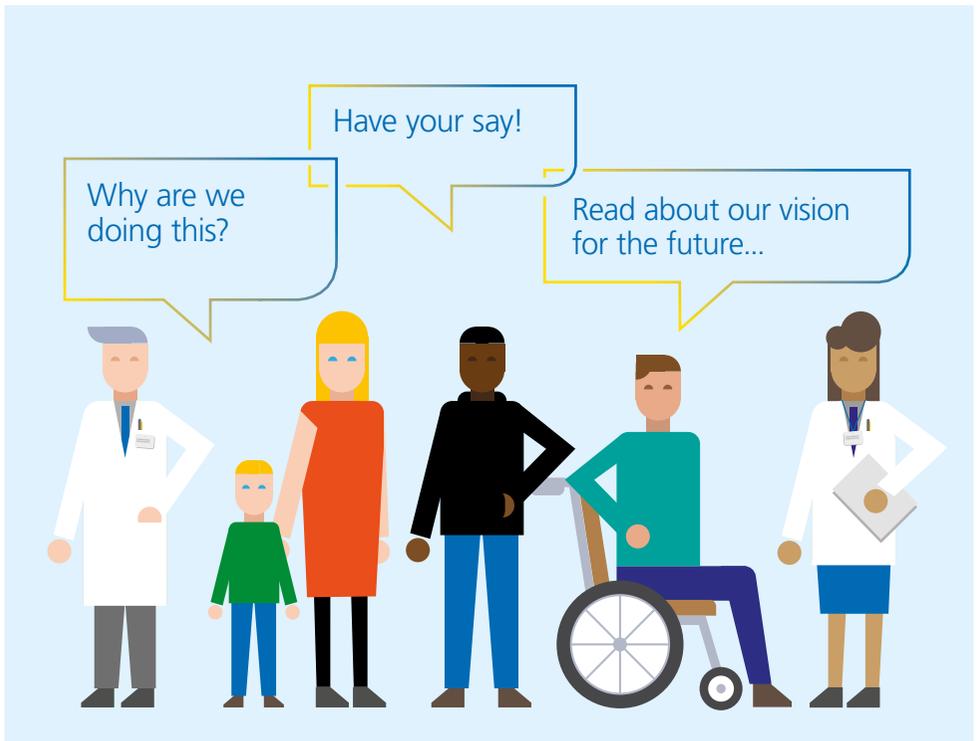


Consultation document

Improving urgent care services in Bury



We would like your views on urgent care services in Bury.

Have your say by Sunday 8th March 2020.

www.buryccg.nhs.uk

1. About this document

Nationally, urgent care services are changing, and we need to make some changes in Bury too. Many people go to Accident and Emergency (A&E) at Fairfield General Hospital in Bury, often waiting up to four hours, and then realise they are not in the best place for treatment and need to go somewhere else.





A&E is for genuine emergencies and we need to make improvements to the rest of the urgent care system so that we provide the right service in the right place, first time, closer to home.

This document explains how and why we want to improve the way we provide urgent care services in Bury both in the community and at hospital.



We want to ask you about what services should be provided for things that are not an emergency, but at the same time can't wait.

This covers services such as appointments at GP surgeries, Walk-in Centres, the Urgent Treatment Centre at Fairfield General Hospital, GP out of hours services, GP extended access (evening and weekend appointments) and speaking to a local clinician (health care professional) by phone when you ring 111 or 999.

KEY FACT

2. Why are we doing this?



We carried out some public consultation about urgent care in 2016 and 2018 and we have listened to feedback from Healthwatch along with the survey conducted by former Bury North MP Mr. James Frith. We have also looked at the GP Patient Survey results from July 2019 and reviews completed of the Urgent Treatment Centre, Wound Care and Lymphoedema Service and a face to face patient review which took place at Fairfield General Hospital in August 2019.

A capacity and demand review was undertaken across Greater Manchester in 2019 which looked at availability of appointments and access to various services such as mental health and same day emergency care, and there have also been reviews of the Green Car Service (which supports patients coming through the 999 ambulance service, whose needs are urgent but not an emergency) and the new Clinical Assessment telephone service, where a local clinician takes non urgent calls referred to them by North West Ambulance Service.



In these reviews, you have told us that our urgent care system is complicated to find your way around, which means that you don't always know which is the best service to meet your needs. We also heard that sometimes you go to more than one place or make more than one phone call before you get the right treatment and you have to wait a long time to be seen.

You have continued to say that you value a walk in option. There is also a perception that it is difficult to get GP appointments on the day and in advance, despite the availability of appointments in the evenings and weekends, and out of hours. All this means that often, you go to Fairfield Hospital's A&E Department, even when your condition is not an emergency. We also know that people who are registered with a GP outside of Bury use the walk in facilities.



We want to make the system easier to find your way around, provide you with helpful information so you know where is the best place to go, support you outside of normal working hours and at weekends, reduce the amount of time you are sitting around waiting to be seen and help you to help yourself by using local facilities such as pharmacies and wound care clinics. We want to get back to only using A&E services at the hospital for patients with life-threatening conditions and severe trauma.

The increase in demand for hospital services, as well as putting pressure on the hospital, also impacts upon primary (i.e. GP) and community care, intermediate care (services that provide support to help get people back on their feet, perhaps after a stay in hospital), adult social care, continuing health care (supporting people with long-term complex health needs) and residential care.



Working in a different way to manage this demand and having a more connected urgent care system, will benefit significant elements of the Health and Social Care system and will also mean there is a more cost efficient and less confusing range of services for local people.

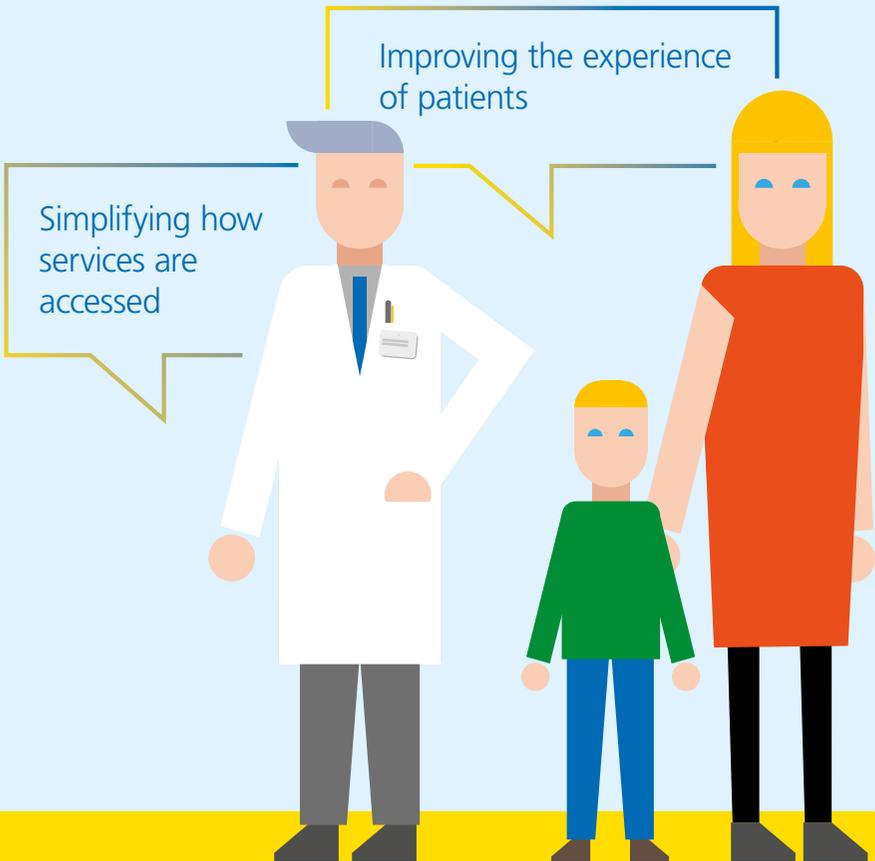
The whole of the urgent care system in Bury has been working together for the last three months to think about the changes we believe we need to make. This includes the GP Federation (a local co-operative of GP practices), BARDOC our out of hours GP provider, the Local Care Organisation (an alliance of service providers), Pennine Care NHS Foundation Trust (a provider of mental health services), the One Commissioning Organisation (Bury Council and the CCG working together to plan health and care services) the Northern Care Alliance and Fairfield General Hospital.

KEY FACT

3. Our vision for the future



We set ourselves some objectives which we would like to achieve in a phased approach.





Our objectives are to:

- Redesign our urgent care system to simplify how services are accessed and to improve the patient experience.
- Speed up how soon patients are seen in A&E (patients should be seen within four hours) at Fairfield General Hospital.
- Reduce the number of unplanned admissions to Fairfield General Hospital.
- Deliver a better urgent care system for less money. Based on our current spend on urgent care services we think we can achieve savings of around £2.6 million.
- Work towards achievement of the Greater Manchester vision to transform urgent and emergency care, which includes things we can do across Greater Manchester and not just in Bury.

We want to make it easier to access high quality urgent care if you need it. We are setting out a vision for the future of urgent care in Bury that includes all of the providers mentioned earlier, working together to this common goal.

Urgent Treatment Centre



We would like to develop a new walk in facility at Fairfield General Hospital called an Urgent Treatment Centre (UTC). We are proposing to relocate the current Walk-in Centre located at Moorgate Primary Care Centre in Bury, and integrate it into the existing Urgent Treatment Centre located at Fairfield General Hospital, along with mental health services, the GP out of hours service and the 'minors' part of the hospital (minors is when a patient has attended A&E but their situation is not an emergency, or is less serious).



This would create a new facility, providing an enhanced service that is open 24 hours a day, including at weekends. We would need to design and build this once we have seen the feedback from this consultation and get ourselves ready before next winter.

This means that when you arrive at Fairfield you will receive a primary care or mental health led assessment, unless a suitably qualified professional thinks that you need to go straight to the A&E department or the same day emergency care service.

KEY FACT



After you have registered at reception at this new facility, you will be assessed and then be directed to the most appropriate part of the hospital. There will be a new team to meet you at the UTC, this will include nurses, GPs, mental health professionals and health and care professionals who can manage wounds.



We intend to maintain the walk in facility in Prestwich for the time being, including weekend opening, until we understand the impact of the new service at the UTC located at Fairfield, and reflect on what that means for services at Prestwich. We will consult you again if we decide to make changes to the Prestwich Walk-in Centre further down the line.



You will have access to blood tests and X-rays, these things are currently not available at Bury Walk-in Centre, and you will be able to walk in 24 hours a day, seven days a week. Bury Walk-in Centre is currently only open between 7am and 3pm.



We would also like to improve access to wound care throughout Bury.

Urgent care in neighbourhoods



We want to help people access the most appropriate service locally, so we would like to introduce a community triage service to help people access the most appropriate service, in the best place at the right time.



We want to offer you the opportunity to speak to a local health care professional by phone if you ring 999, 111 or if North West Ambulance Service feel you don't need to go to hospital. This is called the Clinical Assessment Service (CAS). The team will put you through to the GP out of hours service who will operate 24/7. We also want to improve the way you get access to a GP through face to face appointments, telephone and online consultations as well as booking an appointment online. We would like to link everything up using technology, so for example, the walk in facilities or CAS could book you a pharmacy or GP appointment directly.



From October 2019, there have been consultation services available at Community Pharmacies in Bury. This is a new service which is supporting patients locally rather than visiting an out of hours GP or A&E. The service is accessed via NHS111 and in the first 10 weeks created over 113,000 appointments (nationally) for patients needing access to medicines urgently or where they had minor illness queries. This has relieved pressure on A&E and GPs over the busy winter period. The service (part of a national pilot) has started on a small scale, but further developments are planned so that more appointments can be diverted to a community pharmacy where safe and appropriate to do so.

From October 2020 we will roll out a new system where your GP Practice will be able to book you into a community pharmacy appointment in the morning and the pharmacist will be able to escalate you back to the GP Practice for a guaranteed same-day appointment that afternoon if required.



At weekends, there would be access to the UTC, same day emergency care services and A&E at the hospital, Prestwich Walk-in Centre, the out of hours GP provider, the Green Car, 999 and NHS 111 phone and online services.

Whilst we are doing these things, we will keep you up to date and improve public information about urgent care, so that you know which service will meet your needs.

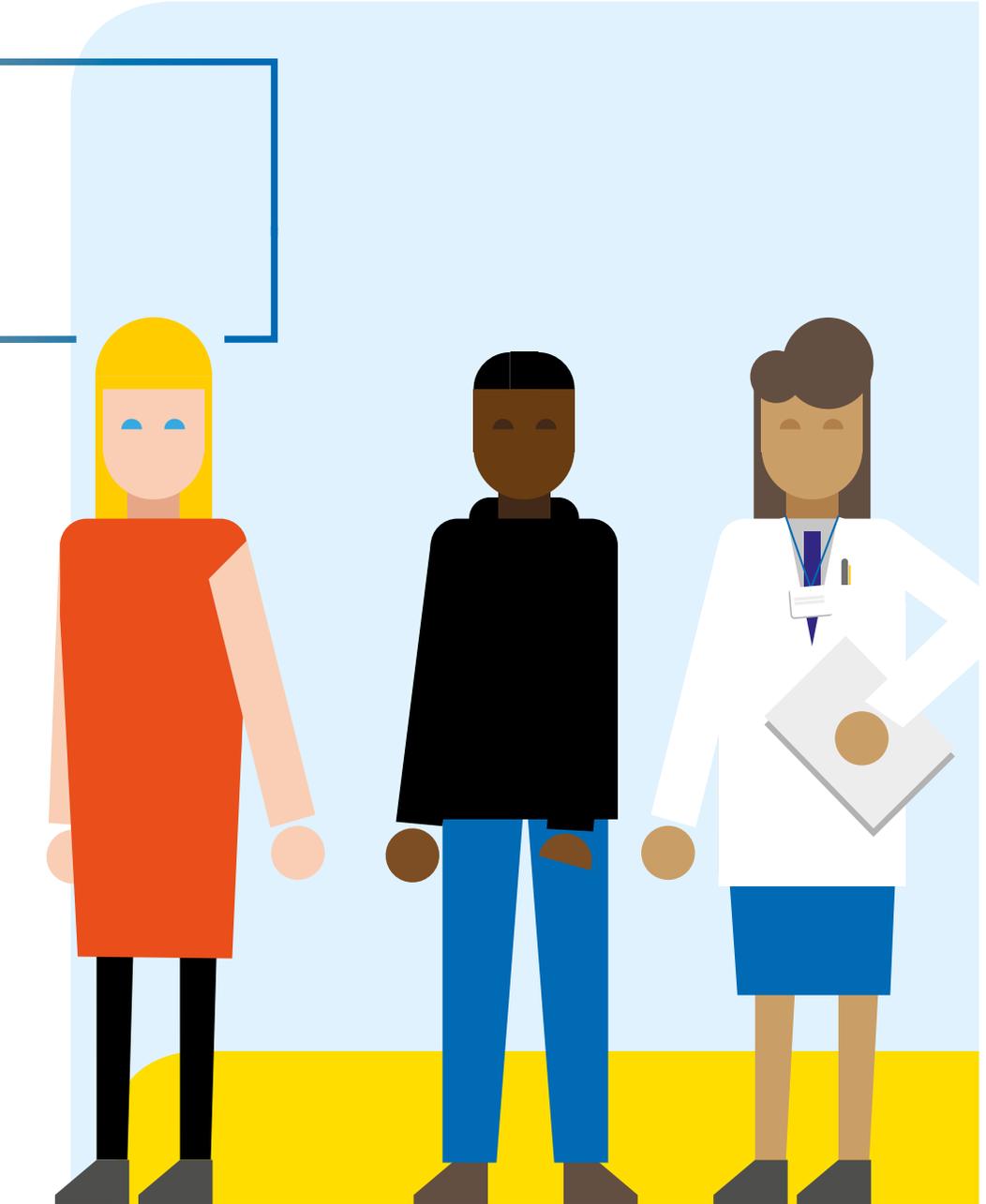
KEY FACT

We want to hear from you

Have your say!

We would like to ask you what you think about these proposed changes as we start to plan for the future. No decisions have been made and this document summarises our thinking to date. We recommend you read it before answering the questions in the survey.

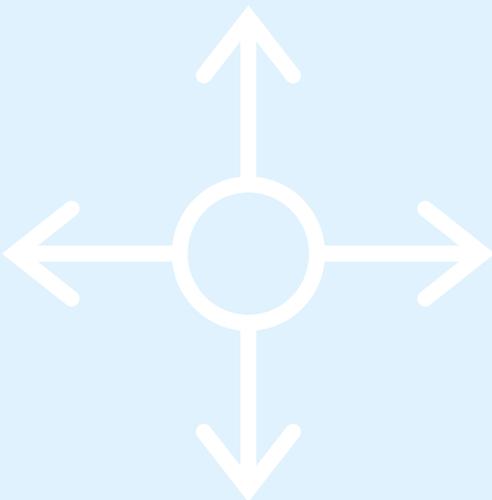
The survey also asks how we might be able to support you as you look through the different options and we have given the examples of parking and public transport, but you may have some other ideas.



4. Options



We have listened to everything that you have said previously and analysed all of the recent reviews of urgent care. This has led to the development of five options for you to consider.



1

× Not Preferred

Option One

(A) Do nothing.

The advantages of this are few, but it would mean the least amount of change for people. There are many reasons why this isn't the best option:

- The Walk-in Centre at Moorgate Primary Care Centre would not be integrated with the Urgent Treatment Centre (UTC).
- The Walk-in Centre has restricted opening hours, no access to X-rays and blood tests and wouldn't be able to offer the comprehensive service available if we had a new integrated UTC.
- The UTC is not currently located at the front door of Fairfield General Hospital and it is too small.
- Patients will continue to arrive at A&E which may not be the best place to go to get the most appropriate treatment.
- The hospital will continue to struggle to meet the 4 hours A&E wait time target and there will be a continuing rise in demand for hospital services.

2

× Not Preferred

Option Two

- (B) Redesign urgent care at Fairfield General Hospital without building a brand new purpose built urgent care facility.**
- (C) Embark on a patient education / information campaign.**

The added advantage of this option is that we will run some information campaigns to help people make the right choice when they are looking for services. We have started this by launching a new online service finder.

- An information campaign will not close the gap between the services people need and the services available.
- Waiting times at the hospital will continue to miss the 4 hour A&E target.
- People still won't be pre-booked into appointments in the most appropriate place.
- You might have to wait at A&E for a long time and then need to be sent somewhere more appropriate to meet your needs.
- We would not be able to make any financial savings.

3

× Not Preferred

Option Three

- (B) **Redesign urgent care at Fairfield General Hospital without building a brand new purpose built urgent care facility.**
- (C) **Embark on a patient education / information campaign.**
- (D) **Simplify In and Out of Hours Primary Care access through community triage across the locality.**

This option begins to improve current services. We would simplify and standardise the various services available in the community, we would standardise the triage system across the Walk-in Centres.

- Waiting times at the hospital will continue to miss the 4 hour A&E target.
- People still won't be pre-booked into appointments in the most appropriate place.
- You might have to wait at A&E for a long time and then need to be sent somewhere more appropriate.

4

× Not Preferred

Option Four

- (B) **Redesign urgent care at Fairfield General Hospital without building a brand new purpose built urgent care facility.**
- (C) **Embark on a patient education / information campaign.**
- (D) **Simplify In and Out of Hours Primary Care access through community triage across the locality.**
- (E) **Simplify In and Out of Hours Primary Care access across the locality using technology to support the delivery of this.**

This option introduces technology into the urgent care system to help redirect people to the most appropriate service to meet their needs. We would start to directly book appointments for you in community venues using IT systems, and over time, book appointments at GP practices from the Walk-in Centres and the clinical assessment telephone service. We would streamline the process for receiving an out of hours GP appointment and we would take non-urgent calls diverted from the 111 and 999 service, to a local health care professional to call you back.

- Waiting times at the hospital will continue to miss the 4 hour A&E target.
- People still won't be pre-booked into appointments in the most appropriate place.
- You might have to wait at A&E for a long time and then need to be sent somewhere more appropriate.
- We will be able to redirect more people to more appropriate services than A&E, but you still might not receive the right service first time.

5

✓ Preferred

Option Five

- (C) Embark on a patient education / information campaign.
- (D) Simplify In and Out of Hours Primary Care access through community triage across the locality.
- (E) Simplify In and Out of Hours Primary Care access across the locality using technology to support the delivery of this.
- (F) Redesign urgent care at Fairfield General Hospital including building a brand new purpose built urgent care facility.

All urgent patients will be seen in a new unit open 24/7 placed in front of A&E at Fairfield General Hospital, functioning as a primary care facility and bringing together the best of the current Urgent Treatment Centre, Bury Walk-in Centre, 'minors', mental health and the GP out of hours service. They will have access to a wider range of skills, resources and diagnostic tests such as X-ray, and be able to access Intermediate Care and move patients directly into same day emergency care services. Whilst patients can self-refer, they will also take patients by appointment. Only patients with life-threatening conditions and severe trauma will be seen in A&E.

The disadvantage of this option is that walk-in facilities would move 1.5 miles to Fairfield General Hospital from the current location at Moorgate Primary Care Centre.

Preferred option.

The preferred option is option five and we are keen to hear what you think.

5. How to have your say



We are carrying out a public consultation for a period of 4 weeks, between Monday 10th February 2020 and Sunday 8th March 2020.

We want to hear from as many people as we can so we can make the best possible decision.

We are asking you to share your views through this survey [here](#).





Two public meetings will also take place during the consultation period:

- Tuesday 25th February 2020 at 12.30pm
- Wednesday 4th March 2020 at 6pm

Please visit www.buryccg.nhs.uk for full details.

We are also working with GPs, Healthwatch, local community and voluntary organisations to make sure we reach as many people as possible.



A helpline is available 9am to 5pm Monday to Friday if you need any assistance to complete the questionnaire. The number to ring is 0161 253 7636 (if the line is busy please leave a message and we will get back to you).

If you would like us to come and talk to your group about these proposals please get in touch by ringing 0161 253 7636. Comments from health professionals are also welcomed.

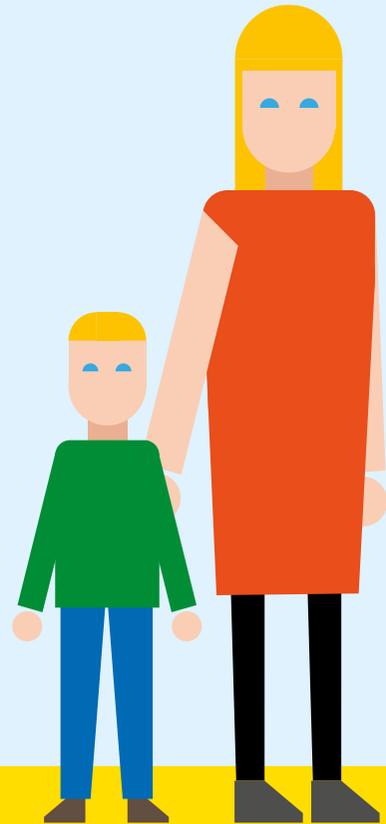
For more information visit our website: www.buryccg.nhs.uk

No decisions have been made. Over the next 4 weeks we are engaging with local people to explain the proposed changes and the reasons for developing these proposals, outline what this could mean for local people and encourage them to respond.

All responses will form a final report, which will go to our Strategic Commissioning Board (a joint Bury Council and NHS Bury CCG committee) to make a decision. We will put that report and details of whatever decisions are made on our website.

KEY FACT

Have your say!



Complete the survey, link available
at the back of this document



Glossary

Accident and Emergency (A&E)

An A&E department (also known as emergency department or casualty) provides a 24 hour service at a hospital to deal with genuine life-threatening emergencies, such as loss of consciousness, breathing difficulties, severe allergic reactions, stroke and severe trauma.

Carer

A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

Clinician

A health care professional. This could be a GP, hospital doctor, nurse or pharmacist.

Community triage

This means that if you speak to the CAS or go to a walk in facility, you will be triaged in the same way. We will make an appointment for you at a specific time in the most appropriate place so you don't need to wait around. It might be that your needs can be met much closer to home.

Diagnostics

Procedures to identify a condition or disease, e.g. X-ray, blood tests, ECG or urine test.

Extended working hours GP appointments

Available Monday to Friday from 6.30pm until 8pm and Saturday and Sunday from 8am until 6pm (including Bank Holidays, with the exception of Christmas Day) at three 'hub' locations across the borough (appointments may not be with your usual GP). Evening and weekend appointments are available on a pre-bookable or book on-the-day basis. Patients must contact their GP practice first for availability.

General Practitioner (GP)

Your family doctor.

GP out of hours service

For urgent medical care out of hours (call your GP practice for further instructions).

Minor illness or injury

Common health problems like aches and pains, fevers, skin conditions and stomach upsets, or injuries like a minor burn, scald or insect bite that can often be treated at home with over the counter items where appropriate.

Minors

A&E is usually divided into an area for major cases i.e. an emergency situation, and minor cases i.e. when a patient has attended A&E but their situation is not an emergency or is less serious.

NHS 111

A free 24/7 telephone advice service for people who require urgent healthcare treatment and advice but who don't know where to go.

One Commissioning Organisation (OCO)

The organisation in Bury that plans, designs and buys (commissions) local health and care services.

Primary care

Services that are the main or first point of contact for the patient, usually GPs and pharmacies.

Same Day Emergency Care

Same day emergency care services are available for people who need to stay a bit longer, i.e. whilst they wait for test results.

Urgent care

Urgent care is care needed the same day. This could include anything from cuts, minor injuries, wound infections, tonsillitis, urinary infections or mild fevers etc.

Urgent Care Treatment Centre (UTC)

Open at least 12 hours a day, 365 days a year, these centres provide urgent care. Led by GPs and supported by nurses and other health professionals. Access to better diagnostics and are able to deal with a wide range of minor injuries and illnesses, including minor head injuries.

Walk-in centre (WIC)

This service offers urgent care to people who walk in, without pre-booking an appointment.

Survey: Improving urgent care services in Bury



We would like to know what you think of these proposals to improve urgent care services in Bury.

Please complete our [survey](#)



There is a helpline number if you would like any assistance to complete the survey, this is 0161 253 7636 (if the line is busy, please leave a message and we will get back to you).



The survey is running between Monday 10th February and Sunday 8th March 2020.

You don't have to answer the whole survey if you don't want to, all questions are optional. We will ensure your responses are kept secure and confidential and we will not share them.

Thank you for taking the time to complete this survey your views are important to us.



Bury

Clinical Commissioning Group