

Item: Urgent Care Review Programme - Swale

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 17 July 2024

Subject: Urgent Care Review Programme - Swale

Summary: This report provides the background to the agenda item and attached information provided by the Kent and Medway ICB.

The Committee has determined that the proposals do not constitute a substantial variation of service.

This is a written update and no guests will be present at the meeting.

1) Introduction

- a) The Local Urgent Care Programme commenced in 2014. It was in response to an NHS England requirement for all areas to have an Urgent Treatment Centre (UTC) to try and reduce the pressure on A&E departments.
- b) The review refers to face-to-face urgent care services, as opposed to telephony services. Urgent care relates to injuries or illnesses that are not life-threatening but that require urgent clinical assessment or treatment on the same day.¹
- c) Historically in Swale, there were two Minor Injury Units (MIUs) (based at **Sheppey** Community Hospital and **Sittingbourne** Memorial Hospital) and a GP Walk in Centre (WIC) (based at Sheppey Community Hospital). The programme will result in two UTCs, one in Sheppey and one in Sittingbourne.
- d) The programme was broken into 3 phases.
 - i) Phase 1 – aligning existing Minor Injury Unit and Walk in Centre services. *Work completed.*
 - ii) Phase 2 – providing an interim Walk in Centre when the incumbent contract ends. *Completed Nov 2021 with Minster Medical Group providing a GP WIC at Sheppey Community Hospital.*
 - iii) Phase 3 – Establishing the final Urgent Treatment Centre Model. This involves integrating the **Sheppey** MIU and WIC to become a UTC, and transforming the **Sittingbourne** MIU into a UTC. *Underway.*
- e) At HOSC's update on 2 March 2022, the ICB were aiming for an opening date of 1 September 2023. In July 2023, a further update was provided, explaining:
 - i) Following a national review into the alternatives to Emergency Departments, there would be a greater in-depth review of the services

¹ Kent County Council (2019) Health Overview and Scrutiny Committee, Swale CCG Urgent Care update (19/09/19)

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currently provided in Medway and Swale. This external audit was expected to deliver a full report and recommendations during May 2023.

- ii) The **Sheppey** MIU and WIC integration had been delayed due to estates works requiring a retendering of phase 2 works. There was a timeline for completion and mobilisation in June 2023, however as part of the audit a review would be undertaken to consider whether this would be better initiated once all changes were made.
- iii) The **Sittingbourne** MIU continued to be delivered by KCHFT.
- iv) Minster Frailty Ward had opened in January 2023 in the Sheppey Hospital. The 22-bed ward was to be used primarily for patients in Swale, to increase capacity in Medway Maritime Hospital and provide care closer to home.
- f) The ICB ran a survey between March 2024 and May 2024 to hear residents' views and experiences of using UTCs or MIUs. A report is expected to be published in June 2024.
- g) The ICB have prepared the attached written update for the Committee. Questions can be directed via the Clerk after the meeting.

2) Recommendation

RECOMMENDED that the report be noted.

Background Documents

Kent County Council (2014) 'Health Overview and Scrutiny Committee (10/10/2014)', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=5400&Ver=4>

Kent County Council (2016) 'Health Overview and Scrutiny Committee (26/01/2016)', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=6256&Ver=4>

Kent County Council (2017) 'Health Overview and Scrutiny Committee (27/01/2017)', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7507&Ver=4>

Kent County Council (2017) 'Health Overview and Scrutiny Committee (14/07/2017)', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7530&Ver=4>

Kent County Council (2018) 'Health Overview and Scrutiny Committee (23/11/2018)', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7923&Ver=4>

Kent County Council (2019) 'Health Overview and Scrutiny Committee (25/01/2019)', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7924&Ver=4>

Kent County Council (2019) 'Health Overview and Scrutiny Committee (23/07/2019)', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8282&Ver=4>

Kent County Council (2019) 'Health Overview and Scrutiny Committee (19/09/2019)', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8283&Ver=4>

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Kent County Council (2021) 'Health Overview and Scrutiny Committee (4/03/2021)
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8500&Ver=4>

Kent County Council (2021) 'Health Overview and Scrutiny Committee (10/06/2021)
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8501&Ver=4>

Kent County Council (2022) 'Health Overview and Scrutiny Committee (02/03/2022),
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8762&Ver=4>

Kent County Council (2023) 'Health Overview and Scrutiny Committee (19/07/2023),
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=9054&Ver=4>

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