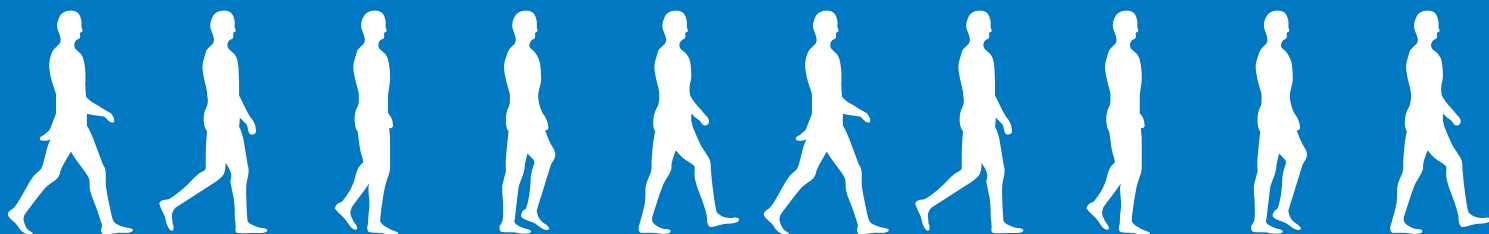


# Consultation on the future of the walk-in service provided at Bitterne Health Centre



Consultation period:  
15 November 2010 – 11 February 2011

Please see back cover for information on how to  
get this document in alternative formats



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# Foreword

As part of our duty to invest in health and social care for our population in Southampton, NHS Southampton City aims to provide patients with appropriate access to unscheduled care services.

Unscheduled care is different from other types of treatment you might receive from the NHS as it does not involve a visit to a health care professional to plan your care in advance. This document is about how we develop unscheduled care services in the East of Southampton and in particular, unscheduled care currently being provided by the NHS walk-in service based in Bitterne Health Centre.

Since March 2009 NHS Southampton City has been reviewing how it provides unscheduled care services for patients in Southampton. This public consultation document is the next step as part of that work and reflects our commitment to developing the right health services in the East of the City.

Our priority is to ensure that those who become unwell unexpectedly are assessed and treated at the right time and in the right place, in a way that offers the best value for money given the financial challenges that the local NHS is facing. In this consultation document we explain the reasons why the current system needs to change, and outline the options available for the future, including the impact these proposals will have on patients and staff.

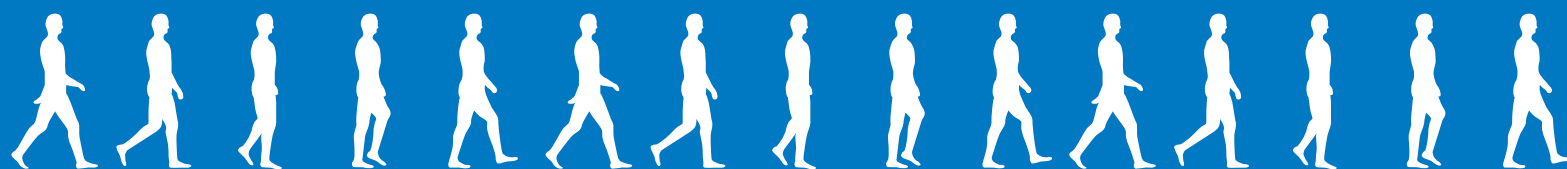


In July 2010 we began a pre-engagement phase and invited comments from the public on the future of the walk-in service at Bitterne Health Centre. Since then many of you have contacted us to give us your views which has helped shape the proposals we are putting forward for consultation. We appreciate the time taken to provide this feedback and a summary of the comments received can be read on pages 11–12.

The formal public consultation will run until 11 February 2011. Further details on how you can contribute your views, both through a series of public events and by formally responding to the consultation through a number of different methods are available from page 18. We look forward to receiving your comments.

A handwritten signature in black ink, appearing to read 'Bob Deans'. The signature is fluid and cursive, written over a white background.

**Bob Deans,**  
Chief Executive, NHS Southampton City



# Unscheduled care services in Southampton: the background

Unscheduled care is care that is not planned or pre-booked with your GP or hospital. Examples could include booking an urgent GP appointment, calling the Out of Hours Service, receiving treatment for a minor injury or having to go to the Emergency Department. Services available for patients in Southampton who require unscheduled care include:

- getting advice from NHS Direct online ([www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)) or by calling 0845 4647
- visiting your local pharmacy for advice and treatment
- booking an urgent appointment with your GP or practice nurse
- calling the Out of Hours Service outside of GP opening hours on 0844 811 3060
- visiting the NHS walk-in service at Bitterne Health Centre
- attending the Minor Injuries Unit based in the Fanshawe Wing at the Royal South Hants (RSH) Hospital
- for emergencies, calling 999 or attending the Emergency Department based at Southampton General Hospital.

The NHS is currently providing information for people about making best use of NHS services and helping to reduce pressure on the NHS by following the Choose Well advice if you need unscheduled care. (see right)



Emergency  
Department or  
999

**Choking.**  
**Chest pain.**  
**Blacking out.**  
**Blood loss.**

For symptoms or serious illness and major accidents, choose the Emergency department or 999

Minor  
Injury Unit and  
walk-in care

**Cuts.**  
**Strains.**  
**Itches.**  
**Sprains.**

For anything from slips to skin complaints, choose an NHS Minor Injury Unit or walk-in care

Out of  
Hours Service

**Vomiting.**  
**Ear pain.**  
**Sore tummy.**  
**Back ache.**

For ear and viral infections and everything between, choose a GP or the Out of Hours Service – 0844 8113060

Pharmacist

**Diarrhoea.**  
**Runny nose.**  
**Painful cough.**  
**Headache.**

For common colds, sickly stomachs, and everything between, choose a pharmacist.

NHS Direct

**Unwell?**  
**Unsure?**  
**Confused?**  
**Need help?**

For absolutely any questions about health, choose NHS Direct, 0845 4647.

Self-care

**Hangover.**  
**Grazed knee.**  
**Sore Throat.**  
**Cough.**

For wear and tear, minor trips and everything between, choose self-care.

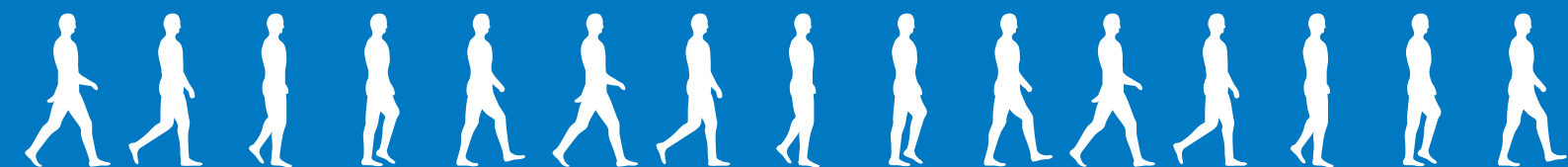
Walk-in Centres were introduced by the Government nationally in 2000 to try and offer the public quicker access to primary healthcare and help reduce inappropriate demand on other healthcare services such as Emergency Departments. In Southampton three NHS Walk-in Centres were opened: in Shirley in 2002, Bitterne in 2003 and the RSH Hospital in 2007 (becoming a Minor Injuries Unit in April 2010). The NHS walk-in service at Bitterne Health Centre is provided by Solent Healthcare and is open 365 days a year, from Monday to Sunday 8am – 9.30pm.

Since Walk-in Centres were introduced in Southampton, the provision of unscheduled care services in the City has continued to evolve and this must be taken into account when considering the options for the future. It is important for NHS Southampton City, as the local leader of the NHS in the City, to constantly assess the services it invests in to make sure they are appropriate for the local population, are meeting local needs and are providing best value for money. For example, after engagement with the local community and key stakeholders, and following an initial reduction in hours and temporary closure due to the flu pandemic, Shirley Walk-in Centre closed last year.

Following this closure NHS Southampton City has been encouraged by the more appropriate use of self help and primary care services, such as GP practices, pharmacies and the Minor Injuries Unit rather than adding to the demand placed on dedicated emergency medical services, such as 999 and the Emergency Department.

### What has changed since the walk-in service in Bitterne opened?

Since Walk-in Centres were opened in Southampton, the provision of health services in the City has moved on, partly in response to national initiatives to increase patient choice and partly in response to patient needs locally.



## GP practices

36 out of the 37 GP practices in Southampton now provide extended opening hours. This means practices are open for at least one evening a week as well as during the weekend, making it easier for patients to book an appointment at a time most convenient to them. In the East of the City all twelve GP practices offer extended hours for routine appointments on specified days and have Saturday morning surgeries. In addition all GP practices will provide same day treatment for any patient who has a clinical need- usually this means the patient will be assessed by a GP or nurse in the first instance.

In many cases it is more appropriate for patients to see their GP rather than use a walk-in service. This is particularly true for those with long term conditions such as heart disease or diabetes. It is very important that these patients have a GP they can refer to when they need them- someone who has known the patient for some time, who understands the history of their condition and as a result can make the best possible decisions about their care. NHS Southampton City is continuing to work with GP and practice colleagues to ensure that their services best meet the needs of people in Southampton.



## Pharmacies

Southampton has 42 community pharmacies which play a crucial role in the provision of healthcare in the community by offering support for self-care, public health promotion and signposting to other services for further treatment. In recent years their role has been extended to include a range of 'enhanced' services that are outside the traditional view of pharmacy as simply a dispensing service. These enhanced services include smoking cessation, emergency contraception and access to palliative care medication.

## Phlebotomy

NHS Southampton City's review of walk-in services in March 2009 included looking at how phlebotomy (blood testing) services are provided. Feedback from the public, patient groups and stakeholders who were consulted indicated that their preference was for phlebotomy services to be located within GP practices where they could be accessed more directly. In response to this feedback NHS Southampton City undertook a nine month pilot in the West of the City to test the feasibility of providing phlebotomy services directly through GP practices. Following the success of the pilot, since June 2010 phlebotomy services are now being provided by GP practices throughout the City.

NHS Southampton City recognises that there were some initial issues during the transfer of this service to General Practice, with the result that some patients had to wait longer than normal to have a blood test. Since June, NHS Southampton City has been working closely with GP practices to overcome these difficulties and minimise disruption as part of a move to bring this service closer to people's homes.





### What does this mean for the future?

The provision of phlebotomy services by the walk-in service at Bitterne was one of the main reasons many patients used the service and the re-location in response to patient demand will inevitably result in reduced use of the service. In addition, the introduction of extended hours in primary care, and enhanced services in pharmacies has meant that there are times when walk-in services are available at the same time as GP practices and pharmacies, resulting in a doubling-up of services. This means that NHS Southampton City is effectively paying for the same service twice on behalf of the local population.

## Why do things need to change?

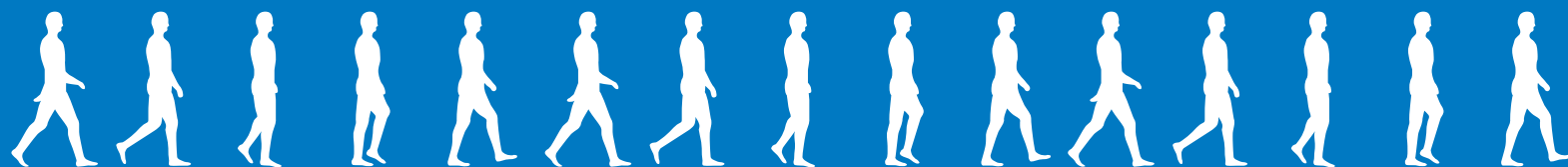
It is clear that since Walk-in Centres were introduced, local health services have changed and indeed continue to evolve. Before NHS Southampton City makes any decision about changes to a service it commissions we must take into account a number of other factors, including the financial implications and the impact of any other proposed changes to the local health service.

### The financial challenges

There can be no doubt that the NHS, both nationally and locally is facing significant financial challenges. Whilst financial considerations alone cannot and should not be the main reason for proposing changes to a service, their impact on the provision of local health services over the coming years cannot be overlooked.

In recent years the NHS has delivered major improvements to patient care by reducing waiting times, introducing new drugs and building new facilities. At the same time, the NHS had enjoyed significant increases in funding, helping it to keep pace with increases in demand, increasing costs of treatment and technologies and an ageing population.

Over the past couple of years, NHS Southampton City, as the local leader of the NHS, has needed to put in place programmes of work to deliver savings, create efficiencies and provide better value for money for the local healthcare system. Although the Coalition Government has announced that the NHS will receive small growth for budgets over the coming years, the NHS faces significant financial challenges. Nationally the NHS needs to save £20 billion by April 2014.



Across the South Central region, of which Southampton is a part, the NHS needs to save £1.3 billion by 2014.

It is important the NHS, its public sector partners and the general public have an understanding of the financial challenges facing the local healthcare system. NHS Southampton City is committed to ensuring we spend every pound wisely.

NHS Southampton City is confident that it can meet the financial challenges facing the local healthcare system. We are working hard to ensure the impact on patients and service users is minimal. However it must be accepted that we need to look differently at how healthcare services in the City are designed and provided.

Currently NHS Southampton City spends £1.6 million a year to provide the walk-in service at Bitterne, at an approximate cost of £48.93 per patient. In the course of a normal working day in Southampton an average of 64 people use the walk-in service at Bitterne Health Centre. We also know from looking at use of walk-in care that in many cases these patients have conditions which could be treated by their GP.

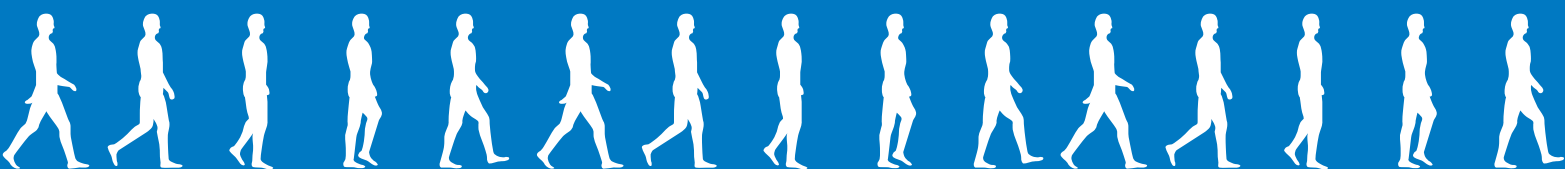
It is NHS Southampton City's duty to ensure that the services we commission provide the best possible value for money and quality of care to the people of Southampton. Continuing to commission walk-in services as they currently are provided, without looking at whether they are suitable for patient needs and providing value for money would mean that we would be failing in our duty as the local leader of the NHS.



### The wider context

When considering the options for walk-in services in Southampton it is important to look at other proposals for the future of the local NHS which may have an impact.

In July 2010 the Government's Health White Paper was published and outlined a commitment to develop 'a coherent 24/7 urgent care service in every area of England'. This will incorporate GP Out-of-Hours Services and provide urgent medical care for people registered with a GP elsewhere. In line with this, the four Primary Care Trusts across Hampshire and the Isle of Wight (NHS Southampton City, NHS Hampshire, NHS Isle of Wight and NHS Portsmouth) have outlined their vision for the development of unscheduled care services across the area for the next three years. The aim is to work together to re-design services so that they are simpler and easier to understand for patients and so that care is provided in the most appropriate way.





In practical terms this means:

- More services will be provided closer to home
- More treatment will be provided at the scene by ambulance crews
- There will be access to a GP, nurse or telephone support seven days a week and for longer hours
- There will be more help for those with chronic conditions to manage their illness and allow them to live more independent lives
- Some hospital services may be centralised for those who are seriously unwell.

### Why is this relevant to the future of walk-in services?

The strategy for unscheduled care across Hampshire and the Isle of Wight aims to ensure that primary care services are designed so that they meet the demand of local communities. It is possible this could mean improving access by developing some form of drop-in service to ensure patients are able to access primary care whenever they need it. At this stage the strategy does not include detail on how this will be delivered as this will be for the local NHS in each area to decide what is best for its population.

However it is important that any decision NHS Southampton City makes about the future of walk-in services at Bitterne takes into account the implications of this work. For further detail see Appendix 4

### The case for change

NHS Southampton City is only too aware of the value of walk-in services to residents in Southampton, particularly those in the East of the City. On pages 11-12 we summarise the comments already received from members of the public and it is clear that the NHS walk-in service based at Bitterne Health Centre is a much loved local service. However the combination of the challenging financial environment and the wider strategic direction around unscheduled care services means that things have to change.

That is not to say we do not believe there is a place for the provision of walk-in services in Southampton, merely that how they are currently provided and when, needs to be re-considered. This document takes into account all the reasons for change demonstrated above as well as the many comments received so far from patients and the public. Based on this, two options for the future are presented for consideration.





## What you told us

NHS Southampton City's Board met in public on 22 July 2010, and approval was given to enter a pre-engagement phase on the future of the walk-in service at Bitterne. A list of all the activity undertaken as part of the three month pre-engagement phase can be found in Appendix 5.

### **Clinical engagement**

Since NHS Southampton City began its review of unscheduled care services in 2009, GP colleagues have been closely involved at each stage of the process. Their views have been sought both formally and informally through the bi-monthly GP Forum and discussions have taken place at the NHS Southampton City Clinical Leadership Board and the East Southampton Urgent Care Board which have GP representation.

### **Public engagement**

As part of the pre-engagement phase we invited comments from members of the public. In total over 1,300 contributions from the public were received including letters, emails, petition signatures, one-to-one interviews with users of the service and responses to a questionnaire. This questionnaire was made available on our website and distributed via the NHS Southampton City Network and Southampton Voluntary Services newsletter.



## How the walk-in service at Bitterne is being used

Responses to our questionnaire have helped us understand how patients are currently using the walk-in centre. They revealed that 64% of people use the service in the evening or at the weekend, compared to 36% who use it during the day (before 6pm).

### Listening to you

Below is a summary of the main issues raised during the pre-engagement phase and an outline of the work already underway to address them.

### What you told us

#### Don't close the walk-in service at Bitterne

The overwhelming majority of responses received outlined their opposition to closure. There is a strong feeling that the facility is a valued service for those living in the East of the City.

### What we are doing:

Closure of the walk-in service at Bitterne Health Centre has never been NHS Southampton City's preferred option for the future. We understand the service is much valued and so closure is not an option we are consulting on.

### What you told us

#### Difficulty getting a GP appointment

Many of the respondents cited their inability to get a GP appointment as the reason why they use the walk-in service. They also expressed concern that if the walk-in service was not available they would be unable to get a GP appointment and be forced to travel to the RSH Hospital or Southampton General Hospital. Some recognise that this would not be an appropriate use of hospital services but believe they would be left with no option.

### What we are doing:

NHS Southampton City is aware that there have been problems with GP access in the



East of the City in the past; however a lot of work has taken place with GP colleagues to address this issue. As mentioned above most practices in the City offer extended hours to increase the convenience and make appointments available outside of office hours and on Saturday mornings.

### What you told us

#### Difficulties with transport

A common theme among many respondents was that public transport services linking the East of the City to the City Centre are poor. This makes travel to the RSH Hospital or Southampton General Hospital difficult. Therefore if the walk-in service was unavailable their ability to access these services would be limited. Many of those who raised this problem felt their only option would be to travel by taxi which in many cases would be unaffordable.

#### What we are doing:

As part of our pre-engagement work NHS Southampton City has met with Southampton City Council and raised local concerns about transport links between the East of the City and the City Centre.

### What you told us

#### Perception that East of the City is ignored

There appears to be a general feeling among those living in the East of the City that they are ignored when it comes to health services. Those in the East feel those living in the West of the City have better access to the majority of health services.

#### What we are doing:

There are 12 GP practices available in the East of the City, all of which offer extended hours for routine appointments on specified days and all include Saturday morning surgeries. We continue to work very closely supporting GPs and other service providers as we consider the options, particularly the impact that any changes may have so they are able to plan future requirements for their services.

### What you told us

#### Desire to avoid pressure on GPs and Emergency Department

A number of respondents stated their belief that the walk-in service in Bitterne was created to ease pressure on the Emergency Department, and they raise concerns that any removal of the service would place an additional burden on it. Others suggest that the walk-in service also relieves pressure on local GPs and are therefore concerned that removal of the service would further pressurise GP practices.

#### What we are doing:

We are working to inform the public about the best use of healthcare services through the Choose Well campaign. It is hoped this will increase the use of self-care and services such as pharmacies for minor illness and therefore help reduce inappropriate use of other services such as the Emergency Department.



## What does this mean for the consultation document?

NHS Southampton City was keen to ensure that this consultation document contains proposals which are both realistic and reflect the views of local people. As a result there are a number of options available for the future that have been ruled out as unworkable. These include:

- **No change to the current service**  
This is considered unfeasible given the current financial pressures facing the local healthcare system.
- **Closure of the walk-in service at Bitterne Health Centre**  
Closure has never been NHS Southampton City's preferred option, and for the reasons outlined above this option will not be consulted on.
- **Integrated GP and community service network**  
This would create an integrated network between GPs and local community services. Whilst we believe there are advantages to this approach, there is too little detail available at present on how this might work to enable it to be included as an option. Background information and further details of this vision for the future of unscheduled care can be found at Appendix 4.
- **Minor Injuries Unit**  
It has been suggested that the walk-in service could become a Minor Injuries Unit, similar to that provided at the RSH. Whilst there are advantages to this approach, it would require the provision of x-ray services and mean significant alterations to the building to accommodate this. In addition, the level of demand required to make this option viable is questionable. Therefore this option is considered unfeasible and has not been included.

## What are we proposing to do?

### How the proposals were developed

During NHS Southampton City's ongoing review of unscheduled care services, in September 2009 the Trust's Board recommended that suggestions on how services could be further improved be brought to the Board for consideration. In particular attention was focused on:

- The future use of the walk-in service at Bitterne Health Centre
- The reduction in duplicated services
- Retaining high quality and effective services
- Affordability.

As a result NHS Southampton City has been working with local stakeholders including GPs and patient groups to explore what the future might look like. Based on this work and the feedback received as part of the pre-engagement phase outlined above, two options have been developed for further consideration.



## OPTION 1

### Service during weekends and bank holidays

#### Overview

Provision of a walk-in service during the hours of 8.30am – 10pm during weekends and bank holidays.

#### Detail of revised service

- During the day and in the evenings (Monday to Friday) patients will continue to access their GP and the Out of Hours Service
- Patients attending the walk-in service at Bitterne would be seen by a GP or nurse and offered an assessment without the need for an appointment
- Where necessary, patients attending the walk-in service will be directed towards more appropriate services (Minor Injuries Unit, GP, pharmacy etc)
- Patients will be able to phone the walk-in service. They will either be given advice on self-care options, be directed towards other services where appropriate (Minor Injuries Unit, GP, pharmacy etc), or may be offered a home visit by a healthcare professional
- NHS Southampton City would work with providers and the local community to ensure that the facility is used to best effect during the week.

#### Benefits

- Maintains walk-in service (at busy times, during weekends and bank holidays)
- Access to telephone advice
- No appointments necessary
- Additional medical support available from the Out of Hours Service
- This option encourages more appropriate use of self-care and pharmacies
- Supports future strategic direction for unscheduled care services
- Maximises reduction in cost and resource duplication with other services
- Makes best use of the 12 GP practice facilities in the East
- Better use of existing GP service - through extended hours.



## OPTION 2

### Service during weekday evenings, plus weekends and bank holidays

#### Overview

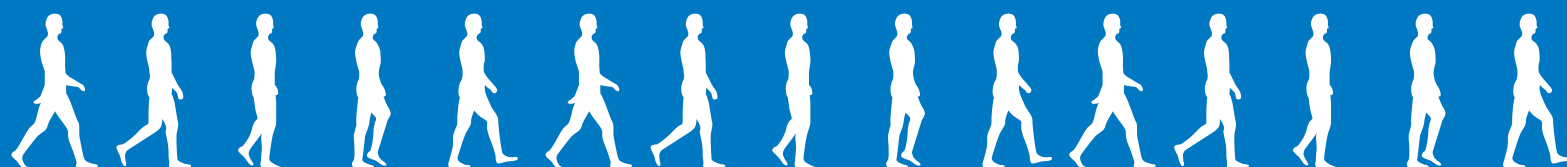
Provision of a walk-in service during the hours of 6.30pm – 10pm Monday to Friday. Also during the hours of 8.30am – 10pm at weekends and bank holidays.

#### Detail of revised service

- During the day Monday to Friday patients will continue to access their GP
- Patients attending the walk-in service at Bitterne between 6.30pm -10pm on weekdays and between 8.30am – 10pm at weekends and bank holidays will be seen by a nurse or GP and offered an assessment or treatment without the need for an appointment
- Patients contacting the service outside practice hours by telephone will be assessed and offered a range of services including advice on self-care, sign posting to other services where appropriate (Minor Injuries Unit, GP, pharmacy etc), or a home visit by a GP
- NHS Southampton City would work with providers and local community to ensure that the facility is used to best effect during the week before 6.30pm.

#### Benefits

- Maintains walk in service at busiest times (evenings, weekends and bank holidays)
- Access to telephone advice
- No appointments necessary
- Additional medical support available from the Out of Hours Service.
- This option encourages more appropriate use of self-care and pharmacies
- Supports future strategic direction for unscheduled care services
- Reduces cost and resource duplication with other services
- Limits service change whilst still reducing duplication during the day.



# What will be the impact of these proposed changes?

Below is an explanation of what the proposed changes will mean for patients, staff, GPs, and other services.

## OPTION 1

### Service during weekends and bank holidays

#### Impact on patients

- On weekdays patients will be unable to access the walk-in service but will still be able to access their GP as normal
- At weekends and bank holidays from 8.30am – 10pm patients will be able to use the walk-in service as normal
- Outside these hours patients will have access to the Out of Hours Service as normal.

#### Impact on GPs

- Potential increase in attendances at GP practices

#### Impact on other services

- Possible increase in use of Emergency Department by patients during the week.
- Possible increase in attendance at the RSH Minor Injuries Unit. The projected impact is an additional 14 patients per day
- It is anticipated there will be an increase in numbers of patients accessing the Out of Hours Service from 6.30pm on weekdays when the walk-in service is not available. The projected impact will be 13 patients per weekday.

#### Impact on staff

- In order to meet the additional demand at the Minor Injuries Unit it may be necessary for Solent Healthcare to deploy a small number of additional clinical staff. Costs for this have been taken into consideration
- Changes to the service will affect the ratio of unsocial hours to core hours within the new service.





## OPTION 2

### Service during weekday evenings, plus weekends and bank holidays

#### Impact on patients

- On weekdays patients will be unable to access the walk-in service before 6.30pm but will still be able to access their GP as normal
- From 6.30pm – 10pm on weekdays and from 8.30am – 10pm on weekends and bank holidays patients will be able to access the walk-in service as normal
- Outside these hours patients will have access to the Out of Hours Service as normal.

#### Impact on GPs

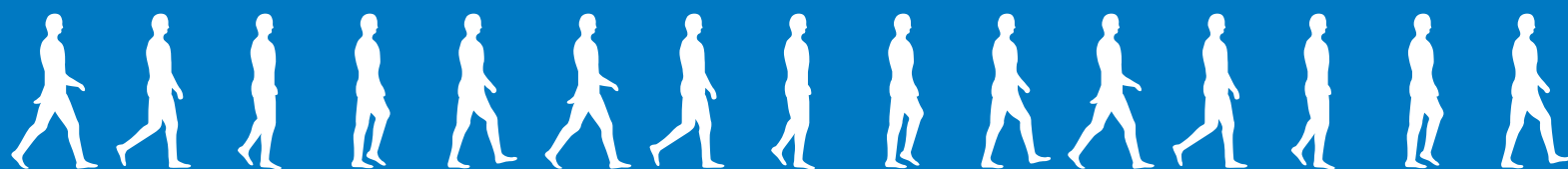
- Potential increase in attendances at GP practices.

#### Impact on other services

- Possible increase in use of Emergency Department by patients during the week
- Possible increase in attendance at the RSH Minor Injuries Unit. The projected impact is an additional 12 patients per day.

#### Impact on staff

- In order to meet the additional demand at the Minor Injuries Unit it may be necessary for Solent Healthcare to deploy a small number of additional clinical staff. Costs for this have been taken into consideration
- Changes to the service will affect the ratio of unsocial hours to core hours within the new service.



# Having your say

Your views are extremely important and we are keen to hear from as many people as possible. We are making this document available in different formats and languages and will be working with community and voluntary groups to try and involve people whose views are not always heard.

We are asking for your comments on:

- **Option 1**
- **Option 2**

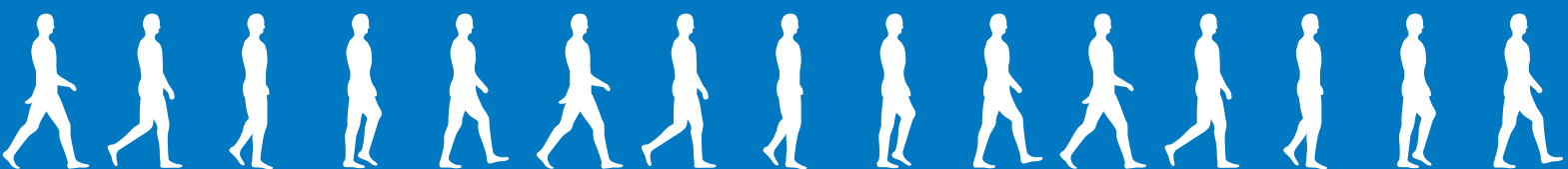
There is a feedback form at the end of this document for you to give your views. There are also a number of ways you can find out more, get involved, and tell us what you think.



## Who will receive this consultation document?

NHS Southampton City wants to ensure as many people as possible have the opportunity to comment on our proposals. As well as being made widely available to the public, the consultation document will be circulated widely to:

- NHS Staff
- GP surgeries and health centres
- Out of Hours Service
- Pharmacists
- The Minor Injuries Unit at the RSH Hospital
- Emergency Department at the Southampton General Hospital
- Southampton University Hospitals NHS Trust
- Solent Healthcare
- Hampshire Partnership NHS Foundation Trust
- NHS Hampshire
- Southampton and Hampshire Social Services
- Local MPs
- Councillors
- Southampton and Hampshire Overview and Scrutiny Committee
- Southampton Local Involvement Network (LINK)
- Patient forums and users groups
- Residents associations
- Voluntary sector
- University of Southampton
- Southampton Solent University
- Schools
- Libraries
- The NHS Southampton City Network



## Public meetings and events

There will be a series of public meetings where you will be able to find out more about the proposals and put your questions to NHS Southampton City representatives. Below are the dates of the public events confirmed so far. There will also be a number of events run by the Trust or by stakeholders where you will have an opportunity to share your comments. These will be confirmed shortly and will be widely publicised.

Date	Time	Venue
<b>Public Meetings</b>		
Monday 29 November	7pm – 9pm	Eastpoint Centre, Thornhill
Tuesday 14 December	12.30pm – 1.30pm	Harefield Community Centre
Tuesday 25 January, 2011	7.30pm– 8.30pm	Ludlow Junior School, Woolston
<b>Public exhibitions</b>		
Monday 6 December 2010 – Saturday 11 December 2010	During library opening hours	Central Library, Civic Centre
Monday 10 January 2011 – Saturday 15 January 2011	During library opening hours	Bitterne Library, Bitterne Rd East

If you run a community group and would like us to attend and talk about our plans please contact us on 023 8029 6229. We will do our best to attend as many meetings as possible during the formal consultation period.

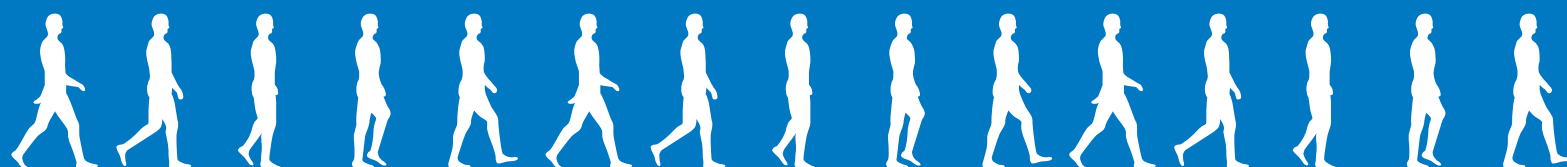
### Feedback form

Please use the feedback form on page 29 to tell us about your views and give us your comments. Alternatively you can write, email or telephone:

The Communications Team  
NHS Southampton City  
Oakley Road  
Southampton  
SO16 4GX

Tel: 023 8029 6933

Email: [communications@scpct.nhs.uk](mailto:communications@scpct.nhs.uk)



## Online

During the consultation period information and updates will be available on our website at [www.southamptonhealth.nhs.uk/bitterne](http://www.southamptonhealth.nhs.uk/bitterne). You will also be able to give your feedback online.

## Deadline for feedback

The public consultation is running over 13 weeks from Monday 15 November 2010 to Friday 11 February 2011 and the deadline for feedback on the proposals is 5pm on 11 February 2011.

# What happens next?

It is important that this consultation process is open and transparent and NHS Southampton City is accountable for the decisions it makes.



## What happens to the responses?

During the consultation, all the feedback and responses, along with notes of public meetings, will be collated and analysed. This will be verified by an independent body (Southampton Local Involvement Network)

At the end of the consultation period a report will be produced by NHS Southampton City identifying the themes and issues raised. The report will go to the Board of NHS Southampton City to inform their decision on how to proceed.

## The decision making process

The final decision will be made by NHS Southampton City Trust Board in public, once they have had time to consider the consultation feedback and responses.

## The role of the Health Overview and Scrutiny Committee (HOSC)

The way we have developed our proposals and the way we will reach a decision on them is being overseen by Southampton Health Overview and Scrutiny Committee, made up of local councillors.

## The role of Local Involvement Networks (LINKs)

LINKs are the bodies with statutory responsibility for ensuring the voice of service users and the public is heard. LINKs cover the same areas as county councils and are responsible for finding out what people think, making recommendations to the people who plan and run services and referring issues to HOSCs where they feel it is necessary.



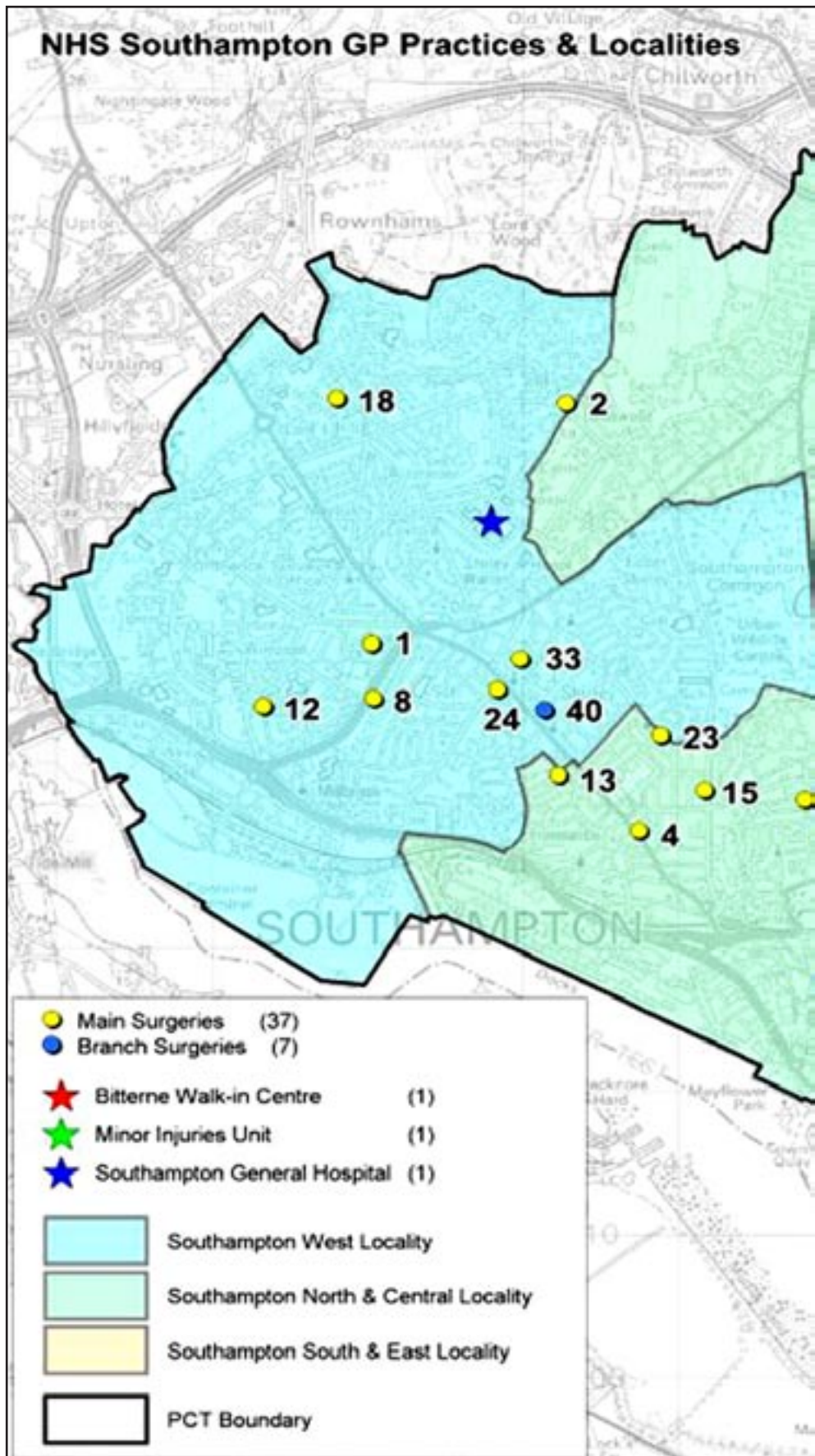


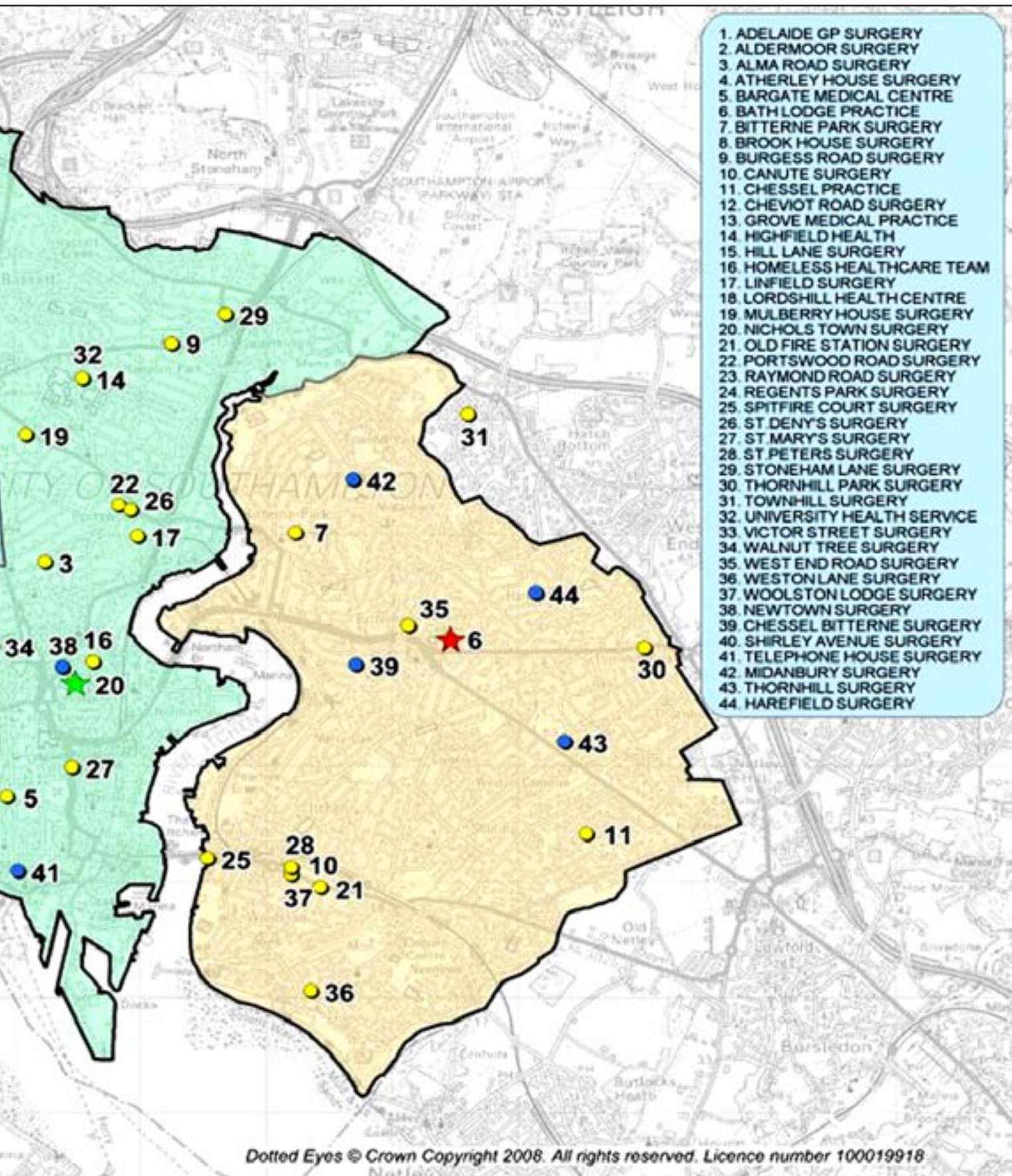
# Appendices



# Appendix 1:

## Map of services





## Appendix 2: Financial Costings

The calculations of estimated service costs and estimated savings are based on information at this point in the review. Further calculations may be required depending on the outcome of the consultation in respect of any preferred option.

Option	Description	Estimated Service Cost	Estimated recurrent savings
1	'Walk-in Service' Weekends and Bank Holidays <i>(Existing walk-in element , plus Out of Hours and Minor Injuries Unit investment)</i>	£900K	£600K
2	'Walk-in service' Weekday evenings, plus weekends and Bank Holidays <i>(Existing walk-in element plus Minor Injuries Unit investment)</i>	£1,100, 000K	£400K







## Appendix 3: List of stakeholders involved in developing these proposals

Patients and Patient Forums

Members of the public

Southampton and Hampshire Overview and Scrutiny Committees

Southampton University Hospitals NHS Trust

South Central Ambulance Service NHS Trust

Southampton City Council

Hampshire Partnership NHS Foundation Trust

Solent Healthcare

Local GPs

NHS Hampshire

MPs and Councillors

Solent and Southampton Universities

Southampton LINKs

BME Health Support Group

Older Person's and Disability Forum

Southampton Voluntary Service

NHS Staff

## Appendix 4: Context – local and national policy documents

### **NHS White Paper, 'Equity and Excellence: Liberating the NHS'**

[www.dh.gov.uk](http://www.dh.gov.uk)

Published in July 2010, the NHS White Paper set out the Coalition Government's long term vision for the NHS.

### **SHIP Unscheduled Care Strategy**

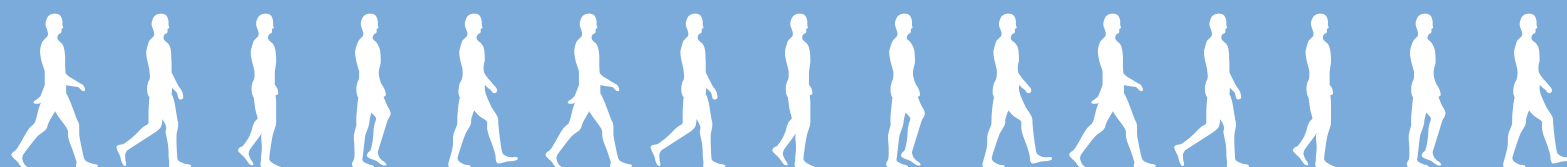
[www.southamptonhealth.nhs.uk/unscheduledcare](http://www.southamptonhealth.nhs.uk/unscheduledcare)

NHS Southampton City, NHS Hampshire, NHS Isle of Wight and NHS Portsmouth, also known as 'SHIP', have worked together to produce a draft strategy for improving unscheduled care services across Hampshire and the island.

### **NHS Southampton City Review of Unscheduled Care Services**

[www.southamptonhealth.nhs.uk/bitterne](http://www.southamptonhealth.nhs.uk/bitterne)

In March 2009, NHS Southampton City undertook a six month review of the current provision of non urgent 'walk-in' health services for patients in Southampton. This report from September 2009 highlights the key findings.



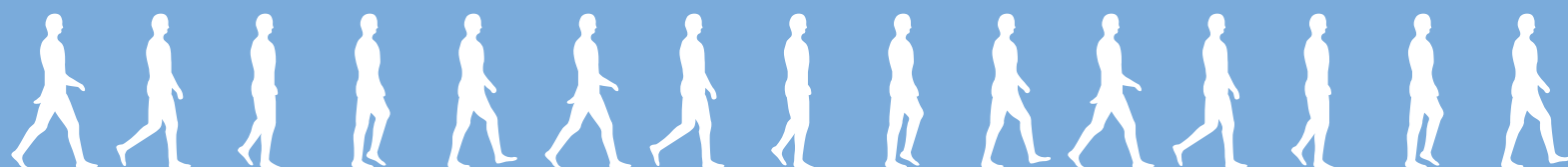
## Appendix 5: Pre-engagement activity

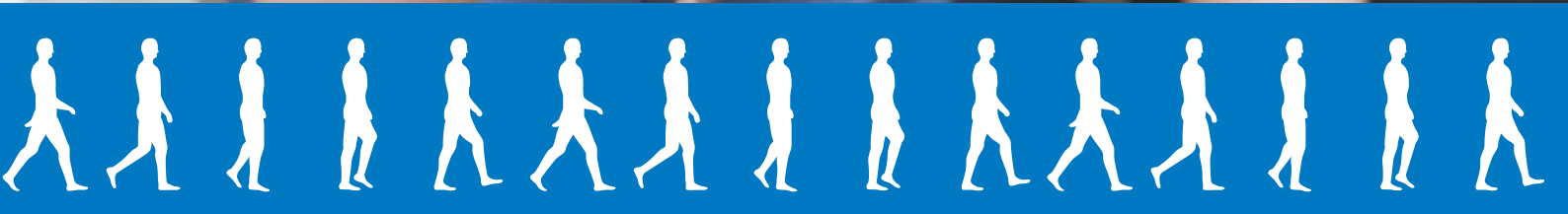
Stakeholder	Activity
Innovation and investment group	Presentation and discussion of options
Clinical Leadership Board	Presentation and discussion of options
Unscheduled Care Strategic Commissioning group	Presentation and discussion of options
John Denham MP	Discussion
Public	Board paper outlining options published on NHS Southampton City website
Southampton LINK, Patients Forum, Hants & Soton Overview and Scrutiny Committee, MPs, Southampton Voluntary Service, Chief Exec and Comms leads for NHS Hampshire, Southampton City Council, SUHT and Solent Healthcare	Briefing distributed
Public	Pre recorded radio interview with BBC Radio Solent to explain rationale and debate with listeners
Public	Live interview with BBC Radio Solent on Breakfast show, listen to public views
East Locality GP's commissioning group	Presentation and discussion of options
Trust Board (in public)	Presentation and discussion of options
GPs	GP forum
Chair of Southampton OSC	Informal discussion
South Central Strategic Health Authority/ Department of Health	Update on information and engagement sent
Urgent Care East Soton Prog Board	Meeting
Southampton LINK	Discussion and agreement that LINKs will be part of consultation process
Southampton University Hospitals NHS Trust	Letter sent
Southampton City Council Director of Communications	Discussion
Southampton Patients Forum	Presentation, discussion and receive feedback
Carers Strategy Group	Discussion and receive feedback
Urgent Care East Soton Prog Board	Meeting
East locality primary care meeting	Discussion





Stakeholder	Activity
Voluntary Sector	Distribution of questionnaire
NHS Southampton City Network	Distribution of questionnaire
Bitterne Walk-in Centre Staff	Meeting/discussion
Trust Board (Briefing)	Presentation/discussion
League of Friends (volunteers)	Meeting/discussion
Family groups, children	Discussion group
Public	Attendance at Socialist Party public meeting
Urgent Care East Soton Prog Board	Meeting
Southampton City Council Cabinet members	Meeting and presentation
Over 50s Civic Centre Library	Distribution of questionnaire/interviews
Southampton OSC	Formal meeting
Southampton LINKs	Meeting and presentation
Patients/users of service	Interviews at Walk-in Centre
BME Health Support group	Presentation/discussion
Patients/users of service	Interviews at Walk-in Centre
Older Persons and Disability Forum	Workshop
Public	NHS Southampton City AGM
Voluntary groups	Meet the Chief Executive
Patients/users of service	Interviews at Walk-in Centre
Patients/users of service	Interviews at Walk-in Centre
Urgent Care E Soton Prog Board	Meeting
John Denham MP	Meeting
Thornhill Community Voices	Meeting







# Feedback form

## We want to hear your views.

Please tell us what you think of our proposals by taking a few minutes to answer the questions below.

### Reasons for change

	Strongly agree	Agree	Disagree	Strongly disagree
I understand the reasons why things need to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I agree that things need to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Options for change

Of the two options for change, please tick your preferred option.  
Please only choose ONE option.

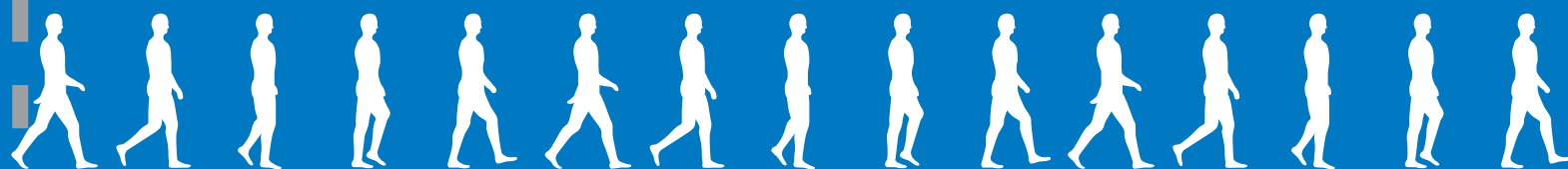
Option 1: Service during weekends and bank holidays

OR

Option 2: Service during weekday evenings, bank holidays and weekends

*Is there anything else you would like to say about the proposed options for the future?*

*Is there anything else we should think about when designing unscheduled care services in the City?*



# About you

We want to make sure that everyone has had a chance to share their views. To make sure this consultation reaches a wide range of people, it would be helpful if you could provide us with a few confidential details about yourself to help us see who has responded.

## Are you

- A general member of the public
- NHS staff member
- Representing an organisation- please state:.....

Please tell us which area you live in (eg- Bitterne, Woolston, Portswood etc)

.....

**Are you?**    Male    Female

## What is your age?

- Under 20       20-29       30-39       40-49       50-59
- 60-69       70-79       80-89       90+

## What is your ethnic group?

**White:**    British       Irish       Any other white background

**Mixed:**    White and black Caribbean       White and black African  
 White and Asian       Any other mixed background

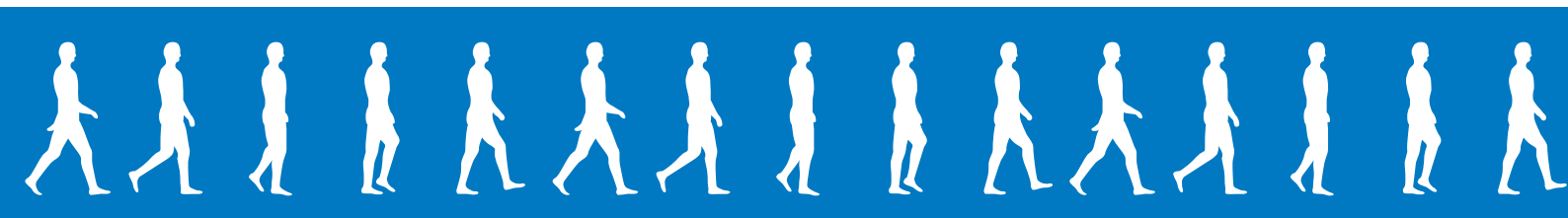
**Asian or Asian British:**    Asian Indian       Asian Pakistani       Asian Bangladeshi  
 Any other Asian background

**Black or Black British:**    Black African       Black Caribbean  
 Any other Black background

**Other ethnic groups:**    Chinese       Other ethnic group       Rather not say

Thank you for taking the time to give us your feedback. Please return your form free of charge to:  
**Freepost RRYC-AUHZ-EHKE, Southampton City PCT, NHS Southampton City HQ, Oakley Road, Southampton SO16 4GX, Att: Communications Team**  
 The deadline for responses is 5pm on Friday 11 February 2011.





Assistance with the key points of this document can be made available in written or spoken form. For further advice, please contact the telephone number below:

#### Polish

Dostępna jest pomoc ustna lub pisemna z wyjaśnieniem głównych punktów dokumentu. O dalszą poradę proszę się skontaktować na number podany poniżej

#### Punjabi

ਇਸ (ਡਾਕੂਮੈਂਟ) ਕਾਗਜ਼ਾਤ ਦੀ ਲਿਖਤੀ ਰੂਪ ਵਿੱਚ ਅਤੇ ਪੜ ਕੇ ਸੁਣਾਉਣ ਵਾਸਤੇ ਵਿਆਖਿਆ ਸਾਡੇ ਪਾਸ ਮੌਜੂਦ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਟੈਲੀਫ਼ੋਨ ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ।

#### Gujarati

આ દસ્તાવેજની (ડૉક્યુમેન્ટ) મુખ્ય વિગતો સમજવા માટે મદદ મળી શકે છે, અને તે આપને લેખિત અથવા સાંભળી શકો તેવી રીતે મળી શકશે. વધુ માહિતી માટે નીચેના ટેલિફોન નંબર ઉપર સંપર્ક કરવા વિનંતી છે.

#### Hindi

इस कागज़ात के मुख्य बिषयो पर आपको लिखती और जवानी रूप से सहायता मिल सकती है। अधिक जानकारी के लिए कृपया नीचे लिखे टेलीफोन नम्बर पर सम्पर्क करे।

#### Bengali

এই প্রমাণপত্রের মূল বিষয়গুলি সবক্ষে সহযোগিতা পাওয়া যাবে, লিখিত ও মৌখিক রূপে। অধিকতর পরামর্শের জন্য নিম্নলিখিত এই টেলিফোন নম্বরটিতে যোগাযোগ করুন।

#### Chinese

對此文件的重点, 我們提供書面或講解形式的語言幫助。關於詳細信息, 請用以下電話號碼聯繫。

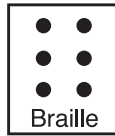
#### Urdu

نا تازیواتسد کے چہا تالکند کے رابے ریمہ پآوکی نابزروای ریرحد تروصد ریمہ ندہ ہایتسد وی بی تکسد ہے - ی سڈک دروشمی ہب کیے ٹیلے چینے ٹیلے کے ہرمن رپہ مطبار مناتہ سیرک

For a translation of this document,  
an interpreter or a version in

large  
print

or



Braille

or



please contact Access to Communication

023 8024 1300



NHS Southampton City Oakley Road,  
Southampton, SO16 4GX  
Telephone: **023 8029 6904**  
[www.southamptonhealth.nhs.uk](http://www.southamptonhealth.nhs.uk)

