

## Scrutiny Statement on Urgent Treatment Centres in Leeds

### Introduction

In January 2019, NHS Leeds Clinical Commission Group launched a 12-week public engagement exercise to gain the views of interested stakeholders on its proposals to develop urgent treatment centres across Leeds.

The purpose of this statement is to set out the comments and observations of the Scrutiny Board (Adults, Health and Active Lifestyles) regarding the proposals and any future consideration by the Scrutiny Board.

### Background

The “*Next Steps on the NHS Five Year Forward View (5YFV)*” was published on 31 March 2017; and set out how the 5YFV’s goals would be implemented over the next two years. Urgent and Emergency Care (UEC) was identified as one of the main national service improvement priorities, with focus on improving national A&E performance whilst making access to services clearer for patients.

The UEC improvement priority included the “*Roll-out of standardised new ‘Urgent Treatment Centres’*”; and following its review of urgent treatment services across the NHS, in July 2017 NHS England published guidance (including a core set of standards) for the establishment of Urgent Treatment Centres (UTC) across England. The full guidance is available using the following link: [Urgent Treatment Centres–principles-standards \(NHS England guidance\)](#)

The aim of the guidance was to establish as much commonality as possible across all UTCs – and to address patient and public concern about the current confusing mix of services – such as walk-in centres, minor injuries units, urgent care centres and numerous GP health centres and surgeries offering varied levels of core and extended service; alongside variations in opening times and the type of services available.

The guidance set out a core set of standards for UTCs; with the aim that by December 2019 patients and the public would:

- Be able to access urgent treatment centres that are open at least 12 hours a day, GP-led, staffed by GPs, nurses and other clinicians, with access to simple diagnostics, e.g. urinalysis, ECG and in some cases X-ray.
- Have a consistent route to access urgent appointments offered within 4hrs and booked through NHS 111, ambulance services and general practice. A walk-in access option will also be retained.
- Increasingly be able to access routine and same-day appointments, and out-of-hours general practice, for both urgent and routine appointments, at the same facility, where geographically appropriate.
- Know that the urgent treatment centre is part of locally integrated urgent and emergency care services working in conjunction with the ambulance service, NHS111, local GPs, hospital A&E services and other local providers.

## Scrutiny Board involvement in the development of Urgent Treatment Centres in Leeds

In August 2018, representatives from NHS Leeds Clinical Commissioning Group (CCG) attended a working group meeting of Leeds City Council's Scrutiny Board (Adults and Health). A number of Scrutiny Board members attended the meeting.

The purpose of part of the meeting was to discuss and provide a further update on the proposed development of Urgent Treatment Centres in Leeds. This followed an earlier meeting and discussion that had taken place in December 2017; where members of the Scrutiny Board had supported the overall direction of travel.

The main outcomes of that meeting included:

- Continued support for the overall proposals presented; including public and patient engagement and consultation.
- The need to ensure that local ward members were appropriately briefed and kept updated on any developments within specific wards of the City. Leeds CCG was tasked with this ongoing engagement.
- Confirmation of the substantial nature of the proposals and agreement this be categorised as a 'Level 3' service change – but with a 'level 4' standard of public engagement applied where possible. This represented a compromise agreement that would protect the level of public engagement and consultation while facilitating a speedier outcome to help ensure the timescales associated with NHS England's directive were met.

The Working Group's findings were presented to and agreed by the full Scrutiny Board at its public meeting on 18 September 2018.

### Consideration of the proposals

Further consideration was given to the proposed development of UTCs across Leeds at a further working group meeting on 11 March 2019. The aims of this discussion included:

- To receive any specific feedback from the public consultation and engagement events, to date.
- Consideration of the future decision-making timetable
- Agreeing any formal comments in response to the proposals and/or the details outlined at the meeting

As part of the working group meeting, members considered Leeds CCG's public engagement documentation, which included:

- An outline/ description of an urgent treatment centre
- Current access urgent care in Leeds currently
- The vision for urgent treatment centres in Leeds and the case for change
- Learning from the urgent treatment centre pilot
- Proposals on the sites hosting urgent treatment centres

### Summary of the proposals

NHS Leeds CCG's proposals comprised a total of five UTCs in the city, based at the following locations:

- Two community-based urgent treatment centres, as follows:
  - One located at Wharfedale Hospital in Otley (the site of an existing minor injuries service)
  - St George's Centre in Middleton (currently open as a UTC)
- Co-located urgent treatment centres within the city's accident and emergency departments at Leeds General Infirmary (LGI) and St James's University Hospital (SJUH).
- A fifth urgent treatment centre in east Leeds. The exact location remained to be decided but initial thoughts that this would be in the Seacroft area.

### Public engagement and consultation

NHS Leeds CCG undertook some pre-engagement work regarding future of the walk-in centre at Burmantofts. This took place over a period of 6 weeks and generated approximately 400 responses.

The formal public engagement and consultation commenced on 21 January 2019; running until 15 April 2019: A full 12-week process as previously agreed with the Scrutiny Board.

At the time of the working group meeting, approximately 1300 survey responses had been received; together with feedback received through the programme of engagement events across the City.

The working group was assured that the outcome of all the engagement and consultation activity would be summarised in an independently produced consultation report, which would be completed by the end on May 2019.

### Comments and observations from the Scrutiny Board

Overall, the Scrutiny Board welcomed the proposals to develop five urgent treatments centres across Leeds; recognising that in the main hospital settings in Leeds, urgent treatments centres would represent 'the front door' to Accident and Emergency.

The Scrutiny Board also recognised the development of urgent treatments centres represented part of the transformation work associated with current/traditional Accident and Emergency services – alongside other developments, such as the Frailty Unit.

As part of the consideration of the urgent treatment centre proposals, the Scrutiny Board also highlighted a range of other related matters. These included:

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- The availability and variability of access to GP services across parts of the City, which is likely to impact on the numbers of patients access urgent treatment centres.
- Recognising the urgent treatment centre proposals represent a significant behaviour change for patient and the public; Leeds' Health and Care system has an important and long-term role in getting a clear, easy to understand and consistent message to patients and the public about accessing different types of care across the City.
- The need to recognise the diverse nature of communities across Leeds and the impact this can have in providing consistent messages to patients and the public.
- The need to ensure that community pharmacists are sufficiently engaged as an integral part of Leeds Health and Care system.
- Recognising the success of the urgent treatment centre proposals (alongside most other service developments) is underpinned by the quality and robustness of the overall health and care workforce strategy – in terms of recruitment, retention and ongoing training and development.
- The potential for urgent treatment centres becoming the location for urgent dental services (in the longer-term).
- The need for service providers responsible for service delivery at urgent treatment centres to work collaboratively with each other – and within the developing local care partnerships.
- As part of its decision-making process, the need for NHS Leeds CCG to provide indicative timescales for its plans to develop the fifth urgent treatment centre in East Leeds.

#### **Decision-making and future involvement**

It was confirmed that the independent consultation report would be completed by the end of May 2019.

It was agreed the consultation report alongside an initial analysis of how the consultation outcomes might impact of the original proposals would be reported to the Scrutiny Board in July 2019.

It is anticipated that NHS Leeds CCG Governing Body will consider any final decisions in September 2019.

The Scrutiny Board will consider the outcome of NHS Leeds CCG Governing Body and determine any future activity that might arise.

**April 2019**