

Health and Wellbeing Response to the findings of the Review of NHS Walk-in Centres

Purpose

1. The County Council has a statutory duty to receive consultations from NHS Trusts for proposals for substantial variations or developments of local health services.
2. On 21 March 2011 Members concluded a scrutiny review of NHS proposals for walk-in centres in Stapleford and Kirkby-in-Ashfield. This report provides the Committee with an opportunity to receive the response of the local NHS to the findings from that scrutiny review.

Information

3. The primary care trust - NHS Nottinghamshire County – has been consulting on proposals for walk-in centres in Stapleford and Kirkby-in-Ashfield.
4. The proposals from NHS Nottinghamshire County included:
 - Option 1 – No Change
 - Option 2 – Expand the Walk-in Centres
 - Option 3 – Integration with Emergency Departments at the Queen's Medical Centre and Kings Mill Hospital (i), (ii) and (iii)
 - Option 4 - Closure
 - Option 5 – Public Suggestions
5. A Review Group of elected Members was set up to fulfil the statutory role to consider whether:

- i. as a statutory body, the Overview and Scrutiny Committee has been properly consulted within the consultation process;
 - ii. in developing the proposals for service changes, the health body concerned has taken into account the public interest through appropriate patient and public involvement and consultation;
 - iii. a proposal for change is in the interests of the local health service
6. The findings of the Review Group to each of these areas based on the information available at the time are attached as an appendix to the report. **For reasons set out at Appendix 1 the Review was unable to conclude that the proposals were in the interests of patients.**
7. In reaching this conclusion the Review Group received evidence from commissioning and provider trusts on the proposals over 4 meetings including feedback from the consultation process.
8. The Review Group also had the opportunity to visit both Walk-in Centres and to hear from local members representing their communities.
9. The minutes of the final meeting of the Review Group and a copy of the presentation given at that meeting are also attached as an appendix to the report.

Progress

10. The Trust Board met on 24 March 2011 to take a decision following the consultation. Representatives of NHS Nottinghamshire County have been invited to the meeting to provide further details to the Standing Committee of:
 - the final decision taken by NHS Nottinghamshire County
 - how consultation was considered in the decision making process and

- how the Trust intends to address the findings and concerns of the Review Group.
11. The Standing Committee is invited to consider the response to the findings of the scrutiny review.
 12. Based on any additional information the Standing Committee may consider whether the findings of the scrutiny review are still valid and whether the Trust has satisfied the need to take into account the public interest through appropriate patient and public involvement and consultation and has adopted proposals that are in the interests of the local health service.
 13. The standing committee may wish to make further recommendations to NHS Nottinghamshire County and may consider whether progress on implementing the proposals should be provided in due course.

Recommendations

14. It is recommended that the Standing Committee
 - i. note the minutes of meeting of the NHS walk-in centres review group on 21 March 2011
 - ii. consider the response to the findings of the review of walk-in centres

Councillor Ged Clarke

Chairman of Health and Wellbeing

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Background papers:

NHS Nottinghamshire County, Have your say... Walk-in Centres Review

CfPS Substantial Variations and Developments of health services, a guide 2005

Findings of the Scrutiny Review

The Review welcomes the NHS Nottinghamshire County review of walk-in centres in Stapleford and Kirkby-in-Ashfield. The following comments are made addressing the specific aims of consulting the Sub Committee:

whether, as a statutory body, the Review Group has been properly consulted within the consultation process;

NHS Nottinghamshire County have supported the work of the Review Group in considering and responding to the consultation on walk-in centres in Stapleford and Kirkby-in-Ashfield.

Members have met with representatives from Sherwood Forest Hospitals, Nottingham University Hospitals Trust, primary care practitioners and providers of the current service. Members also had the opportunity to visit both walk-in centres. The Review thanks all of the people involved for their co-operation.

Based on the information that has been provided and subject to consideration of the issues raised in this response the Review Group concludes that it has been properly consulted. The Review Group thanks NHS Nottinghamshire County for its support, attendance and for the answers provided by its representatives.

whether, in developing the proposals for service changes, the health body concerned has taken into account the public interest through appropriate patient and public involvement and consultation;

The Review Group has received and witnessed considerable evidence that NHS Nottinghamshire County has consulted with the public. This has included raising awareness of the proposals local to the services being considered and also in the wider communities of Nottinghamshire. The Review notes that the consultation has been pursued through adverse

weather, has provided healthy public debate and has engaged elected Members as local representatives.

Initial comments on the Trust's consideration of the consultation in its decision making are included in the response as to whether the proposals are in the interests of the local health service.

whether, a proposal for change is in the interests of the local health service

The Review Group notes the views of the local health community and patients in considering these proposals.

The Review believes that the consultation feedback has demonstrated significant challenges facing the local NHS in communicating the availability – and ensuring access to – primary care services in the communities served by the current walk-in centres.

The Review considers that **there is not currently sufficient public assurance in place to address the concerns raised through the consultation and therefore can not determine that the proposals are in the interests of the local health service.** Outstanding concerns include:

- the availability of sufficient primary care services across the communities of Stapleford and Kirkby-in-Ashfield to absorb patients from the walk-in centres:
 - at times accessible to the public
 - with a consistent standard of access acceptable to the public
 - and sufficient public awareness of those services so that they can access the right care, first time
- the limited public understanding of the current out of hours primary care services available in Stapleford and Kirkby-in-Ashfield and how the availability of these services is communicated to the public.

The Review does not consider that the wider interests of the local health service in Nottinghamshire will be served whilst these concerns remain. **The review therefore supports option 1 (no change) that being the option that clearly reflects public opinion in both Stapleford and Kirby-in-Ashfield.**