

Briefing paper for Overview and Scrutiny Committee (OSC)

Walk-in Centres Review – request for further information

Background

Following a presentation by representatives from NHS Nottinghamshire County on Monday 5 September, further quantifiable evidence was requested by the Standing Committee.

NHS Nottinghamshire County were asked to provide further evidence in support of their actions proposed to progress the recommendations of the Secretary of State for Health.

Our actions

Since OSC on 5 September, NHS Nottinghamshire County have:

- Confirmed the information provided where primary care needs to provide 10 or more appointments per practice
- Confirmed the information with the service providers of both in and out of hours services in relation to integrated primary care service at Queen's Medical Centre and King's Mill Hospital.

Details of the impacts on local NHS services – equal or better access:

In Primary Care

Data shows that, in both Kirkby and Stapleford, capacity is sufficient to meet demand. Conservative estimates of supply have been used to demonstrate that existing primary care services can deal with variation in demand.

All the GP practices have demonstrated that they can meet the requirement to meet demand. In a number of cases, additional capacity has been provided so that we have exceeded the capacity previously available. This has been via recruitment of additional GPs and nurses, and additional clinical time in a number of practices.

The overwhelming majority of demand for the Walk-in Centre is for patients who are already registered with a local GP.

The information shows that services in place, whilst provided in different ways, are equal to or better than the service offered by the Walk-in Centres. It also demonstrates that local GPs have mobilised capacity and capability to meet the demand for accessible care once the Walk-in Centres close.

At the integrated primary care service

An integrated primary care service is provided at Queen's Medical Centre (QMC), Nottingham and King's Mill Hospital (KMH), Sutton-in-Ashfield.

The primary care stream at King's Mill Hospital has capacity to see 70 patients per day. So far, the highest in one day has been 15 patients.

From October, the primary care stream at Queen's Medical Centre will be able to see between 6-8 patients per hour. This will give them additional capacity for an extra 200-250 patients per week.

Care is provided by these services for at least 12 hours per day (10am-10pm). This is for a longer period than the previous opening times for the Walk-in Centres.

A separate dedicated waiting area is available for primary care patients at both QMC and KMH.

The co-location of both primary and emergency services means that should patients be seriously ill, they have easy access to hospital services without the need to be transferred from another site.

Additional investment has been made to the ED at QMC and KMH to provide primary care services and ensure better access.

Only a small proportion of the NHS Nottinghamshire County total population (660,000) use the Walk-in Centre services currently. Therefore, the changes to this service offer fair and more equitable provision for all patients to access their own GP and the two primary care services integrated with Nottingham University Hospitals and Sherwood Forest Hospitals.

Appendices

Separate tables for Kirkby (appendix 1) and Stapleford (appendix 2) are attached. They demonstrate the additional offer of services both in and out of hours for patients.

The figures in green boxes indicate that we have equalled or exceeded service previously provided by the Walk-in Centre.

Conclusion

The quantifiable information provided (see appendix one and two) in this briefing demonstrates that there is sufficient capacity to meet the demand of people who currently attend the Walk-in Centres.

Evaluation of all the changes will be ongoing through a variety of processes and measures including robust monthly performance management, patient surveys, and complaints data.

Next steps

Representatives of NHS Nottinghamshire County will be present at the Standing Committee on Tuesday 20 September to present the information.

**NHS Nottinghamshire County
September 2011**