



To: Health and Social Care Scrutiny Board (5)

Date: 24th July 2013.

Subject: Urgent and Out of Hours Care

1 Purpose of the Note

- 1.1 To introduce the main agenda item for this meeting of the Scrutiny Board.

2 Recommendations

- 2.1 The Board is recommended to note this briefing note and the attached appendices provided by NHS colleagues.

3 Information/Background

- 3.1 The Board has agreed that this meeting will focus on Urgent and Out of Hours care. This follows on from growing concerns about continued and sustained increases over recent years in attendance at Accident and Emergency services (A&E) provided by University Hospitals Coventry and Warwickshire (UHCW) at their University Hospital site.
- 3.2 Members will be aware that the A&E performance target set by the NHS nationally for NHS acute trusts (95% of patients being treated within 4 hours) has been a challenge for UHCW over recent years. This meeting will enable Member to question UHCW on their performance in meeting this target and on steps they are taking to make improvements. Over the past months performance has increased from 82% in April 2013 to 90% for G1 of 2013/14 with a high of 95.87% in June. The Board will no doubt be interested in how such an increase has been achieved and what impact if any this has had on other hospital services.
- 3.3 A slide presentation is attached as Appendix A. The meeting will be joined by Andy Hardy, Chief Executive, and David Eltringham, Chief Operating Officer of the Trust.
- 3.4 In order to provide a rounded picture of A&E services provided for Coventry patients the Coventry and Rugby Clinical Commissioning Group (CCG) has also been invited to provide its perspective as commissioners of these services. The CCG along with other Warwickshire CCGs are expected to meet the costs of A&E services therefore continued rises in attendances has a knock on effect in the wider health economy. A Briefing Note has been provided, and the meeting will be attended by Dr Steve Allen, Accountable Officer of the CCG.
- 3.5 Other important aspects of 'Out of Hours Care' includes services such as the Walk-In Centre (located now at the City of Coventry Health Centre in Stoney Stanton Road) and Out of Hours GP services. More recently NHS111 have been added to services available for supporting patients with care needs which may occur outside of times when services are normally open. The CCG are joint commissioners of the NHS 111 service (with other

West Midlands CCGs) and they will address their role in provision of this service in their Briefing Note.

- 3.6 To enable Members to gain a full understanding of the services available, and how they fit together to meet the needs of Coventry patients the Board will also receive an update from NHS England and their Arden, Herefordshire and Worcestershire Team. Their role is in commissioning primary care services, as access to primary care is considered a potential factor in rising attendances at A&E. The Local Area Team also specifically commission the Walk-In Centre in Coventry as it is also a Citywide GP practice, and share responsibility with the CCG for commissioning Out of Hours GP services. Martina Ellery, Commissioning Manager for this team will attend the meeting and has provided a Briefing Note which is Appendix C.
- 3.7 The Board will understand that the issues under this item are complex and to an extent all of the different parts of the NHS who will be present share a role in meeting the Urgent and Out of Hours needs of Coventry patients. Attention focuses primarily on the services provided at the University Hospital site, and a lot of work has been done recently on better understanding the rise in attendances and any steps which might be potentially taken to stem this.

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