

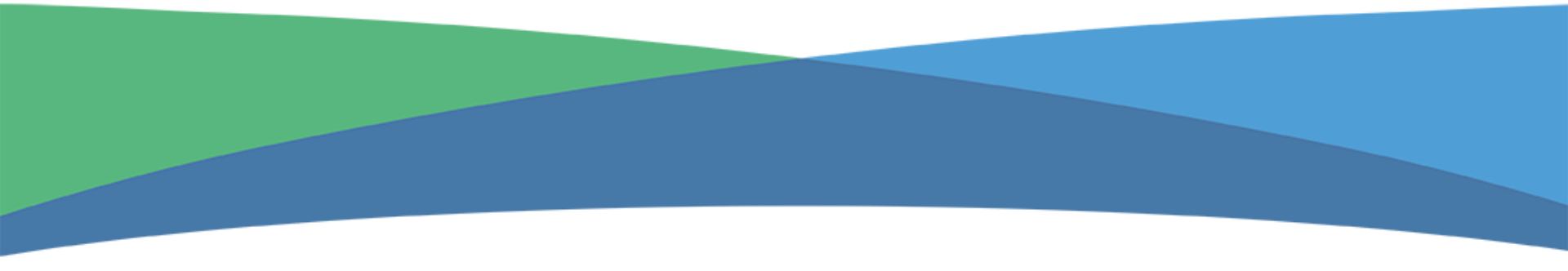


Birmingham and Solihull
Clinical Commissioning Group

Primary Care Access Transformation Programme: urgent treatment centres



Welcome and Introductions

- Dr Soo Fon Lim, GP Clinical Lead for Urgent Care, NHS Birmingham and Solihull CCG
 - Andrew Brown, Primary Care Access Transformation Manager, NHS Birmingham and Solihull CCG
 - Jennifer Weigham, Communications & Engagement Manager, NHS Birmingham and Solihull CCG
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Current Birmingham and Solihull Walk-in Centres / Urgent Care Centres

Walk-in Centre / Urgent Care Centre	Location
Warren Farm Urgent Care Centre	Warren Farm Road, Birmingham, West Midlands, B44 0PU
Erdington Health and Wellbeing Walk In Centre	196 High Street, 1st Floor, Erdington , Birmingham, B23 6SJ
Washwood Heath Urgent Care Centre	Clodeshall Road, Washwood Heath, Birmingham, West Midlands, B8 3SN
Birmingham NHS Walk In Centre (“Boots”)	Lower Ground Floor, Boots The Chemists Ltd, 66 High Street , Birmingham, West Midlands, B4 7TA
South Birmingham GP Walk In Centre (“Katie Road”)	15 Katie Road, Selly Oak, Birmingham, B29 6JG.
Solihull Urgent Primary Care Service	Solihull Hospital, Lode Lane, Solihull, B91 2JL

Birmingham and Solihull WiCs / UCCs

Warren Farm Urgent Care Centre:

- 8am-8pm
- Nurse led
- Treatment for minor injuries and illnesses

Summerfield Urgent Care Centre:

- 8am-8pm
- GP led
- Treatment for minor injuries and illnesses

Commissioned by SWBCCG

South Birmingham GP Walk-in Centre: (Katie Road)

- 8am-8pm
- GP led
- Treatment for minor injuries and illnesses

Erdington Health and Wellbeing Walk-in GP Centre:

- 8am-8pm
- GP led
- Treatment for minor injuries and illnesses

Washwood Health Urgent Care Centre:

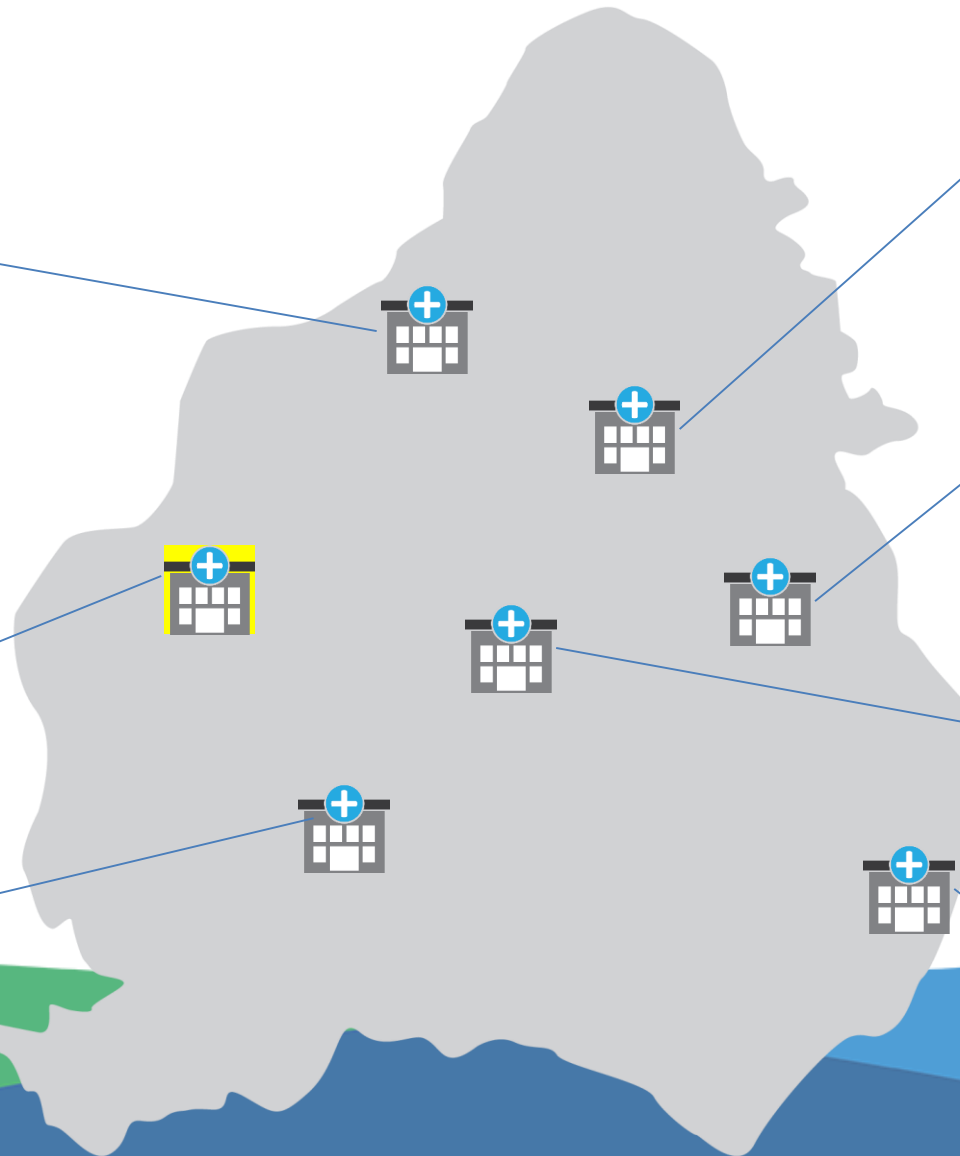
- 9am-9pm
- Nurse led
- Treatment for minor injuries and illnesses

Birmingham NHS Walk-in Centre (Boots)

- Shop hours
- Nurse led
- Treatment for minor injuries and illnesses

Solihull Healthcare and Walk-in Centre: 8am-8pm

- GP led
- Treatment for minor injuries and illnesses



Opening hours, workforce and activity

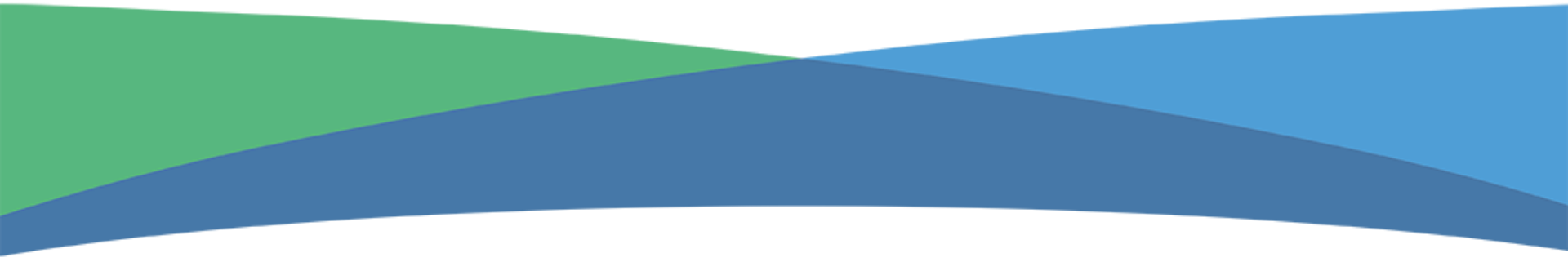
WiC/UCC	Opening hours	Staffing model	Annual attendances 17/18
Warren Farm	8.00am – 8.00pm	Nurse-led	33,700
Erdington	8.00am – 8.00pm	GP-led	30,800
Washwood Heath	9.00am – 9.00pm	Nurse-led	30,400
Birmingham NHS Walk-in Centre (Boots)	M-F: 8.00am – 7.00pm Sat: 9.00am – 6.00pm Sun: 1.00pm – 4.00pm	Nurse-led	39,000
South Birmingham GP WiC (Katie Road)	8.00am – 8.00pm	GP-led	69,100
Solihull	8.00am – 8.00pm	GP-led	33,700
			236,700

Primary Care Access Transformation Programme

- Extended access to appointments in the evening/weekend
 - Digital / virtual access offer
 - Urgent Treatment Centres
 - Alignment with Sandwell and west Birmingham plans
 - System integration
 - NHS 111
 - Emergency departments
 - West Midlands Ambulance Service
 - GP out-of-hours
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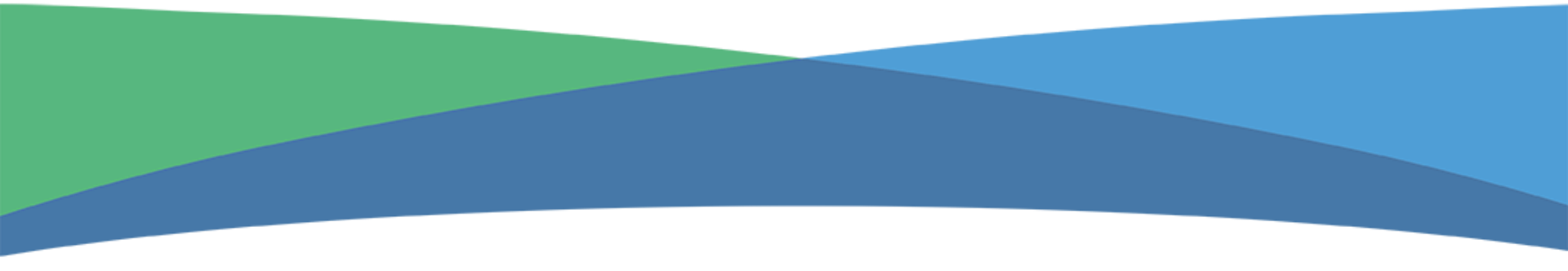
Ambition

Our vision is an improved and sustainable primary and urgent care system, which operates 24 hours per day, seven days a week; ensuring that our population receives safe, high-quality and seamless care from easily accessible, appropriate, integrated and responsive services.



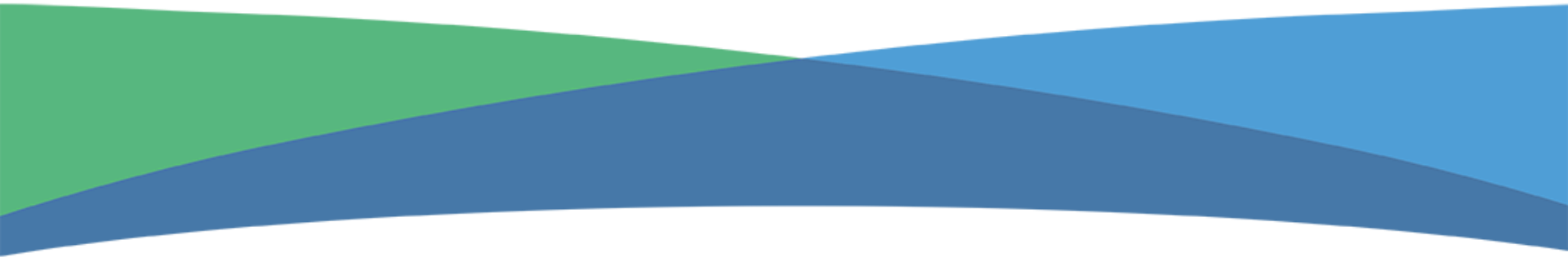
Phased implementation up to Dec 2019

Existing locations with improved offer to patients:

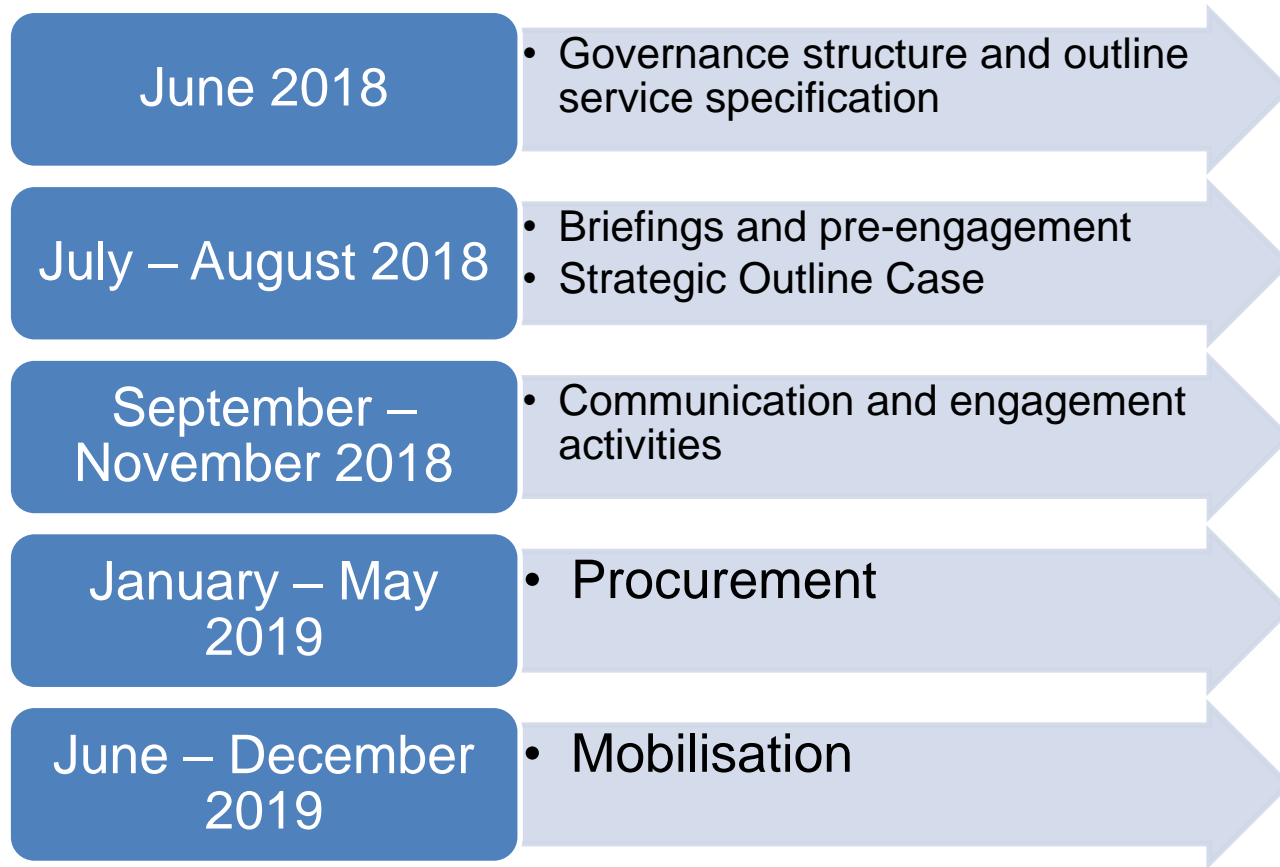
- New standardised specifications and contracts
 - Longer opening hours
 - Re-branding and publicity to promote increased use
 - Staffed by a GP-led multi-disciplinary team
 - Access to patient's clinical records
 - Booked appointments for patients who have called NHS 111 and require a face to face consultation
 - Booked appointments for patients who have attended an Emergency Department with a condition that can appropriately be managed within primary care
 - Greater integration
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After December 2019

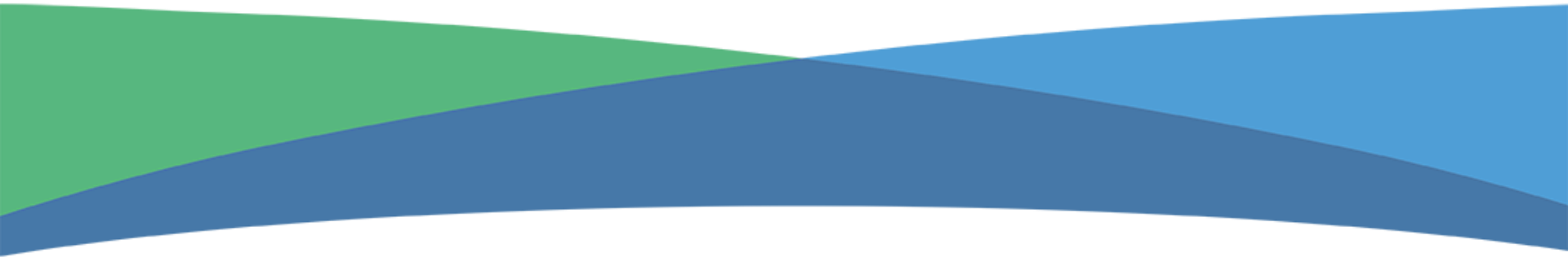
(based on strategic needs review and supported by capital investment)

- Potential for new facilities
 - Extended hours
 - Expanded skill-mix
 - Enhanced range of diagnostics
 - Increased ambulance conveyances
 - Co-location with other community services
 - Integrated frailty pathways
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Delivery timetable



Communication and engagement

- Stakeholder briefings x 5
 - Marketing communications to raise awareness of the new service e.g. advertising, social media (inc. Birmingham Updates and Solihull Updates) and public relations
 - Printed information sent to GP practices and community venues
 - Working with Healthwatch, Local Authorities, other NHS organisations, voluntary sector and community groups
 - Using existing CCG engagement channels e.g. PPGs, patient representatives, People's Health Panel and health forums
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Any questions?

