



Urgent Care Centres

An update for the Future Fit Programme Board

19 November 2015

1. Introduction

There are two potential types of urgent care centre considered in the Future Fit clinical model: urban and rural. This paper sets out the approach and timelines to finalising and agreeing with all stakeholders the detail of these centres.

2. Urban urgent care centres

It is essential that there is clarity regarding the operation of the two urban centres as the relationship between these Centres and the Emergency Centre needs to be clear before the Acute Trust SOC can be completed. Prototype urgent care Centres are already in operation on both sites and there is a need to understand the learning from these prototypes. A workshop has been scheduled for Monday 3rd December and a small working group has been tasked to plan this workshop to ensure that the following issues can be addressed and signed off in early 2016:

- Lessons to be learned from current models in Shrewsbury and Telford and more widely in the West Midlands and Cheshire
- The activity assumptions and condition types
- The staffing model
- The services on which the UCCs are dependent that will be provided by SaTH or other secondary care providers (eg X ray or specialist opinion)
- The relationship and mutual requirements between the UCCs and the GP out of hours service
- The relationship and mutual requirements between the UCCs and the 111 service
- The relationship and mutual requirements between the UCCs and the West Midlands and Welsh Ambulance services

The Future Fit team are preparing a report describing the operating models and workforce arrangements for a number of urgent care sites currently in place across the West Midlands, and Cheshire and this will be available to inform the workshop discussions alongside the previously shared rapid literature review.



2.1 Governance of urban urgent care centre work

The rural urgent care work is governed by a steering group which report into CCG governing bodies and the Future Fit programme board. The Future Fit programme is responsible for ensuring a specification for the two urban urgent care centres is developed for Future Fit board sign off in early 2016. .

3. Rural urgent care centres

The rural urgent care work is governed by a steering group which reports into the Future Fit Programme Board.

Considerable GP, patient and public engagement has taken place over the past 18 months on the issue of Rural Urgent Care centres. It has become apparent that a solution needs to be found for each of the localities in rural Shropshire. It is also apparent that an urgent care service in a rural setting cannot be considered in isolation from current and future primary care services and other local health and care services.

This work now needs to be brought to a conclusion by March 2016 in order to inform an engagement process with local communities prior to any formal proposals being developed for formal public consultation.

The Programme team will work with the CCGs to develop a detailed plan to ensure a proposal is delivered by March 2016.

Recommendations

The Board is asked to agree the steps and timelines outlined in this paper.