

## Urgent Care Briefing

### NHS Vale of York CCG update for North Yorkshire County Council Health Overview and Scrutiny Committee January 2021

Dear Chair, and members of the committee,

Following on from our attendance at the October committee meeting, we would like to provide an update about our plans for urgent care provision across the Vale of York.

When we briefed you on 21 October 2020 we shared what the public and patients were telling us about their experience accessing urgent care. We also discussed how a series of workshops with senior frontline clinicians had identified how different gaps and population health needs exist in different places across the Vale of York. These workshops, population health data and public feedback helped us to develop a framework for transforming urgent care by 'place' to provide an improved service for residents and clinicians in each area.

Across the Vale of York, our 'places' are

- South Hambleton & Ryedale
- Central York, and
- Selby district

Regardless of place, patients told us that knowing where to go if they had an urgent medical need is 'too confusing' and it is difficult to navigate the system. Due to this complicated nature, many patients end up in an emergency setting (A&E) when they could be seen in urgent or primary care.

The aim of the urgent care transformation work is to:

- improve the patient pathway
- create a more integrated approach to care and,
- improve on patient experience, choice and access.

It ties in with national NHS campaigns, where people get the right care at the right time and appropriate for their needs. The wider campaign looks at promoting self-care where necessary and then using '111 first' for any urgent care needs.

#### **Public and patient engagement:**

Extensive and diverse public engagement activities have been carried out to understand the experience of people using current urgent care services and the ways in which those people, and the wider general public, think urgent care services could be improved. The feedback was presented at the previous session on 21 October and can be found by [clicking here](#).

## **Population health need:**

Population health data and patient feedback highlights that within the Vale of York we need to deliver services that meet the health needs of our population:

- Central York - high number of out of area patients/tourists, businesses and a student population.
- South Hambleton & Ryedale with differing levels of deprivation across a wide geographic rural area, with ageing/frail populations and high urgent care demand.
- Selby District – some of the highest areas of deprivation in our patch with a local Urgent Treatment Centre that could provide enhanced services.

## **What are our models to improve care for our population?**

Overall it will be easier for patients to access urgent care, same or next day for an urgent medical need. Our communications strategy will build on and support national and regional messaging, to access urgent care via a single telephone number (111 First).

The walk-in service at the Urgent Treatment Centres (UTCs) will still remain at York and Selby for those patients who may not be able to get an appointment with their own GP (people who may be out of area or in the region on business/holiday) or who cannot access telephone services.

Across **Selby District**, there will be greater integration with local GP services and enhanced clinical supervision so that minor trauma can be dealt with on site. The aim is to manage patients locally and prevent patients needing to be referred onwards to York Teaching Hospital.

## **Within the City of York:**

**Non-York residents** (those visiting on business or on holiday) will be signposted directly to 111 and/or the UTC.

**York residents** who have an urgent care need (not life-threatening) will use 111 to receive a clinical assessment and will be offered an appointment at the Urgent Treatment Centre (at York Hospital) or at their own practice, whichever is most appropriate for the patient. Using a new clinical system, clinicians working within York UTC will be able to read the patient's full GP record and update the GP record after the consultation.

In the **rural north area of South Hambleton & Ryedale**, based on population health information, the urgent care need is for patients who may be deteriorating at home, where GPs may not always be able to visit as timely as needed to avoid admission to hospital. These patients will be seen by a GP or Urgent Care

Practitioner (UCP), as most timely and appropriate. UCPs have highly developed primary care skills and will work as a peer to GPs in local GP practices, able to assess and treat patients in their own homes. This should improve patient access to urgent care in a rural community, and prevent deterioration of conditions.

In December, NHS Vale of York VCG extended existing contracts with current urgent care providers to allow a safe transformation during COVID-19 and informed providers of our commissioning intentions in 2021. As there are no fundamental changes to services (no services downgraded or moved), we have been advised by our regulators, NHS England, that we do not need to undertake formal public consultation.

Our communications and engagement strategy and adjoining action plan will underpin this transformation piece. As part of the project we will continue to involve our patients and public in the work that we are doing, and capture the diverse views of our community. By embedding effective communications and engagement and listening to those who have lived experience and use our services, it is more likely to result in successfully delivering health and care system change programmes.

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