

Report to Slough Health Scrutiny Panel, 14th January 2016
Slough Walk in Centre, Upton Hospital

Introduction

The contract for services provided at Slough Walk in Centre at Upton Park hospital expired in December 2015. An extension to this contract was provided for 18 months and expires in June 2017. The service is currently commissioned by NHS England. The contract extension period has provided NHS England and Slough and WAM CCGs with an opportunity to review the current service and consider how the service could be developed in the future.

Current Service

The walk in centre includes GP services for registered patients and a walk in primary care service from 8am-8pm seven days a week. It offers primary care services at Upton Park Hospital which is less than a mile from the centre of Slough. There are two parts to the walk in centre and key elements are highlighted in the table below.

	Walk in element	GP practice
Service	Open 365 days a year from 8am-8pm including bank holidays Offers a range of treatment for minor illness The service can be used by anyone on a no appointment walk in basis. Patients do not need to be registered with the centre receive a walk in service	Open for patients to register Patients are able to make appointments every day from 8am to 8pm including bank holidays
Activity	42470 attendances 2014/15	6409 registered patient in April 2015
Funding	£1m	£0.7m

The Slough Walk in centre was opened in 2009 as part of the Equitable Access to Primary Care programme (Department of health, Next Stage Review Interim report, October 2007), which saw at least one GP led health centre open in each Primary Care Trust area. At the time this was East Berkshire PCT which covered Slough, Windsor Ascot and Maidenhead and Bracknell. The centres were to be open between 8am to 8pm, seven days a week, situated in easily accessible locations.

Nationally the key reasons that GP led walk in centres were set up were:

- To provide easier access to members of the local population for bookable appointments and walk in services
- To foster more integrated care

Following the abolition of PCTs the contract for Slough Walk in Centre transferred to NHS England as part of their primary care commissioning function.

Berkshire Healthcare Foundation Trust the local community and mental health service provider currently operates Slough Walk in Centre. With the introduction of Co-Commissioning the responsibility for commissioning the Slough Walk in centre or alternative once the contract expires will be NHSE/CCGs as co-commissioners until delegated responsibility is assumed.

Current Activity

The current walk in service is for minor illness and does not cater for minor injury. Therefore the majority of patients attending on a walk in basis are patients presenting with minor illnesses which could be seen by their GP such as:

- Sore throat/cough/cold/runny nose
- Fever/high temperature
- Ear infection
- Skin problems
- Dressings

The table below shows the walk in activity over the past 6 years, each year exceeding the original estimate of 28-30,000 per year and stabilising in the last 3 years.

	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016(Q1&Q2)
Totals	40965	37833	42362	42356	42470	21086

The table below provides the percentage by CCG for 2014/15 and Q1 2015/16. Figures for previous years are not available by CCG.

CCG	2014/15 Attendees	2014/15 % of total	Q1 2015/16 Attendees	Q1 2015/16 % of total
Slough	26554	66%	6455	64%
WAM	5060	12%	1334	13%
OOA	3595	9%	773	8%
Chiltern	4174	8%	913	9%
Hillingdon	1034	3%	339	3%
Other	999	2%	303	3%
total	40416	100%	10117	100%

Slough PMCF started in August 2014/15 with 48,000 additional evening and weekend planned appointments at 4 GP hubs. The activity at SWIC resulting from Slough practices has been analysed from August to October 2014/15 compared with 2015/16 and a reduction of 492 patients has been observed (9%).

Dressings

Dressings have increased by 33% for Q1&Q2 2015/16 and numbers triple at the weekends. Slough, Chiltern and Hillingdon CCG dressings have increased the most. To understand the increase, BHFT audited the type of dressings people were presenting with for the week 16-22 November 2015. The results showed 35% of dressings were for cuts and grazes, 25% incision and drainage and 19% post operative dressings.

WIC Dressing Numbers

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 Q1/Q2 only
	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
Totals	2219	1934	2411	2418	2054	1386

Dressings by CCG

	Total 2014/15	Total Q1 2015/16
NHS Slough CCG	966	356
NHS Windsor, Ascot and Maidenhead CCG	566	140

NHS Chiltern CCG	296	125
OOA	192	30
N/A	22	18
NHS Hillingdon, Hounslow & Ealing CCG	10	11
NHS Wokingham CCG	2	0
Berkshire West CCG	0	1
NHS Bracknell CCG	0	3
TOTALS	2054	684

What do patients think of the service?

BHFT undertook a patient survey of the walk in element in May 2014 and reported in September 2014. 500 questionnaires were sent out and 289 people responded, a 60% response rate. The summary of the patient experience from this survey reported:

- 95% of patients questioned as part of the survey felt their care was either excellent or good,
- 96% extremely likely or likely to recommend the service to friends or family.
- 98% of patients “strongly agreed” or “agreed” that they had been treated with dignity and respect.

The main reason for attending the walk in service are provided in the following table.

Main reason	%
I've been before	25%
No appointments at my GP	19%
Open at weekend	17%
Close and convenient	11%
Emergency situation	10%
Advice	4%
GP Practice to me to come	4%
Don't have a GP	2%
2 nd opinion	2%
Dressing change	1%
Other own reason	5%

* respondents could choose more than one response

The latest national GP survey (July 2015) for SWIC GP practice reported the following headlines about making an appointment:

Questions	SWIC Practice	Slough CCG	England
Easy to get someone on the phone	51%	47%	71%
Able to get an appointment	70%	76%	85%
Felt the appointment was convenient	84%	83%	92%
Had a 'good' experience of making an appointment.	53%	55%	73%

How do the services provided at Slough Walk in Centre Align with other local services? What other choices do patients have in accessing locally suitable services?

People attending Slough walk in centre can also access primary care and urgent services through:

- Pharmacy
- GP practice
- PMCF
- OOHs
- 111
- Attending St Marks urgent care centre
- Wexham park A&E

GP practices

There are 10 GP practices all within 3.5miles of the SWIC. All of these have open lists but are working to capacity. The SWIC currently has a registered population of 6409 patients. This size is considered too large a population to disperse to other practices and will therefore require reprocurement of a GP practice in an Upton location.

Prime Minister's Challenge Fund (PMCF)

Slough have 4 hubs which had provision in year 1 for an additional 48,000 GP planned appointments in the evenings and weekends. For year 2 this has reduced to 38,000 to March 2016 as external funding has stopped. Routine primary care appointments will be provided at these hubs as follows:

- 6.30 – 8pm on weekdays
- Saturday: 9am – 1pm
- Sunday: 9am – 1pm

WAM have established two PMCF hubs:

- King Edward VII Hospital, Windsor
- St. Mark's Hospital, Maidenhead

Routine primary care appointments will be provided at these hubs as follows:

- 6.30 – 9pm on weekdays
- Saturday: 9am – 5pm
- Sunday: 11am – 4pm

St Marks Urgent Care Centre

St Marks UCC is a nurse led minor illness and injury service provided by East Berkshire Primary Care Out of Hours. It shares a location with OOHs and has access to diagnostics and is 9.3 miles from Slough Walk in Centre.

Opeing hours are:

- 8.30 –17.00 weekdays
- 9.00 – 13.00 Weekends/BH

Attendances for November-October 2014/15 were 8658. Top conditions treated were:

- Pain in limb
- Lacerations
- Sprains and strains
- Skin
- Superficial injury
- Fracture of upper limb
- Head injury

Wexham Park A&E

Wexham Park A&E is 3.1 miles from the Slough walk in Centre and provides the full range of acute and emergency services. There are a number of patients from Slough & WAM CCG who attend Wexham Park A&E for low acuity attendances. Data for 2014/15 has been analysed for low acuity attenders at Wexham Park A&E being conveyed by all means other than ambulance. This categorisation has been used as a proxy for patients attending A&E with conditions that could be treated within primary care.

The number of patients attending Wexham Park A&E in 2014/15 in this category were:

- Slough 31016
- WAM 13723

A survey was undertaken by Verve in June 2013 where patients were asked their reason for attending A&E. The main findings were:

Main reason	Response
Convenient location/easy to get to	23%
Advised to go by my GP/ medical professional / referred	21%
I was taken/not my choice/someone else rang them	16%
Not sure how serious / Didn't want to take any chances	14%
I knew it would be open/ 24-7	11%
The obvious / appropriate place / needed urgent help	11%

These responses show a similar pattern as to the reasons why people attend the SWIC shown earlier.

Drivers for Change

With the extension of the current contract until June 2017 there is an opportunity to review the current services and consider how the service could be developed to be fit for the 21st century and integrate with Slough and WAM primary care strategies. This could include re-procuring a service that:

- Allows patients to access primary care in a way that suits their needs and lifestyle
- Is more convenient for patients providing bookable on the day appointments
- Reduces waiting times once in the service centre
- Provides a hub for services such as dressings, blood tests
- Provides digital links to health care in keeping with today's modern lifestyle eg phone apps, telephone support, websites
- Increases prevention and self help
- Avoids patients using A&E unnecessarily

Progress so Far

In September 2015 a steering group was established with membership from both Slough and WAM commissioners and Slough and WAM Healthwatch. The steering group meets monthly and in November BHFT were invited to present data on the current service provision.

In September a survey was designed and sent to 204 stakeholders and members of the public asking for views on the future of the Slough Walk in Centre. A limited response of 30 questionnaires were

received, however a number of views were highlighted including preference for a walk in service at an Upton location.

On 20 October 2015 a workshop was held with key stakeholders including Healthwatch, councillors and patient representatives. This workshop recommended further data collection on the current service before considering future developments. This data collection has now been undertaken and a full analysis presented at the December steering group.

Next Steps

A second workshop has been arranged for 26 January 2016 with key stakeholders to present current thinking for the development of the walk in element of the Slough walk in centre, provide opportunities for questions and share views on the future service.

Working in parallel, the development for the future service will be costed and tested for affordability.

Once the new costed model has been designed, this will be tested with key stakeholders including patient and public representatives before reprocurement for the service begins in June 2016. Prior to implementation of the new service a communications plan will be developed to inform the public of any service changes and how these would be accessed.

January 2016