

Health and Wellbeing Board

13th July 2017

'The right healthcare for you, with you, near you.'

National Context:

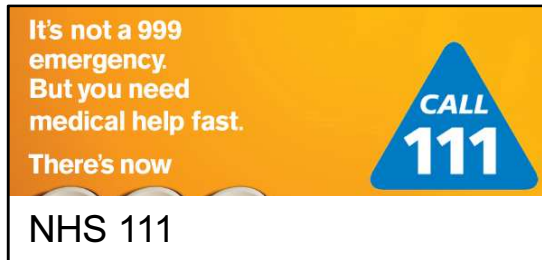
- National Urgent Care Reviews - for commissioners to deliver a functionally integrated 24/7 urgent care service including “urgent care clinical advice hub”
- Five Year Forward View October 2014 & refresh April 2017 – integration of NHS111 and Out of Hours (OOH);
- GP Forward View April 2016 – 111+OOH+clinical hubs dovetailing to primary care capacity plans; Extended Access; and Primary Care Access Hubs

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Seeing the system from a patient's view:



Walk-in centre



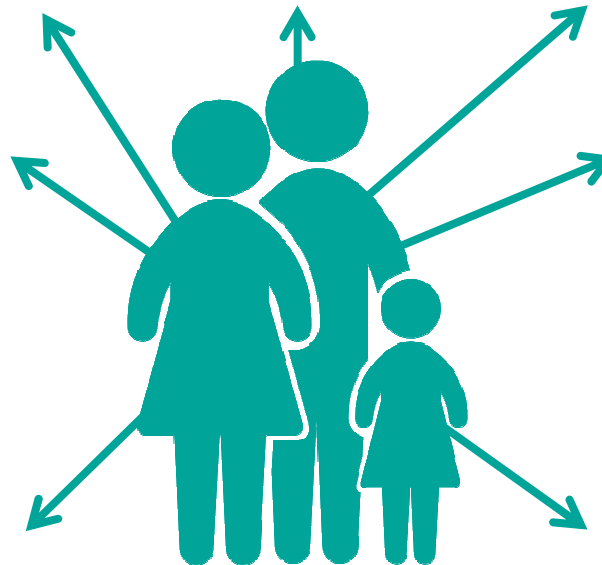
NHS 111



Minor injuries unit (MIU)



MIU and urgent care centre



Accident and emergency



GP out of hours



Urgent care centre

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HEALTHWATCH – patient and carers experience tells us...



- The system is not easy to navigate, not clear what's available (when and for what)
- Uncertainty about where to get advice and lack of confidence in (non-clinical) triage systems (primary care and NHS 111)
- People want to see a clinician
- Information not always shared between the people who are providing my care
- Parts of the system don't always work together

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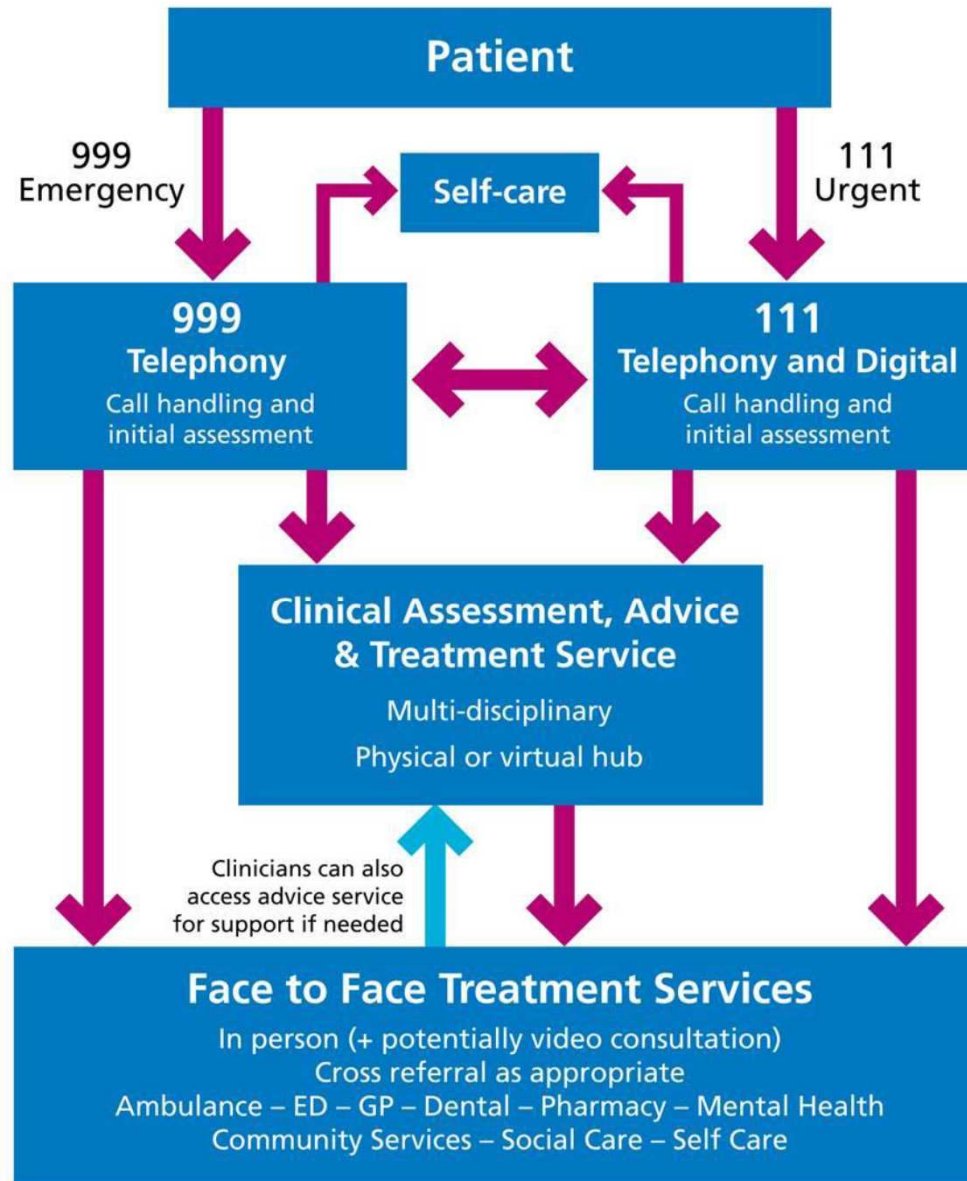
HEALTHWATCH – patient and carers experience tells us...

- Communication with patients/carers: I feel listened to but I don't know what's happening next
- Location of care: Not always possible to deliver on the promise (transport an issue in parts of rural Wiltshire)
- Waiting times: people want convenient local access (and they understand financial constraints)
- Don't blame patients for seeking care at the wrong place



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An integrated urgent care service



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Challenges

- Workforce – all sectors
- Health and social care challenges - demographic and financial challenges (ageing population and housing growth)
- Urgent care demand is increasing
- GP Forward View – CCGs responsible for commissioning to expand capacity ensuring plans in general practice dovetail with plans for single point of contact to integrated urgent care with access with OOH and reformed 111 and clinical hubs = 7 days
- Geographic specifics:
 - Wiltshire army rebasing – military serving and dependants for super garrison county 26,000 (mil and dep) 2016 to 32,000 in 2020
 - Wiltshire Prison Category C

Integrated Urgent Care procurement

- Integrated Urgent Care Procurement (with BaNES, Swindon CCGs and Wiltshire Council) started with advert in November 2016
- The key objective to deliver a more functionally Integrated Urgent Care Access, Treatment and Clinical Advice Service model by aligning existing service specifications for NHS 111 and the GP OOH service
- It is not simply the bolting together of existing services (NHS 111 and GP Out of Hours) but in fact the introduction of a new, functionally integrated service that includes a new clinical advice element: ***the clinical hub***

Service being procured...

Service	BaNES CCG	Swindon CCG	Wiltshire CCG	Wiltshire Council UA
Access to Care Service, including Single Point of access to Intermediate Care			✓	✓
Acute Trust Liaison Service			✓	
Carers Emergency Card Response Service				✓
GP Out of Hours service	✓		✓	
Integrated Urgent Care Access, Treatment and Clinical Advice Service (clinical hub), including Health Care Professional Line	✓	✓	✓	
NHS 111 Service	✓	✓	✓	
Telecare call monitoring				✓
Telecare equipment and installation				✓
Telecare response service and urgent care domiciliary care service				✓
Out of Hours Dental Services		✓	✓	

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Integrated Urgent Care procurement

- Model offers patients who require it access to a wide range of clinicians, both experienced generalists and specialists. Also offers advice to health professionals in the community, e.g. paramedics and emergency technicians, so that no decision needs to be taken in isolation
- Wiltshire CCG and Wiltshire Council (BANES & Swindon Governing Bodies) approved sign off ITN2 Stage to move to preferred provider stage in April 2017

Integrated Urgent Care Service (BSW) Preferred Provider Stage

- Medvivo has been selected to the *preferred provider stage*
- Medvivo will be the lead provider, working in collaboration with Vocare and Banes Enhanced Medical Services (BEMS+)
- Preferred provider status is not an award of contract and does not confer a contractual commitment from the commissioners at this stage
- Award of the contract to Medvivo and its partners will only be made following further robust assessment, intensive testing and planning stage and GP focused clinical engagement sessions
- One Contract Award will need to be approved by the Boards of B&NES, Swindon and Wiltshire Clinical Commissioning Groups and Wiltshire Council 21st September
- Mobilisation start October 2017
- New services commence on 1 May 2018

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Proposed integrated service model

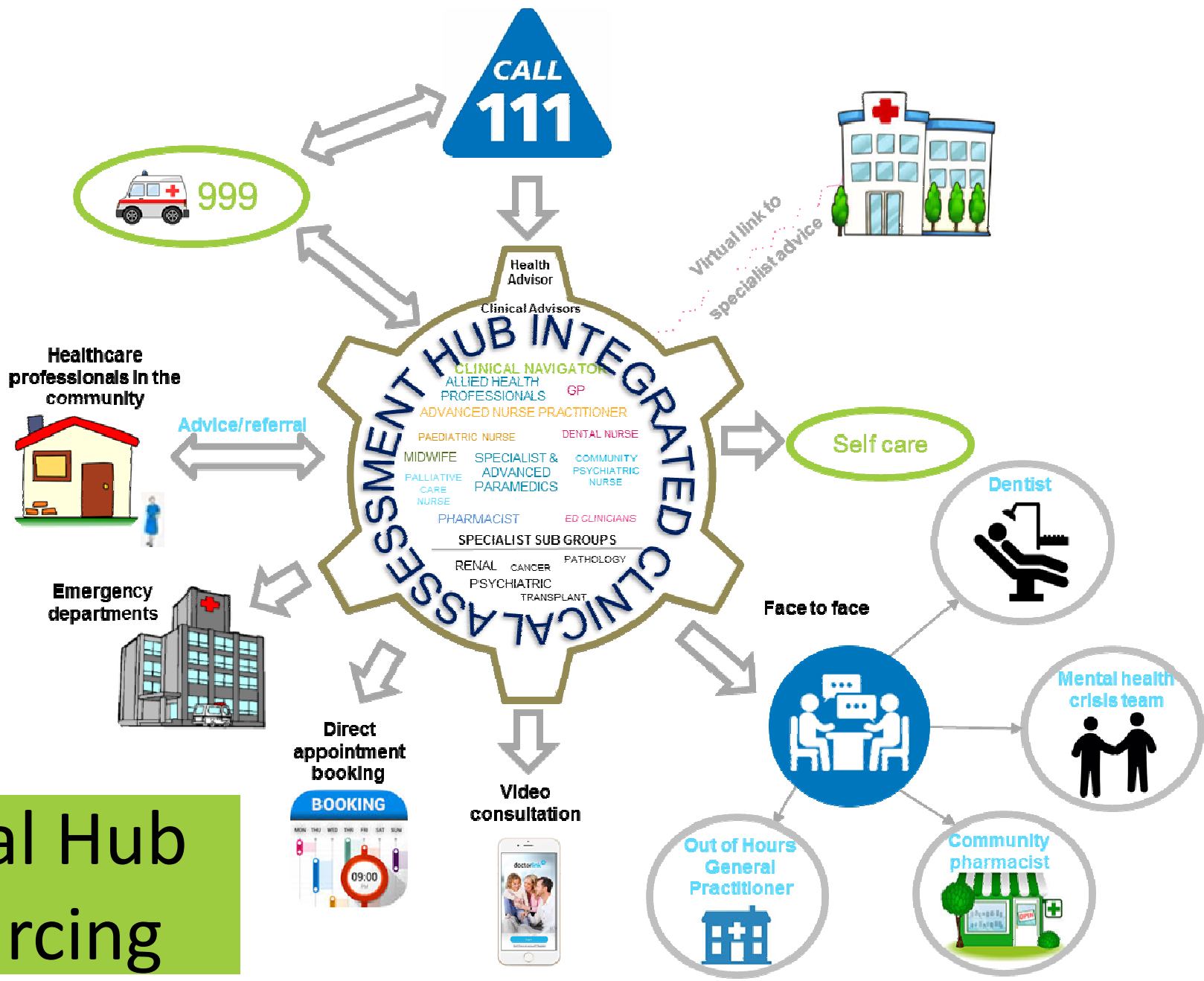
Outstanding



Delivering the Vision



Clinical Hub Resourcing



111 and the Clinical Hub

111 & THE
CLINICAL
HUB



Other Services

