

Kent Health Overview and Scrutiny Committee

Briefing Note: Swale Urgent Treatment Centre (UTC) Model

Introduction and Background

Currently within Swale there are two Minor Injury Units (MIUs), one based at each community hospital (Sheppey Community Hospital and Sittingbourne Memorial Hospital) that is provided by Kent Community Health NHS Trust (KCHFT) and a Walk In Centre (WIC) provided by DMC Healthcare. The WIC is combined within the primary care APMS contract held by primary care and was due to end in March 2021.

This contract has been subsequently extended to June 2021 and now to September 2021 by the CCG's Primary Care Commissioning Committee to allow time for engagement to decide the outcome of the contract. However, they are clear that the contract will not be extended beyond September 2021 and this includes the WIC element. Therefore there is a need to commission a replacement service for the WIC provision.

The UTC national guidance was published in July 2017 which set out a core set of standards for UTCs to establish as much commonality as possible.

The UTC standards require that the public will:

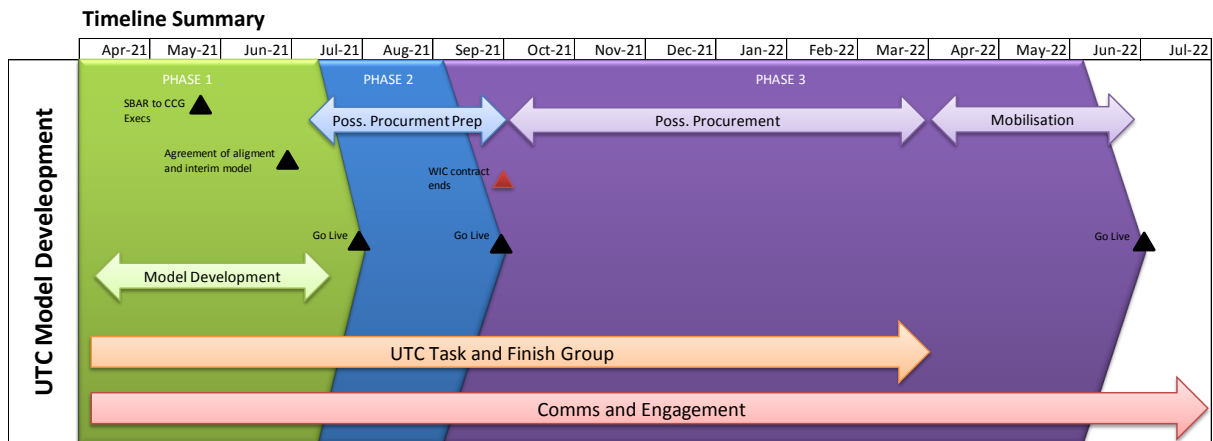
- Be able to access urgent treatment centres that are open at least 12 hours a day, GP-led, staffed by GPs, nurses and other clinicians, with access to simple diagnostics, e.g. urinalysis, ECG and in some cases X-ray.
- Have a consistent route to access urgent appointments offered within 4hrs and booked through NHS 111, ambulance services and general practice. A walk-in access option will also be retained.
- Increasingly be able to access routine and same-day appointments, and out-of-hours general practice, for both urgent and routine appointments, at the same facility, where geographically appropriate.
- Know that the urgent treatment centre is part of locally integrated urgent and emergency care services working in conjunction with the ambulance service, NHS111, local GPs, hospital A&E services and other local providers.

During the pandemic, elements of work that were not critical were put on hold. Both the MIU and WIC functioned during the pandemic therefore it was not critical to align the services given the unprecedented pressure within the system. This work is now being prioritised by the CCG to ensure that Swale residents will benefit from the UTC model. A full UTC service is planned for July 2022, with an interim service in place by October 2021.

Approach

The timeline of the project is divided into three phases as detailed below:

Phase	Description	Development Period	Go Live
Phase 1	The alignment of the existing MIU and WIC services, this could result in some minor contractual changes	Apr 21 – Sep 21*	TBC / ongoing
Phase 2	The provision of an interim service that will 'replace' the current WIC element of the service when the WIC contract expires at the end of September 2021	Apr 21 – Sep 21*	1 Oct 21
Phase 3	This is the final UTC model that is required for the Medway and Swale system. This element is likely to include to procurement hence time has been built in to allow for the right engagement, time for procurement and mobilisation. If a risk is taken and procurement option not selected time may reduce	Apr 21 – Jun 22* (incl. procurement)	1 Jul 2022



Next Steps:

- Data and costings will be further analysed and used to build the service model
- Publication of Communication and Engagement plan (currently being drafted)
- Further updates will be provided to HOSC as the model is developed