

The current urgent care system in Bury has evolved over time and is complex, it can also be confusing for patients in terms of which service will best meet their needs, where to access that service and when. The current system also sees a level of duplication which can further complicate the choices patients have to make.

National guidance points towards an urgent care system that is more integrated and streamlined. The proposed Bury model would echo national best practice and include changing systems to provide the following:

- A single point of entry for patients in Bury who require urgent care (that is not planned or emergency care). This would likely be via a local telephone advice service to complement the NHS 111 advice line. Here appropriately qualified staff would advise the patient on which health or social care service from the full range available they need, and if possible book an appointment for them for that day, there and then
- An additional element at Fairfield General Hospital that would see patients who do not need to be at A&E being assessed and treated by primary care staff, so freeing up A&E for those needing emergency care (a similar service already runs from North Manchester General Hospital)

The new proposed model would develop a more integrated, streamlined and less confusing system for patients and the public.

An integrated urgent care system would deliver the following benefits:

- Deliver the best possible outcomes for the patients of Bury
- Promotes self-care
- Streamlines access points to reduce confusion for patients
- Reduces duplication of and confusion about services
- Enhances the options for short timeframe appointments for patients
- The best value for money for the local NHS
- Supports the evolution of Locality Care Organisations (LCOs) and neighbourhood teams
- Supports provider alliance and joint delivery of services
- Builds on NHS111 as a single point of access
- Develops the concept of the clinical hub for Bury as described in recent guidance

Already, in the past eighteen months, the urgent care landscape has changed in Bury meaning that the requirements for the future have changed.

Walk in centre element of the proposal

The CCG's work has highlighted that in order to progress the proposed model there is also a need to eliminate duplication of services in the current landscape of urgent care and reinvest the money into the system as appropriate. There is a proposal that the contracts for the walk in centres (WICs) in Bury and Prestwich are not re-negotiated as part of the new community services contract

(currently provided by Pennine Care NHS Foundation Trust), beyond March 31st 2017.

The review has found that walk in centre services were created at a time 12 years ago when there was a very different health and social care landscape in the borough – already the centres are seeing less and less patients attend. New local services and new ways of working have evolved that have prompted this review and given us the opportunity to shape efficient and flexible services for the future.

**Key examples of new services and initiatives that are reducing the number of attendances at the centres are;**

**A new wound care service that is will take away 17% of the current activity of the WICs**

- **The availability of GP and nurse appointments into the evening, at weekends and bank holidays**
- **New quality standards to ensure that children under 12 who are considered as having an urgent clinical need have same day access to a prescribing clinician based at the Practice**
- **In addition to the new service developments, a crucial factor in the basis for the proposal is evidence that up to 41% of the patients who use the WICs could have been treated or given advice**

1. Are you responding as a...

- Patient
- Carer
- Local resident
- Healthcare professional
- Stakeholder responding on behalf of an organisation

Other (please specify)

2. Are you registered with a GP in one of the areas of Bury? For example: Bury, Ramsbottom, Tottington, Greenmount, Radcliffe, Whitefield, Unsworth, Prestwich

- Yes
- I live in Bury but am not registered with a Bury GP
- I do not live in or have a GP in Bury

3. When thinking about future urgent care services, please tell us which of the following elements are important to you? Please tick all that apply

- A service that is easy for patients to understand and access
- A single point of entry for patients in Bury who require urgent care (that is not planned or emergency care)
- A service where clinical assessment, advice and treatment is more co-ordinated with social care
- A service where I receive clinical advice from qualified staff
- A service where I can be referred to another local service
- A service where I have an appointment booked for me for that day, there and then

4. Supporting patients to self care for minor illnesses and injuries is an important part of our vision. Do you agree with this? I...

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Sometimes patients attend A&E for conditions which could have been treated by another service or by self care. A new part of our proposed model is to have primary care staff including GPs, working alongside hospital staff, to provide initial clinical assessment at Fairfield General Hospital (similar services are in place at North Manchester General Hospital) to ensure patients receive the most appropriate care to meet their needs.

5. Which elements of an A&E service are most important to you? Please tick all that apply

- Being seen as quickly as possible, within 4 hours (the current national target time)
- Being seen by the most appropriate health care professional
- Access to diagnostics
- Open 24 hours a day
- Don't need to make an appointment

Other (please specify)

6. If a primary care team were located at Fairfield General Hospital to treat patients who don't need emergency care and treatment, who do you think should make up this team? Please tick all that apply

- GPs
- Nurses
- Paediatric nurses
- Health care support workers
- Social workers
- Pharmacists
- Mental health professionals
- Dental staff
- Optical staff

Other (please specify)

New ways of working has reduced demand for the Bury and Prestwich Walk-in Centres and the proposed model would reduce this further. It is proposed to not re-commission these services and to redistribute the funds as required to support the development of the model when the contract for these services expires in March 2017.

7. Do you agree with the proposal to not renew the contract for the Walk-in Centres?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Please feel free to add any comments to support you view....

8. If a decision is made to not renew the contract for the Walk-in Centre services, do you agree that the funds should be redistributed as required to support the development of the proposed model?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

9. Have you ever used either of Bury's two Walk-in Centres?

- Yes
- No

If yes please feel to comment on the service you received  
If no please feel free to comment on the reason why

10. Do you believe the Walk-in Centres provide a service or care now, that isn't provided anywhere else for patients in Bury?

- Yes
- No

If yes, please tell us what service or care

11. If the Walk-in Centre contracts were not renewed from April 2017, would you like alternative health and social care services still delivered from the two locations?

Yes

No

If yes, what sort of services would you like to see?

12. Are you aware of the following services? Please tick all that apply

- GP Practice appointments available in the evening, at the weekend and bank holidays
- NHS 111 service (signposting telephone service 24 hours a day)
- NHS Choices (internet based service 24 hours a day)
- Community pharmacies who are experts in medicines and can provide self-care advice
- Emergency dental services

13. Please take this opportunity to tell us any views or feedback on the overall proposal, in the box below.  
Do you have any other views?

Yes

No

Other (please specify)

You do not have to answer the following questions, but this will help us to understand if we are capturing views from all parts of our community

14. Please could you tell us your gender?

- Male
- Female
- Trans
- Prefer not to say

15. Would you mind telling us your age?

- Under 16
- 16 to 20
- 21 to 30
- 31 to 40
- 41 to 50
- 51 to 60
- 61 to 70
- Over 70
- Prefer not to say

16. What is your Sexual orientation?

- Hetrosexual
- Gay
- Lesbian
- Bi-sexual
- Prefer not to say

17. Please tell us what you consider to be your ethnic background (e.g. White British, Pakistani, British Pakistani)

18. Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

19. Do you consider yourself to have a long term health condition?

- Yes
- No
- Prefer not to say

Thank you for taking time to complete this questionnaire