



Patient Engagement Network Urgent Care

Stanborough Centre, St Albans Road, Watford
Wednesday 24 July 2019

Summary notes

Aim of meeting:

To provide information on the national and local context for urgent care, to share the Herts Valley's vision and to discuss local plans particularly in relation to NHS 111, GP led Urgent Treatment Centre at front of A&E and potential upgrading of St Albans Minor Injuries Unit.

Attendance: 30

Glossary:

UTC Urgent Treatment Centre
MIU Minor Injuries Unit
NHSE NHS England

For more information or to discuss issues raised during the meeting, please contact heather.aylward@nhs.net

Time	Topic	Lead/Notes
1.00pm	Roll call and registration	
1.05pm	Agenda	
1.10pm	Introduction, welcome and overview of the day	
1.15pm	Local Plan and National Urgent Care Programme aims	
1.20pm	Urgent Treatment Centres	
1.25pm	Local Plan for Urgent Care	
1.30pm	Discussion: How do we see the future of urgent care?	
1.35pm	Discussion: How do we see the future of urgent care?	
1.40pm	Discussion: How do we see the future of urgent care?	
1.45pm	Discussion: How do we see the future of urgent care?	
1.50pm	Discussion: How do we see the future of urgent care?	
1.55pm	Discussion: How do we see the future of urgent care?	
2.00pm	Meeting concludes	

Key points from the meeting

- Importance of NHS 111 in the system:
 - Raise awareness among general public – use wider publicity and communication and use tailored messages.
 - Build trust

General comments / concerns /issues

- Clarification was provided on how many GPs are used – based on needs, skills set, attendance, and in addition, support team such as nurses
- Confirmation that GPs are not being taken out of primary care services to deliver urgent care services.
- Urgent care services need to link with other services that may not operate to the same timescales for example blood testing..
- There was some discussion regarding opening times (minimum of 12 hours). Query how many UTCs are 24 hour service.
- Public need clarification on when to use urgent treatment centres or A&E – the importance of NHS 111 was discussed. Public need a definition of what is urgent / emergency .
- Support for pre booking through NHS111 however much more public awareness of this service required and clarification on how encouraging people to book will impact on walk in patients.

Vision – table feedback

- Found the vision quite confusing with concerns re mobility of patients – need to advertise and promote, focus on NHS 111. This will only work if patients know about NHS111.
- Too many different organisations are involved, these services should be the sole responsibility of one organisation. Single responsibility/ single accountability.

- Some expressed fear of delay – ringing NHS 111 and then waiting on triage which may not be as efficient as it could be. System looks good but people will only use it if they trust it and don't think there will be a delay in accessing care
- Communication to general public is key to the success of the urgent care system.

Local Plans

- Discussion on the primary care procurement process.
- Vision of a complete integrated service.
- Confirmed there is a link with Mount Vernon Hospital – need to ensure that patients who live in west Herts can access consistency of services wherever they go.
- NHS 111 can direct patients to nearest appropriate service.
- Query if this can link into the NHS App
- NHS 111 – dental nurse and dental treatment is available for emergency appointment, evenings and weekends. NHS England have commissioned two dental services in Herts in Rickmansworth and Stevenage.
- There are plans for NHS111 to have access to patient records.

1. What might stop people using NHS 111 as a first port of call? What would encourage people to use NHS111

2. How can we raise awareness of NHS 111 and increase access to St Albans MIU (UTC)

- Groups of people may struggle using NHS111 – how, for example, do they handle carer issues. How to find local UTC if not on NHS 111 list.
- Is it possible to test before use – some way of getting used to a system before you need it
- Communication – messages from GP practices should include NHS 111.
- Use GP practice groups as a channel to share the message
- People need confidence in the service – healthcare requires a cultural shift in terms of attitude – relationship with GP has and will change as demographics change – this will take time. In the meantime have to push on with changes. May be a generational issue / attitude.
- Get all organisations to take the message into people's houses. Can give a reassuring message that someone is there if you need them. NHS111 TV show?
- **MIU – not 25 hours** is the negative road sign – need better signage so people get more familiar with location and opening times.
- Different message needed for those who use the service, those who have rung 111 and had negative experience and those that have never rung 111 and don't know about it. GPs to make the point if patients access 'wrong' service.
- Too many acronyms – need clearer names.
- There is limited parking and access, space is poor at St Albans MIU – more space will be required for a UTC
- NHS111 – need short wait, need to advertise more, use word of mouth