



## **Update on the Review of Walk-in Services**

### **SUMMARY**

- 1.1 Southern Derbyshire Clinical Commissioning Group (SDCCG) has conducted a review of Derby City Walk-in Services which involved a looking at a number of options for this service. This board also contributed to the review and recommended that both walk-in centres be kept open and that the Osmaston Road centre be upgraded to also provide GP led services.
- 1.2 The SDCCG have considered the responses submitted during the consultation process and are developing proposals for the service. Senior officers from the SDCCG have been invited to attend the meeting and update the board on their proposals.

### **RECOMMENDATION**

- 2.1 To receive an update on the proposals for walk-in services in the city.

### **REASONS FOR RECOMMENDATION**

- 3.1 This item falls within the remit of the Adults and Public Health Board which has a statutory responsibility for scrutinising NHS health services. Recommendations and comments from the board will influence decisions on the future shape of walk-in services.

### **SUPPORTING INFORMATION**

- 4.1 The NHS England Local Area Team has entered into a new GP contract with Derby Open Access Centre based on St Thomas Road to deliver primary care services. This has resulted in DOAC to no longer provide walk-in services from 1 April 2015.

### **OTHER OPTIONS CONSIDERED**

- 5.1 None

**This report has been approved by the following officers:**

<b>Legal officer</b>	N/A
<b>Financial officer</b>	N/A
<b>Human Resources officer</b>	N/A
<b>Service Director(s)</b>	N/A
<b>Other(s)</b>	Philip O'Brien – Statutory Scrutiny Officer SDCCG

<b>For more information contact:</b>	M Hussain 01332 643647 mahroof.hussain@derby.gov.uk
<b>Background papers:</b>	None
<b>List of appendices:</b>	Appendix 1 – Implications Appendix 2 – Letter to SDCCG

<b>IMPLICATIONS</b>
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**Financial and Value for Money**

- 1.1 None arising from this report

**Legal**

- 2.1 The Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002, gives health scrutiny committees powers to review any matter relating to the planning, provision and operation of health services.

**Personnel**

- 3.1 None arising from this report

**Equalities Impact**

- 4.1 None arising from this report

**Health and Safety**

- 5.1 None arising from this report

**Environmental Sustainability**

- 6.1 None arising from this report

**Asset Management**

- 7.1 None arising from this report

**Risk Management**

- 8.1 None arising from this report

**Corporate objectives and priorities for change**

- 9.1 Our aim is to work together so that Derby and its people will enjoy a thriving sustainable economy, good health and well-being and an active cultural life.



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Date 14 November 2013



DERBY CITY COUNCIL

*one Derby one council*

Dear Catherine

The Adults and Public Health Board considered the Derby City Walk-in Service Review consultation document at their scheduled meeting on Monday 11 November.

The Board learned from the supporting information that the demand for the walk-in services in the city is extremely high as more than 78,700 patients have attended the two walk-in centres between January and December 2012. Also, the chart listing outcomes for patients going to DOAC shows that 97.5% patients are discharged with no further follow-up. However of the patients visiting the nurse led centre only 43% are discharged with no further follow-up and 57% referred to other services.

Members believe the walk-in centres provide patients with easy access to primary health care services. Closing them would not only have detrimental effect on the health of the local population but would also increase pressure on the Royal Derby Hospital Emergency Department.

The Board therefore recommends keeping both centres open.

Re:



The Board further recommends that the Osmaston Road centre is upgraded to provide GP led walk-in services. This will help to reduce duplication of scarce resources with patients being referred on to GP's and the Emergency Department.

Members do not support the co-location of walk-in services with A&E as they believe the current sites provide better access for patients. This proposal is opposed by the hospital who informed the Board of their view during a recent visit to the Emergency Department.

The Board wishes to see more publicity on the walk-in services to raise awareness amongst the public and thus encourage greater usage

Other elected members of the council have also raised concerns with Chair that the two centres should not be closed.

Yours sincerely

Mahroof Hussain  
Scrutiny and Civic Services Manager