

**Health Overview & Scrutiny Committee**

**Comments on the Urgent Care Strategy**

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The Health Overview & Scrutiny Committee delegated responsibility for producing its response to three of its members; Councillor Pat Rugg, Peter Biggs of Wiltshire PPIF and Jean Cole of Wiltshire & Swindon User's Network.

**Process**

The members accepted that the PCT had consulted on the fundamental principles in the Urgent Care Strategy (UCS) during the Pathways for Change consultation and that elements were now being implemented through the Reforming Community Services programme.

Members are also satisfied that the direction taken by the UCS flows out of national strategy.

The PCT has demonstrated it has worked with neighbouring PCTs in BANES and Swindon to ensure development of urgent care services is consistent across the area. There are a small number of people in Hampshire and about 5000 people in Dorset who are accessing urgent care services in Wiltshire, so members were pleased to hear that these arrangements would stay in place.

**Comments from the Members**

There have been changes to urgent care services over a number of years and it confuses the public, so it is vitally important to publicise this strategy and provide information to households about how they should access the various components that make up urgent care services.

It is understood that in order to make all the changes planned a phased approach will be necessary, but members felt this could confuse the public further, with interim arrangements being made in some cases. It was hoped this disruption could be kept to a minimum.

Members have long been aware that all the proposed changes to services in Wiltshire are dependent on GP involvement and co-operation and continue to express concern that, in some areas, GPs don't appear to be fully signed up to the new services. There is what often appears to be a difference of opinion with the PCT saying GPs are contracted to provide minor injury services and GPs saying they are not. What is the truth?

It would be very helpful if the PCT produced a leaflet that explained what sort of injury you would need to go to a minor injury unit with, and so on, for all the different types of urgent care.

Members wanted the PCT to consider the transport implications when planning new services.

Members were concerned to note that the Great Western Ambulance Trust did not formally respond to the PCT's consultation on urgent care services.