 'front door' you will be triaged or assessed by trained clinicians. They will take a brief history and perform basic observations before directing you to the most appropriate service depending on their injuries or illness.

There will be four service streams available for people who arrive at the front door at the hospital without calling or going online to NHS 111 first.

After triage, the patient will be directed to one of these four service areas:



Figure 1 proposed four service streams

999 ambulances will arrive directly at the ED (no change to the existing service).

4.3 **Parking and public transport**

We know from the previous analysis that the primary mode of transport to the UTC is by car, only an extremely small number of patients walked or used public transport including taxis. We intend to continue to do surveys of patients attending the UTC and ED at both sites to further understand transport and parking needs.

Parking

112 additional car parking spaces were created at PCH during early 2020 providing a total of 796 parking spaces and 101 disabled parking spaces allocated for patient and visitor parking. It is worth noting that since the COVID pandemic, the Trust (North West Anglia NHS Foundation Trust) is now operating a significant proportion of outpatient appointments virtually (c50%) which equates to around 5,000 fewer patient visits to the PCH site per month.

There is a drop-off bay adjacent to the main entrance for visitors and patients to use with a 20-minute stay limit.

Peak car parking times at PCH are from 9am to approx. 1pm and 1.45pm – 6pm Monday to Friday. The peak usage times as shown in table 1 show that the busiest times for the UTC are mostly outside of these times. The GP Out of Hours service operates only outside of these peak times for the Peterborough City Hospital car park.

An evaluation of public car parking charges at other Trusts has been undertaken to understand whether charging is consistent with local Trusts to adhere to the 'Health Technical Memorandum 07-03 NHS Car-Parking Management: Environment and Sustainability' document. The findings show on average, Peterborough City Hospital

charges the public less for parking than other Trusts considered within the high-level assessment.

By comparison, the City Care Centre on Thorpe Road has 82 parking spaces with five disabled parking spaces allocated for patient and visitor parking.

Buses

A number of Stagecoach buses run between Peterborough City Centre bus station and the Peterborough City Hospital site.

The Green Travel Plan

North West Anglia NHS Foundation Trust is responsible for the Peterborough City Hospital site. The Trust is in the final approval stages for their Green Travel Plan that has been developed in consultation with patients and staff to make sure that users can get to the site as safely and conveniently as possible.

The Green Travel Plan will contribute to an enhanced transport network that supports an increasing proportion of journeys being undertaken by sustainable travel modes, and support a package of Smarter Choices that encourage and promote sustainable travel to all people travelling in and around Peterborough.

- 4.4 The consultation has been shared widely by email and on social media across a range of audiences including our diverse communities in and around Peterborough.

The response rate has been 688 responses by 7 September.

The consultation page on the CCG website has been viewed 1360 times, with 183 downloads of the public consultation document.

The virtual public meeting will have been held by the time of this meeting. They are scheduled for 19 August and 10 September.

The CCG has also been invited to attend virtual meetings to speak about the consultation.

- Fill in the questionnaire found online on our website:
<https://www.surveymonkey.co.uk/r/D8V8VHY>
- Attend one of our virtual events on the dates shown, details of how to join the virtual public meetings will be shared here:
- www.cambridgeshireandpeterboroughccg.nhs.uk/get-involved/consultations-engagement/utc-consultation/
- Email at: capccg.contact@nhs.net

The closing date for responses is **Wednesday 30 September 2020**.

5. ANTICIPATED OUTCOMES OR IMPACT

5.1 Emerging themes

The consultation is still ongoing at the time of writing this report. A full end of consultation report will be shared with the Health Scrutiny Committee following the CCG Governing Body decision regarding these proposals.

The consultation ends on 30 September 2020.

Question responses on 7 September

Full response data to all the questions will be reported at the end of the consultation.

The first question in the consultation survey was a repeat of a question that we asked as part of the BIG Conversation engagement exercise at the end of 2019

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

- Prefer a single 24/7 access point to go for advice and treatment which can book you an urgent appointment with the right service?
- Prefer to use the services you know already are available and see how quickly you can be seen, such as ED, Minor Injury Units, Urgent Treatment Centres, GP out of hours or GP urgent appointments?

The response to this question in 2019 was that 72.85% of respondents would prefer a single access point to go for advice and treatment which can book you an urgent appointment with the right service.

Currently the responses to this question in the current consultation survey reflect that people would prefer to use the services they already know, with 65% of respondents saying they prefer this option.

The text responses to the consultation survey would suggest that people are nervous of attending a hospital setting at the current time due to perceived risks posed by the COVID-19 virus.

In response to the other survey questions, 74% of respondents have told us that they understand the reasoning behind the proposals to move the UTC to the Peterborough Hospital site, although currently only 29% of respondents agree with this proposal. 60% do not agree with 11% unsure.

67% of people responding have said they are willing, if assessed as not requiring hospital-based services to call or go online to NHS 111 as an alternative means of accessing healthcare. With 80% happy for NHS111 to book an appointment for them at the most appropriate service to meet their needs.

At the time of writing this report the following themes have emerged from the feedback received so far:

- Parking at Peterborough City Hospital
- Support for services all being in one place, makes sense for the patients, and can lead to better medical outcomes.
- Support for reduced waiting times in A&E as more people triaged to the most appropriate service
- Support for NHS 111 and streaming at the front door
- Support for more advice on what is the most appropriate service to use
- Accessibility from the City Centre
- Public Transport to Peterborough City Hospital
- Concerns about COVID-19 at the hospital site

- Improvements to GP services so less people need urgent care
- Concerns that the City Care Centre site would be sold for development of more housing
- Support for a separate paediatric urgent care service
- Concerns about accessibility to Peterborough City Hospital from the south of the city and outlying towns and villages

6. REASON FOR THE RECOMMENDATION

- 6.1 It is recommended that the Peterborough Health Scrutiny Committee notes and comments on the proposals to relocate the Urgent Treatment Centre and GP Out of Hours Services from the City Care Centre Thorpe Road to the Peterborough City Hospital site.

7. APPENDICES

- 7.1 Appendix 1– Frequently asked questions document.
Appendix 2 – Peterborough City Hospital proposed floor plan
Appendix 3 – Health Inequalities Impact Assessment