

Your views on **Immediate Care Services**

Consultation on proposed service redesign
(including the closure of the walk-in service provided at North Chelmsford Healthcare Centre)

Final date for feedback 30 October 2014

This consultation is part of a series of discussions to inform healthcare commissioning plans for 2015-2019 for the residents of mid Essex, including Braintree, Chelmsford and Maldon.

Publication details

Ownership	Mid Essex CCG Financial Recovery, Innovation and Transformation (FRIT) Committee (a committee of the Mid Essex CCG Governing Body)
Senior Responsible Officer	Dr Donald McGeachy, Medical Director
Document author	Wendy Smith, Communications Adviser, Mid Essex Clinical Commissioning Group
Date of approval	12 th August 2014
For distribution and feedback	<i>See distribution list in Appendix 1</i> Closing date for feedback – 30 October 2014 Feedback form https://www.surveymonkey.com/s/LTRHZJB
Current version	Version 1 as at 13 th August 2014
Publication status	Available publicly from http://www.midessexccg.nhs.uk/public-consultations/immediate-care
Key contact for further information	Rachel Harkes, Communications Manager rachelharkes@nhs.net 01245 459414
For enquiries and feedback	meccg.ppe@nhs.net

A summary of what's in this document is also available on our website
<http://www.midessexccg.nhs.uk/public-consultations/immediate-care>

**Do you need hard copies of this document?
Do you need this document in a different format, such as large type, different language, audio version?**

Final date for feedback 30 October 2014

You can let us know your views in writing by completing our feedback questionnaire, available via the following link, or by returning a hard copy to the CCG. *See further details in section 7*
<https://www.surveymonkey.com/s/LTRHZJB>

If your group or organisation would like a meeting, please contact us on **01245 459 459**.

	CONTENTS	PAGE
1.	A new approach to Immediate Care	3
2.	What is Immediate Care?	4
3.	Why we need a change	5
4.	Background	6
5	Summary of proposals	7
6.	Going forwards	11
7.	How to give your views	12
8	Appendix 1 – Initial Distribution List	14
	Appendix 2 – Feedback questionnaire on Immediate Care	15

1. A new approach to immediate care services

Immediate care means any service that is needed unexpectedly or urgently – treating anything from a minor cut to a life-threatening emergency.

Currently in Mid Essex, people access a number of different services when this need arises; this is both confusing for the patients, also some of the services are expensive, replicate each other and sometimes mean that accident and emergency services are stretched to their limits.

We need to make things simpler for people; affordable and make sure that we can meet demands for care as it grows in the future.

What is happening?

We are in the early stages of a five-year transformation for immediate care services.

The transformation is on a large scale and would happen in phases. It involves you, Broomfield Hospital, local GP surgeries, pharmacies, ambulance services, community healthcare and social care services.

So we want to listen to your views to help us shape these changes. At the moment, we are consulting on three ideas:

1. The closure of the walk-in service at North Chelmsford Healthcare Centre in March 2015. This does NOT include the GP Practice at the site.
2. The development of an urgent care centre at Broomfield Hospital with a pilot service starting in 2015.
3. The overall vision of a clearer and effective immediate care service for mid Essex over the next 2-5 years, developing the potential of NHS 111 and improving the understanding of all the options available to the public.

This document sets out our current ideas and invites your feedback by 30 October 2014.

You can send us your views in writing and/or join one of our open planning workshops in the autumn. The Mid Essex CCG Board will consider your feedback at its Board meeting on 27 November 2014.

We look forward to hearing from you.

Chair of the Immediate Care Programme Board

Dr Donald McGeachy

Medical Director
Mid Essex CCG

2. What is immediate care?

When we say immediate care, we mean any service that is needed unexpectedly or urgently – treating anything from a minor cut to a life-threatening emergency.

Examples of immediate care:

- People taking care of themselves - either following advice or using over-the-counter medication
- Local pharmacies giving advice and certain treatments – ie for minor injuries or emergency contraception
- NHS 111 – a free 24-hour telephone service available throughout the year with trained advisers to direct you to the right care at the right time, including GP out of hours appointments or an ambulance, if that's what's needed
- Seeing your GP or using out-of-hours GP services
- Help from a mental health crisis team, who are at the end of a phone and ready to visit if needed
- Care for the frail and older people via the Mid Essex Rapid Assessment Unit

- A&E services with highly trained, life-saving staff, fast access to diagnostic scans and tests and close to intensive care, if needed.
- Dialling 999 and getting an ambulance

Our vision for immediate care

We want everyone to know what services are available, how and when to use them.

GPs should be the first point of contact. If you are uncertain about what to do or want advice before your GP can see you, dial 111. If it's a serious or life-threatening emergency, dial 999.

A single network of health and social care services working together all of the time to keep people safe, well and out of hospital.

A&E should only deal with serious and life-threatening cases.

3. Why we need a change

We have a growing elderly population in mid Essex and need to plan services that can respond to higher demands in the future.

Current figures showing people using A&E services and the walk-in service at North Chelmsford Healthcare Centre suggest that we are not making best use of these services.

In fact, with a different approach entirely to urgent care, there is the potential to save around £2.5 million - keeping more people out of hospital.

Mid Essex CCG and Mid Essex Hospital Services NHS Trust (MEHT) are both facing financial deficits. Returning to financial balance cannot happen without change.

The issue is nationwide and the subject of an ongoing national review by NHS England.

For a copy of the latest NHS England report on *Transforming urgent and emergency care services in England* use the link below

<http://www.nhs.uk/NHSEngland/keogh-review/Documents/UECR.Ph1Report.FV.pdf>

4. Background

Rising demands and use of hospital services

In mid Essex, we have seen a year on year increase in the number of people attending A&E.

The following table shows the increase in A&E activity at Broomfield Hospital from 2011/12. From the first 3 months of data available for 2014/15, the rise in activity could be significant this financial year.

2011/1 2	2012/1 3	2013/1 4	Qtr 1 2014/15	Potential 2014/15 Activity
70,247	72,454	73,429	20,346	81,384

Some cases seen in A&E didn't need to be there

In mid Essex, we have some of the best GP services in the region, but there are times when patients cannot get an appointment for several days.

As in other parts of the country, we need to develop GP and community services so that people get easy access to immediate care without having to go to A&E.

The national vision for urgent and emergency care

The national vision is simple:

There should be a highly responsive service to meet immediate care needs as close to home as possible

People with more serious or life-threatening problems should be treated in centres with the very best expertise and facilities

The five-year plan for mid Essex

The transformation of immediate care services is part of a five-year plan to deliver sustainable, high quality services that will meet future healthcare demands.

Immediate Care is one of seven main transformation programmes within the plan and we are consulting local people on our overarching plan at the same time as this specific consultation on immediate care services.

For further information and a copy of the consultation document, *The Way Ahead – what's your view?* Please visit our website via the following link <http://www.midessexccg.nhs.uk/public-consultations/the-way-ahead>

The financial situation

Mid Essex CCG is in financial deficit, in other words, healthcare is costing more than the money available. At the end of 2013/14, we overspent by £9.1 million on a budget of just under £400 million.

As well as high quality services, we need financial stability to safeguard the best of modern healthcare to our population. We need savings to overcome the financial pressure and set a plan that will sustain high quality care and build healthy communities, while staying within the limits of our allocated funding.

Alongside improvements in patient care, our proposed immediate care plan has the potential to save around £2.5 million a year for the mid Essex health economy.

5. Summary of proposals for a new approach to immediate care

5.1 The closure of the walk-in service at North Chelmsford Healthcare Centre at the end of March 2015.

Please note: *This does NOT include the GP Practice at the site. These services are commissioned by NHS England (Essex), which will keep registered patients up to date on services from the practice.*

In this section, we focus on the intended closure of the walk-in service at the North Chelmsford Healthcare Centre.

With the closure, which services will you need to rely most on? Are there any of these we need to improve?

North Chelmsford Healthcare Centre, situated on the Sainsbury supermarket site in Springfield, opened in 2010/11 as a result of a national policy to offer greater choice and convenience to local people.

The main objective of the centre was to provide care to anyone in mid Essex, including those who were not registered with a GP.

It has a “walk-in” service, a GP practice with registered patients and provides the base for GP out of hours services to the whole of mid Essex.

Around 40,000 people use the walk-in service a year – the majority live in mid Essex (30,000).

Patient feedback is mainly positive – users enjoy its convenience

However, the walk-in has not reached its overall objectives:

Objective: It was envisaged that the walk-in service would reduce the number of A&E attendances.

Result: In the three years since the walk-in service was introduced, the number of attendances at A&E has increased, with no particular clinical reason for this.

Objective: The walk-in service was designed to widen access to GP services, especially for people who are not registered with a local GP.

Result: A review of activity indicates that most people visiting the walk-in service were already registered with a GP who is responsible for their care. The majority of visits were for minor problems that could be managed with the advice of a local pharmacist or their own GP.

In effect, public money in mid Essex is paying twice for one health service.

Therefore Mid Essex CCG proposes to close the walk-in service at North Chelmsford Healthcare Centre in March 2015 when the current contract comes to an end.

What would people do if walk-in services were no longer available at North Chelmsford Healthcare Centre?

There are lots of different health services available to people in mid Essex but there is confusion about where to go, for which service and when.

We need make things simpler for people and to signpost them to all of the services available including:

- Your GP or a local pharmacist should be your first point of contact
- If your GP surgery is closed, and a pharmacist cannot help you, contact NHS 111 who will provide advice and direct you to the most appropriate service
- If it's a serious or life-threatening emergency, dial 999

5.2 A new urgent care centre – pilot service starting in 2015

In this section, we focus on a proposal for a new urgent care centre to be based at Broomfield Hospital.

What's your view?

For people who need immediate care that cannot be provided by a GP or support service, there should still be fast access to the right treatment.

We are proposing that this fast access to treatment could be provided by an urgent care centre, based alongside A&E, at Broomfield Hospital.

The urgent care centre would be run by GP and community services in partnership with hospital services and the A&E clinical team.

It's early days in designing an urgent care centre, but potentially, the current GP out of hours service for mid Essex and the rapid assessment unit for frail and older people could also be located within the centre.

In time, the range of services available at the centre could expand to include links to housing and voluntary sector services.

Who would use the urgent care centre and when?

- Ideally patients would access the urgent care centre by appointment made by their GP, out of hours GP service or NHS 111.
- Any patients making a non-emergency visit to A&E would go to the urgent care centre first for assessment.
- At the urgent care centre, patients could see a GP or a nurse who would have immediate access to other health and social care services, including:
 - GP out of hours services
 - diagnostic scans and tests in Broomfield Hospital
 - mental health crisis team and other mental health services
 - rapid assessment unit for frail and older people
 - social care workers
 - pharmacy
 - all mid Essex GP and other primary care services
 - community nursing and community specialist services
 - end of life care

It could take two years to get the full service up and running, but we are planning a pilot scheme to test out our proposals.

The pilot urgent care centre could be operational in 2015.

5.3 The overall vision for immediate care in the next 2-5 years

In this section, we focus on our ideas for immediate care in the longer term.

What's your view?

In five year's time, we hope that immediate care could look like this:

- **Self-care**
Most people will know or be able to find the information they need to deal with minor problems themselves
- **Ongoing support and prevention**
People with higher risks and frailty will have regular health and social care to help them stay safe, well and independent. This would be planned, by a multi-professional team, around the person's needs and circumstances.
- **GP and pharmacy services - your first point of call**
For most minor ailments, people will go to their pharmacy or GP surgery and be seen within a reasonable timeframe, sometimes without having to make an appointment.

Already over half the GP practices in mid Essex offer extended hours, which means they are open longer during the week and at weekends.

More pharmacies in mid Essex providing "healthcare on the high street" – which means extended hours and services like care for illnesses or minor injuries.

- **If in doubt, call NHS 111**
People will know to call NHS 111 for immediate and free 24-hour help .

NHS 111 advisers ask a series of questions to discover what type of care you might need and how soon. They can give you full details on what to do and where to go; or they can dispatch an ambulance, if needed.

In future, The NHS 111 service should be able to book you an appointment with the service you need.

- **Urgent care centre**
For those who need immediate care that cannot be provided by the

local GP or pharmacy, there should be an urgent care centre with fast access to tests and scans and the right treatment.

Patients from GP and other services, or after calling NHS 111, could go along to the urgent care centre for urgent tests and face-to-face clinical advice.

- **999 for life threatening situations**
The 999 emergency service should respond within minutes to a serious or life-threatening emergency. Ambulances and staff should continue to act, not just as emergency transport, but also as mobile specialist units.

Over the next five years, people in mid Essex should know what to do when they need immediate care. A single joined-up health and social care network should have the capacity to cope with demands, without going over budget, while maintaining high quality care for patients.

5.4 Communications and public awareness

Public awareness and involvement is an important part of developing effective immediate care.

During this consultation, we would like to hear your views on patient behaviour and how we can support people to take responsibility for their own health and use local healthcare resources in the right way.

6. Going forwards

Following feedback from this consultation, a programme management team will develop action plans and timescales for the proposed immediate care plans.

This will be an ongoing project, starting with the pilot urgent care centre at Broomfield Hospital.

Your feedback will inform these plans and we will continue to involve local representatives, including service users, in planning and implementation over the next five years.

Alongside the outcome of this consultation there will be an equality impact assessment for each element of the programme, and we will continue to consult those groups who are hard to reach, especially those who may have frequent needs for immediate care services.

The Board will consider the outcomes of this consultation and equality assessment together with commissioning and financial information at the Board's meeting in public on 27 November 2014.

7. How to give your views

This is the first of many times when we will seek your views on immediate care.

As we said at the start, our new approach is change on a grand scale and phased over 2-5 years.

What we are consulting on

1. The closure of the walk-in service at North Chelmsford Healthcare Centre in March 2015. This does NOT include the GP Practice at the site.
2. The development of an urgent care centre at Broomfield Hospital with a pilot service starting in 2015.
3. The overall vision of a more convenient and effective immediate care service for mid Essex over the next 2-5 years, developing the potential of NHS 111.

How to get involved

You can express your views in writing, by using the online feedback form or by completing and returning the feedback form by email or by post (see *details below*).

You can book a place at one of the open public workshops, which we are holding to discuss the full picture of our commissioning plans, including the proposed immediate care network (see dates below).

If you would like a separate discussion for your group or organisation, please contact us using the contact details below.

CONSULTATION OPEN WORKSHOPS

DATE	TIME	VENUE
4 th SEPTEMBER	7-9pm	Club Woodham, 5-7 Baron Road, South Woodham Ferrers, CM3 5XQ
8 th SEPTEMBER	2-4pm	Maldon Town Hall, Market Hill, Maldon, Essex, CM9 4RL
10 th SEPTEMBER	7-9pm	Cathedral Chapter House, Cathedral Walk, Chelmsford, CM1 1NX
11 th SEPTEMBER	7-9pm	Council Chamber, Braintree Town Hall, Fairfield Road, Braintree, CM7 3YG,

8 th OCTOBER	7-9pm	Cathedral Chapter House, Cathedral Walk, Chelmsford, CM1 1NX
9 th OCTOBER	7-9pm	Queens Hall, Chipping Hill, Halstead, C09 2BY
15 th OCTOBER	7-9pm	Royal Burnham Yacht Club, The Quay, Burnham-on-Crouch, CM0 8AU

To book places at any of the events above, please go to
<http://www.midessexccg.nhs.uk/public-consultations/public-workshops>

Or contact the CCG offices on the number/address below.

Online feedback

To submit your views online, please go to
<https://www.surveymonkey.com/s/LTRHZJB>

Request a meeting for your group or organisation

If you would like to arrange a meeting for your group or organisation, return your feedback form or would like more information please contact the CCG offices:

Immediate Care Consultation
Mid Essex Clinical Commissioning Group Wren
House
Hedgerows Business Park
Colchester Road Chelmsford
Essex CM2 5PF

Email: meccg.ppe@nhs.net
Telephone: 01245 459 459

Appendix 1 – Initial distribution list

BME minority liaison contacts in mid Essex
Children's Centres in Mid Essex
District, Town and Parish Councils in mid Essex
Essex CCGs and CSU
Essex County Council (including Adult Social Care Services and Children and Young People's Care Services)
External support organisations involved in mid Essex health economy
Health and Wellbeing Board
Health Overview and Scrutiny Committee
Healthwatch
Hospitals and service providers in Essex
Local MPs
Mid Essex contacts for groups representing people with disabilities
Mid Essex Patient Reference Groups
Mid Essex Primary Care Forum
Mid Essex System Leadership Group
NHS England (Essex and Midlands and East)
Patient participation groups (Trusts and GP practices)
Press and media contacts
Voluntary sector organisations in mid Essex

Appendix 2 – Feedback questionnaire

For information, below is a copy of the feedback questionnaire that is available online or in paper copies during this consultation.

Consultation on a proposed change

We appreciate you taking the time to let us know your views on immediate care services.

If you have access to the Internet, you may find it easier to submit your responses online. The online feedback form is at the following link
<https://www.surveymonkey.com/s/LTRHZJB>

You can also download a copy of this questionnaire from our website at the following link <http://www.midessexccg.nhs.uk/public-consultations/immediate-care>

If you need a paper copy of this questionnaire, please contact us on email: meccg.ppe@nhs.net or telephone: 01245 459 459.

Completed questionnaires may be returned by email to: meccg.ppe@nhs.net
In writing - please send your correspondence, marked Immediate Care Consultation to: Mid Essex Clinical Commissioning Group, Wren House, Hedgerows Business Park, Colchester Road, Chelmsford, Essex CM2 5PF.

Please complete the online feedback form, or send us your completed feedback form by **30 October 2014**.

Thank you for taking the time to give us your views.

Please return to:

Immediate Care Consultation
Mid Essex Clinical Commissioning Group
Wren House
Hedgerows Business Park
Colchester Road
Chelmsford
Essex CM2 5PF

Your views on immediate care services in mid Essex

We appreciate you taking the time to let us know your views on immediate care services.

If you have access to the Internet, you may find it easier to submit your responses online. The online feedback form is at the following link: www.surveymonkey.com/s/LTRHZJB

You can also download a copy of this questionnaire from our website at the following link: www.midsexccg.nhs.uk/public-consultations/immediate-care

If you need a paper copy of this questionnaire, please contact us on email: meccg.ppe@nhse.uk or telephone: 01245 459 459.

Completed questionnaires may be returned by email to: meccg.ppe@nhse.uk or by post to: Immediate Care Consultation
Mid Essex Clinical Commissioning Group
Wren House
Hedgerows Business Park
Colchester Road
Chelmsford
Essex CM2 5PF.

Please complete the online feedback form, or send us your completed feedback form by **30 October 2014**.

To help the analysis of feedback and to monitor our reach to all audiences, please complete the first section with some basic information about you, before using the survey questions to submit your views.

Some basic information about you

Please complete this section before using the survey questions to give us your views.

Q1 What is your age?

- 14 and under
- 15-24
- 25-44
- 45-64
- 65-74
- 75-84
- 85+

Q2 Sex

- Male
- Female
- Add your own term here

Q3 Ethnic origin

- White
- Mixed/Multiple Ethnic groups
- Asian or Asian British
- Black/African/Caribbean or Black British
- Other ethnic group (please state)
-

Q4 Do you have a registered disability?

- Yes
- No

Q5 Where in mid Essex do you live, or represent?

Braintree District

Maldon District

Chelmsford City

All three parts of mid Essex

Outside of mid Essex (please state)

.....

Q6 Of the following categories, please tick the one that best represents your position relevant to this consultation

Local resident / patient / carer

Community representative (e.g. councillor, patient group member)

Voluntary sector representative GP

/ GP practice

Primary care provider

Hospital / community services staff If

you are responding on behalf of a group or organisation, please give the name of your group or organisation

.....

.....

Please state your position in the group or organisation

.....

Your views on immediate care services

Q7 What is your perception of immediate care services as they are now in your area? Please indicate your awareness of the following by putting a cross in the column that best describes your awareness.

	Am aware of this service and have used it	Am aware of this service and would know how to access it	Am aware of this service but don't know how to access it	Am not aware of this service
GP out of hours service				
Minor injuries and ailments services at pharmacy				
Minor injuries service at local GP surgery				
NHS 111				
Rapid assessment centre				
Mental health crisis team				
Walk-in services at North Chelmsford Healthcare Centre				

Q8 Nearly 70% of people that visited A&E services last year were "minor" cases. What do you think is needed to avoid this level of minor cases in A&E? Please number the following in order of priority 1 to 6, where 1 is highest priority.

Earlier appointments at local GP surgeries	
Shorter waiting times for GP appointment	
Better information/awareness of GP services including out of hours and minor injuries	
Better information/awareness of the range of services available at local pharmacies	
Better information / awareness of NHS 111	
Faster response from social services	

Q9 Do you have another idea?

.....

Q 10 What aspect of immediate care do you think needs development / improvement / investment? Please number the following in order of priority 1 to 7 where 1 is highest priority.

Accident and emergency services in hospital	
GP services and out of hours	
Community services, such as rapid assessment teams	
Mental health services	
NHS 111	
Social services	
Ambulance services	

Q 11 Please tell us more about your thinking behind your answer above

.....

.....

Q 12 Do you have another idea?

.....

.....

Q13 What do you think about the urgent care centre proposal in the consultation document?

.....

.....

.....

.....

Q14 What would you hope a new urgent care centre at Broomfield would achieve?

a. For patients

.....

.....

.....

b. For the local NHS

.....

.....

.....

Q 15 How do you view the effect on people of there no longer being a walk-in service 8am-8pm at the North Chelmsford Healthcare Centre? Please indicate your view by putting a cross in the column that best describes your thinking.

	Major disadvantage to health and healthcare	Inconvenience	Little or no change
Yourself			
Your family			
Chelmsford residents			
People outside the Chelmsford			
People with disabilities / long term conditions/ frailty			
Children and parents			
Young people			
Older people			
Working adults			

Q 16 Please tell us more about your thinking behind your answer above

.....

.....

.....

.....

Q 17 Any other comments about how we improve immediate care services?

.....

.....

Thank you for taking the time to give us your views. Please return to:

Immediate Care Consultation
 Mid Essex Clinical Commissioning Group
 Wren House
 Hedgerows Business
 Park Colchester Road
 Chelmsford
 Essex
 CM2 5PF