

## DERBYSHIRE URGENT TREATMENT CENTRES STRATEGIC REVIEW: A BRIEF FOR OVERVIEW AND SCRUTINY COMMITTEE OFFICERS

<p><b>Background</b></p> <p>In July 2017, updated February 2021, NHS England produced a guidance document detailing the Principles and Standards to be achieved for the formal designation of all Urgent Treatment Centres (UTC). The guidance sets out the principles and standards which Sustainability and Transformation Partnerships and local commissioners should achieve when establishing Urgent Treatment Centres as part of their local integrated urgent and emergency care system.</p> <p>The establishment of Urgent Treatment Centres forms part of the 2019 NHS Long Term Plan provide improved equitable services to the population, easier access for patients and also to improve national ED performance.</p> <p>As a result of UTC standardisation and simplified access, the National review expects that attendance at ED would be reduced, and patient convenience improved, as patients will no longer feel the need to travel and queue at ED.</p> <p>The National review also identified the confusing mix of walk-in-centres, minor injuries units and urgent care centres in addition to numerous GP health centres and surgeries offering varied levels of core and extended urgent care services. To address patient and public confusion the national review outlined the core set of standards for Urgent Treatment Centres in order to establish as much commonality as is possible.</p>
<p><b>Current Position</b></p> <p>Currently Derbyshire has 5 Urgent Treatment Centres these were designated as such in 2019 in accordance with the NHSE stipulated timescale. These centres were existing centres that already met the required criteria and specification for UTC and are located Ilkeston, Ripley, Buxton, Whitworth and Derby City, the nomenclature was altered to provide clarity to patients. A commitment to further review UTCs was agreed as part of the ongoing strategy and revised strategy for Urgent &amp; Emergency Care.</p> <p>Since the designation of UTC and as a result of managing patient flow presenting at our Emergency Departments (ED) we established 2 further temporary UTCs collocated in our Acute Hospitals. These centres expanded the previous arrangements in place where patients presenting with primary care conditions could be streamed to a primary care practitioner and included minor injury conditions. During the pandemic outbreak this assisted with reduction in movement of patients and supported a flexible workforce.</p> <p>In assessing and considering the need to formally commission and continue provision of these 2 additional UTCs, a strategic level decision was made to review all UTC provision across Derbyshire.</p> <p>The strategic review of UTCs will take into consideration the recent and ongoing investments in enhancing Primary Care provision and the development of local Primary Care Networks. The review will have a focus on population health needs and health inequalities in agreeing future provision of Urgent Treatment Centres. To this end, the strategic review will include the three GP walk in centres at New Mills, Swadlincote and Ashbourne.</p>
<p><b>Progress to Date</b></p>

Due to the ongoing challenges as a result of the additional demands placed upon the Derbyshire and wider NHS & Social care systems the previous timelines agreed for the UTC review have been affected. We agreed to pause the review in line with the system prioritisation whilst many of our system partners focused on the delivery of the vaccination programme and managing the winter plan.

The review is being carried out in conjunction with system partners from all Urgent Treatment Centres, the two acute trusts, CCG colleagues, DCHS, DHU111, Primary Care and Mental Health partners. The programme is currently co-designing with CCG and JUCD colleagues an online survey for patients and the public to form part of pre-engagement work.

It is recognised that decisions regarding the future provision of Urgent Treatment Centres will have an impact on a number of stakeholders, particularly patients and public. And we are working closely with our engagement team to ensure all procedures are met in line with patient and public involvement in options appraisal and decisions, and that any statutory consultation obligations will be met.

At this stage a UTC Strategic Working Group involving Derbyshire commissioners and service providers has been established. The working group is led by Dr Paul Wood (Clinical Lead for Urgent Care, Derby and Derbyshire Clinical Commissioning Group) and is currently working through the logistics regarding what is needed to undertake such a review, i.e. what data we require and the gathering of that data, and what may be possible in terms of service delivery.

The working group reports into the Urgent, Emergency and Critical Care Delivery Board which meets monthly and subsequently to the Joined Up Care Derbyshire (future ICS) Board.

We are currently working with our engagement team to amend the communication and engagement plan, UTC review timeline and project plan, copies of which can be provided to the Committee once completed. It should be noted that whilst the functional aspects of the programme should pause to accommodate current pressures the practical pre-engagement phase has commenced as this will support any future decision making. Therefore, the survey (attached) has been shared locally and to date 286 surveys have been returned which is positive. We are also looking to hold a number of focus groups to enable people to gain a more in-depth understanding of the review, ask questions and share their experiences and guide us to a favourable solution. 114 people have currently registered and will be contacted when dates and times have been confirmed.

We will be visiting local voluntary and community groups during February to gather further local insight and seven local groups have asked us to attend one of their meetings.

The working group wish to keep the Oversight and Scrutiny Committee up to date with progress and would welcome any feedback or questions on the information shared within this briefing document. We apologise that this review has not progressed to the timescales previously envisaged but assure the committee that well established services which provide great care are in place currently for the Derbyshire population.