

# Unscheduled Care (East Southampton) Options for Bitterne Walk in Centre

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## Introduction

- **NHS SC Unscheduled Care Strategy**
  - Minimise service duplication
  - Improve access and services to patients who need it most
  - Maximise value for money
  - Support development of integrated care
  - Build on work with patient and public engagement

### **Sept 2009 Trust Board - Review**

- Review progress and impact of service changes
- Review of USC capacity across the urgent care system
- Propose options for future model for consideration
- East Locality GPs work and Practice Based Commissioning project

### **July 210 Trust Board**

- Review, options appraisal
- Agreement to start pre engagement progressing to formal public consultation

## Progress

- Shirley WiC Phased Closure 04-09/09
  
- Opened APMS GP practice 1/10
  
- Established MIU
  
  
  
  
  
  
  
  
  
  
- Primary Care  
Phlebotomy commissioned from GPs  
Improved access  
Complex Care LES

## Impact

- 1 concern from public
- Minimised PC duplication
- Financial savings
  
- 8-8, 7/7 service. Walk in component
  
- Consistent MIU service with X Ray
- Limited conveyance by SCAS
- Underused
- SCH charging other PCTs for activity
  
  
  
  
  
  
  
  
  
  
- Patient centred, reduced duplication
- Extended hours and open access
- Improved integration with community

## Urgent Care Engagement during past year

- Patients forum
- Links
- Avail stakeholder workshop with key partners e.g. ambulance service, rapid response
- Pensioners forum
- Inform (stakeholders newsletter)
- 2 Workshops last Autumn with key stakeholders e.g. Councillors, Partners etc
- Meet the chief Executive event with voluntary sector
- Briefing to Osc
- Group meeting External Advisory Panel for Equality and Human rights
- Whitehouse pilot
- McKinsey Urgent Care Social marketing project
- Access survey (how far would you travel etc)

## What we know

- The public like the walk in element of BWiC service
- 90% of BWiC users have minor illness which GPs are well placed to manage
- 09/10 28% of BWiC activity from Hampshire when GPs surgeries are open
- The service cost £1,645K to commission 09/10
- The public are confused about which service to select

## Options Appraisal

1. No Change
2. GP Led PCDC (as discussed at TB)
3. Provide open access walk in service delivered by WHOOHs weekends & BHs and remove Mon to Fri service
4. As Option 3  
with evening opening 18 30 -22.00
- 5 Full closure of BWiC
- 6 Service to be defined by East GPs and Solent Healthcare

## Potential Risks

Displacement of activity need to consider impact on:

Users

Emergency Department

Minor Injuries Unit

General Practice

- Public dissatisfaction
- Staff dissatisfaction

## Pre consultation engagement

- Innovation and Investment Group 7th July 2010
- Clinical Leadership Board 14th July 2010
- Unscheduled Care Strategic Commissioning Group 16th July 2010
- BBC Radio Solent Interview 20th July 2010
- East Locality GPs Commissioning Group 21st July 2010
- Trust Board 22nd July 2010
- Health Overview and Scrutiny panel members meeting 29th July 2010
- Patients Forum 9th August 2010
- Staff Meeting BWiC 13th August 2010



# **ANY QUESTIONS?**

**We would welcome your feedback**