



NHS Wirral CCG Urgent Care Consultation

Share your views

What is Urgent Care?

This consultation is about urgent care. This means illnesses or injuries that are not life threatening but where you need an urgent clinical opinion (within 24 hours).

What we know

We previously surveyed local residents, and one of the main things we discovered was that some people were confused about where to go to get help with urgent care in Wirral. Because of this some people go straight to the Accident and Emergency (A&E) Department, or because they can't get an appointment anywhere else. A&E isn't always the right place and we want to make it easier for you to make the right choice when you need help. These are the things that will be different.

Urgent Treatment Centre (UTC)

We will have an Urgent Treatment Centre (UTC) in Wirral which is a national requirement. It will provide a higher and more consistent level of clinical service than the current Walk-in Centres and Minor Injuries/Illness Units. The UTC will be led by GPs and it is our intention to locate the UTC for Wirral on the Arrowe Park Hospital site by developing the existing Walk-in Centre located next to the A&E department.

Why have the UTC at the Arrowe Park site?

We have looked at whether other places in Wirral including Walk-in Centres and Minor Injuries/Illness Units could run the UTC. Whilst they could deliver these services with some development work, we do not believe that they offer the same benefits to patients. The biggest benefit of having the UTC at Arrowe Park is that it will be next door to the A&E department. This means that if anyone's needs are more serious they can be moved straight away to the A&E department.

A new local offer

It was important for us to understand how people use services when they need help urgently. Most people will contact their own GP practice, although we know that they cannot always get an urgent appointment. We have also looked at why and how people use Walk-in Centres and Minor Injury/Illness Units. This has told us that the most people using these services are receiving help with dressings (wound care) and parents seeking help when their child is unwell.

To make it easier to know where to go when you are ill or have an injury that cannot wait we are thinking about making some changes to help you make the right choice. We are proposing that as well as to your usual GP service and getting in touch with NHS 111, we also offer the following services in your local area:

- **More urgent GP or nurse appointments – (7 days a week, 8am-8pm)**
- **Access to same day urgent care for children (0-19yrs) - walk in also available**
- **Access to bookable dressings (wound care) appointments**

If we make these changes we would no longer have the current walk-in facilities at our existing Walk-in Centres and Minor Injuries/Illness Units. We would have the Urgent Treatment Centre at Arrowe Park Hospital which would provide a walk-in service and urgent appointments with a local GP or nurse, as well as the local services we are proposing. **Everybody that needs urgent care would still get it.**

Please share your views by answering this survey

1. Please give us your postcode.

Your postcode will only be used to help us understand what people think in different areas of Wirral and to ensure we get views from as many local people as possible. It will not be used for any other purpose, and we will not contact you again following this consultation. Your responses will remain completely anonymous.

2. Are you responding as...? (please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> A resident in Wirral | <input type="checkbox"/> A Health or Social care Professional outside Wirral |
| <input type="checkbox"/> A carer in Wirral | <input type="checkbox"/> A representative of an organisation or group |
| <input type="checkbox"/> A GP in Wirral | |
| <input type="checkbox"/> A Health or Social Care Professional in Wirral | |

If you are responding on behalf of an organisation please state which one:

An Urgent Treatment Centre for Wirral

The new Urgent Treatment Centre (UTC) on Wirral is a national requirement. The UTC will offer a walk-in service, and pre-bookable urgent appointments through your GP or NHS 111. The UTC will be the 'front door' to all urgent care services at the Arrowe Park site. This means that anyone turning up for urgent help will be seen by a GP or experienced nurse. People will be treated within two hours at the UTC or transferred to A&E if appropriate. The UTC will also offer full access to X-Ray and other tests.

Anyone who gets really unwell when at the UTC will be moved to the A&E department next door. There are two options for how the UTC will operate in Wirral and we would like to know which you would prefer.

Option 1

Option 1 will offer a UTC that is open **24 hours a day**, seven days a week, making sure that we have the same help available to people all the time.

This means we would be able to offer same day (including walk-in) urgent care for children (0-19yrs) and a bookable dressings (wound care) service for **up to 8 hours a day** in four different places across Wirral.

Option 2

Alternatively, option 2 is that the UTC would be available for **15 hours**, (for example 7am-10pm or 8am-11pm), **seven days a week**.

When the UTC is closed, patients would need to go to A&E where they would be seen within four hours. However, during busier times, you may wait longer.

This means we would be able to offer same day (including walk-in) urgent care for children (0-19yrs) and a bookable dressings (wound care) service for **up to 12 hours a day** in four different places across Wirral.

3. Would you prefer:

- Option 1: 24 hours, 7 day a week access to UTC.
- Option 2: 15 hours, 7 day a week access to UTC. Outside of opening hours, access to urgent care will be via A&E.

A new local offer

During our listening exercise in February 2018, people told us that waiting times at A&E and Walk-in Centres were a concern and that they wanted better access to GP appointments.

As a result of what people told us, we want to provide more urgent appointments to see a GP or nurse in your local area, so that you won't have to wait at a walk-in service or at the A&E department at Arrowe Park Hospital when you need urgent care.

If we make these changes we would no longer have the current walk-in facilities at our existing Walk-in Centres and Minor Injuries/Illness Units.

4. Please tick which statement applies the most to how you feel about this proposal:

- I strongly agree that this proposal will be beneficial
- I agree that this proposal will be beneficial
- I neither agree or disagree that this proposal will have any impact
- I disagree that this proposal will be beneficial
- I strongly disagree with this proposal

5. Please use this box to explain your answer and tell us what you think about this proposal:

A new local Urgent Care Service for children

Some parents we interviewed use Walk-in Centres and Minor Injury/Illness Units when their child is unwell as well as using the Children's A&E Department at Arrowe Park Hospital.

We would like to introduce a new urgent care service (including walk-in) for children aged 0-19 years old at four different places across Wirral.

This will be for things like high temperature, vomiting, diarrhoea, small cuts and bruises, coughs and colds, sprains and strains. Bookable appointments will also be available.

The idea behind this is to provide a service for parents to bring their children to when they are unwell and may prevent them having to go to the Children's A&E at Arrowe Park Hospital.

The Children's A & E will not change as a result of this proposal.

6. Please tick which statement applies the most to how you feel about this proposal:

- I strongly agree that this proposal will be beneficial
- I agree that this proposal will be beneficial
- I neither agree or disagree that this proposal will have any impact
- I disagree that this proposal will be beneficial
- I strongly disagree with this proposal

7. Please use this box to explain your answer and tell us what you think about this proposal:

Improving access to wound care/dressings appointments.

We would like your opinion on our proposal to make bookable regular dressings (wound care) appointments available in four different places across Wirral rather than the current different services running at different times at different places.

The appointments would be bookable by getting in touch with NHS 111 or your GP.

8. Please tick which statement applies the most to how you feel about this proposal:

- I strongly agree that this proposal will be beneficial
- I agree that this proposal will be beneficial
- I neither agree or disagree that this proposal will have any impact
- I disagree that this proposal will be beneficial
- I strongly disagree with this proposal

9. Please use this box to explain your answer and tell us what you think about this proposal:

10. We haven't decided on the exact locations for the dressings (wound care) service and the urgent care service for children (this will be decided at a later date). We would like your views on what is important to you when thinking about where these services are based.

Please choose the things that are important to you, ranking them 1 - 6, with 1 being the most important.

- Accessible by public transport
- Distance from home
- Accessible for people with mobility requirements
- Parking
- Flexible and convenient appointments
- Other

11. If you have selected 'other', please tell us what this is in the box below:

12. Do you have any alternative suggestions on our proposals?



13. Do you have any other comments, concerns or ideas?



14. Where did you hear about this consultation?

- | | |
|--|---|
| <input type="checkbox"/> Postcard through door | <input type="checkbox"/> Leaflet/poster in public venue |
| <input type="checkbox"/> Local newspaper | <input type="checkbox"/> Roadshow event |
| <input type="checkbox"/> Website | <input type="checkbox"/> Public meeting |
| <input type="checkbox"/> Twitter | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Other (please state) |

About you

These questions are optional. The information is recorded anonymously and the results will help us understand people's views across Wirral.

15. Are you?

- | | |
|---------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Female | Other (please specify): |
| | |

16. How old are you?

- | | |
|---|--|
| <input type="checkbox"/> Under 18 years | <input type="checkbox"/> 55 to 64 years |
| <input type="checkbox"/> 18 to 24 years | <input type="checkbox"/> 65 to 74 years |
| <input type="checkbox"/> 25 to 34 years | <input type="checkbox"/> 75 to 84 years |
| <input type="checkbox"/> 35 to 44 years | <input type="checkbox"/> 85+ |
| <input type="checkbox"/> 45 to 54 years | <input type="checkbox"/> Prefer not to say |

17. Do you consider yourself to have a disability?

- | | |
|--|---|
| <input type="checkbox"/> Yes | Please tell us the type of disability you have: |
| <input type="checkbox"/> No | |
| <input type="checkbox"/> Prefer not to say | |

18. What is your ethnic background?

White Welsh/English/Scottish/Northern Irish/British

Irish

White Gypsy or Irish Traveller

Asian or Asian British Bangladeshi

Asian or Asian British Indian

Asian or Asian British Chinese

Asian or Asian British Pakistani

Black or Black British African

Black or Black British Caribbean

Mixed Asian and White

Mixed Black African and White

Mixed Black Caribbean and White

Arab

Prefer not to say

If you are from any other ethnic background, please state here:

.....

19. Which of the following best describes how you would consider yourself?

Heterosexual

Bisexual

Lesbian woman

Gay man

Prefer not to say

Other (please state):.....

20. Do you consider yourself to have any religion?

Buddhism

Christianity

Hinduism

Islam

Judaism

Sikhism

Atheism

Prefer not to say

Other (please state):

.....

Thank you for completing this survey

Please return to: Urgent Care Consultation, NHS Wirral CCG, Marriss House (formerly Old Market House) Hamilton Street, Birkenhead, Wirral CH41 5AL.

You can also share your views with us via wiccg.urgentcarereview@nhs.net or **0151 541 5416**. Meet us face to face across Wirral at shopping centres, health facilities and community locations (details on our website). Come along to one of our Public Question Time events (details on our website) www.wirralurgentcare.co.uk

If you would like this survey or our consultation materials in an alternative format please contact us using the details above.