



**Dartford Gravesham
and Swanley**
Clinical Commissioning Group

Improving NHS urgent care services in Dartford, Gravesham and Swanley

Post Consultation Update for the
Kent Health Overview Scrutiny Committee

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Introduction

- 1.1 This update has been prepared by Dartford, Gravesham and Swanley Clinical Commissioning Group (DGS CCG) and updates the Committee following the completion of the full public consultation regarding potential site options for a future Urgent Treatment Centre within the CCG's boundary.
- 1.2 This update provides background to the consultation and details regarding the consultation process and the engagement carried out.
- 1.3 The consultation responses have been analysed by an independent third party organisation and a copy of the report is attached.
- 1.4 The consultation process, activity, and the independent evaluation report were considered by the Dartford, Gravesham and Swanley Governing Body on 28 November 2019. The Governing Body determined that the CCG had discharged its statutory obligation regarding the urgent care public consultation.
- 1.5 The independent evaluation report and attached information are presented to the HOSC to provide final assurance around the processes followed for the public consultation. In particular, the HOSC is asked to consider the following:
 - 1.5.1 Was the agreed 12 week timeframe for the public consultation a sufficient period to enable local people to feedback their views?
 - 1.5.2 Did the CCG exercise its best endeavours to consult a broad range of local people (including diverse groups)?
 - 1.5.3 Are the key issues from the public feedback clearly articulated in the post consultation report to enable consideration by the CCG Governing Body in early 2020?

Background

- 1.6 The review of urgent care services in Dartford, Gravesham and Swanley has been an iterative process, first considered in 2013 with the publication of NHS England's report on 'The Keogh Urgent and Emergency Care Review', but pursued at greater pace in mid-2016.
- 1.7 Since 2016, DGS CCG has carried out significant engagement activities with key stakeholders including patients, the public and key stakeholders from across health and social care in North Kent (including the Kent HOSC, Healthwatch, local councillors, and MPs), for their views about urgent care services in all its forms. The feedback received from the various engagement activities helped shape the programme going forwards.

- 1.8 Urgent care services in DGS CCG are well regarded but lack consistency in service provision, can be confusing to the public, and are not compliant with the national standards for urgent care.
- 1.9 The CCG plans to apply the national mandate for an Urgent Treatment Centre model which brings together the treatment of minor illness and minor injury.
- 1.10 The CCG's proposals for improving NHS urgent care services in Dartford, Gravesham and Swanley led to the identification of two potential site options and these were taken forward for public consultation:
- 1.10.1 **OPTION ONE** - To create an Urgent Treatment Centre at **Gravesham Community Hospital** by moving services from the current Fleet Health Campus in Northfleet (White Horse Walk-In Centre) to join the Minor Injuries Unit at Gravesham Community Hospital
 - 1.10.2 **OPTION TWO** – To create an Urgent Treatment Centre at **Darent Valley Hospital** by moving services from the current Minor Injuries Unit at Gravesham Community Hospital and the Fleet Health Campus in Northfleet (White Horse Walk-In Centre) to Darent Valley Hospital
- 1.11 The consultation relates specifically to the urgent care services identified within the options and does not involve any other services provided at the same sites. Changes in urgent care are not however taking place in isolation; developments in primary and local care are also underway to improve and extend access to GP and primary care services.

Public Consultation

- 1.12 The public consultation commenced on 12 August 2019 and ran until midnight on 04 November 2019.
- 1.13 All consultation findings, both qualitative and quantitative, have been analysed by an independent third party and a report summarising findings is presented to the Committee for consideration.

Consideration of Consultation Activity and Responses

- 1.14 The consultation ran for the full 12 weeks. There were over 30 roadshows, 3 listening events (1 in each area – Dartford, Gravesham and Swanley), and a range of stakeholder briefings. We have engaged with the public, patients, staff, local authorities, local councillors, MPs, GPs, and members of the public from protected characteristic groups.

1.15 The consultation received almost 16,500 responses to the survey. All feedback has been collated and analysed by an independent agency.

1.16 The Governing Body determined that:

1.16.1 The consultation secured the involvement of key stakeholders and too reasonable efforts to encourage wide range of views (including those from diverse groups)

1.16.2 Having considered all available information, and heard the concerns of consultation respondents, mitigations for the issues raised would be developed as part of the Decision Making Business Case (DMBC) and implementation planning.

Critical Path / Timeline

#	Milestone	Date
1	Kent HOSC review of consultation process and independent evaluation report	December 2020
2	CCG Governing Body consideration of Decision Making Business Case	January 2020
3	CCG decision shared with Kent HOSC	January 2020
4	New urgent care model in place from July 2020 (supported by comms and engagement plan)	July 2020

Summary

1.17 This update is provided to the Committee following the completion of the full public consultation regarding potential site options for a future Urgent Treatment Centre within the CCG's boundary.

1.18 The consultation responses have been analysed by an independent third party organisation and the outcome of this analysis is also presented to the Committee for consideration.

1.19 The consultation process, activity, and responses were considered by the Dartford, Gravesham and Swanley CCG Governing Body on 28 November 2019 and that Committee found that the CCG had complied with its statutory responsibility regarding public consultation.

1.20 The HOSC Committee is similarly asked to consider, having reviewed the independent evaluation of the consultation, whether they also consider that the CCG has met its statutory responsibility.

1.21 In January 2020, the CCG Governing Body will consider the Decision Making Business Case (which will include HOSC comments), and the decision will be shared with the Committee in late January 2020.

1.22 The urgent care model will be in place by July 2020.

Recommendation(s)

1.23 The HOSC Committee is asked to consider the following questions, having reviewed the independent evaluation of the consultation, to determine if they also find that Dartford, Gravesham and Swanley CCG has met its statutory responsibility regarding the public consultation into the location for an Urgent Treatment Centre:

1.23.1 Was the agreed 12 week timeframe for the public consultation a sufficient period to enable local people to feedback their views?

1.23.2 Did the CCG exercise its best endeavours to consult a broad range of local people (including diverse groups)?

1.23.3 Are the key issues from the public feedback clearly articulated in the post consultation report to enable consideration by the CCG Governing Body in early 2020?