

<b>Meeting name:</b>	WY Joint Health Oversight and Scrutiny Committee
<b>Agenda item no.</b>	
<b>Meeting date:</b>	16 <sup>th</sup> January 2024
<b>Report title:</b>	West Yorkshire Urgent Care Service Review Update
<b>Report presented by:</b>	Jon Parnaby
<b>Report approved by:</b>	Ian Holmes
<b>Report prepared by:</b>	Jon Parnaby

**Purpose and Action**

Assurance <input type="checkbox"/>	Decision <input type="checkbox"/> (approve/recommend/ support/ratify)	Action <input type="checkbox"/> (review/consider/comment/ discuss/escalate)	Information <input checked="" type="checkbox"/>
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**Previous considerations:**

The initial approach was approved by the West Yorkshire Urgent and Emergency Care Programme Board in May 2023.

A paper was then presented to the Transformation and Programmes SLT in July 2023, and subsequently to the NHS WY ICB Transformation committee on 31 October where the approach was supported.

An introduction to the review approach was presented to the November WY Joint Health Oversight and Scrutiny Committee

**Executive summary and points for discussion:**

An introduction to the review of the West Yorkshire Urgent Care (WYUC) Service was presented to November WY Joint Health Oversight and Scrutiny Committee. It was requested that further information on the scope of the WYUC service and latest patient feedback be presented at the January WY Joint Health Oversight and Scrutiny Committee. This is now included in the body and appendix of this report.

**Which purpose(s) of an Integrated Care System does this report align with?**

- Improve healthcare outcomes for residents in their system
- Tackle inequalities in access, experience, and outcomes
- Enhance productivity and value for money
- Support broader social and economic development

**Recommendation(s)**

The WY Joint Health Oversight and Scrutiny Committee is asked to:

- 1) Note the review of West Yorkshire Urgent Care services through the process described in the previous paper
- 2) Note the governance arrangements described in the previous paper.
- 3) Acknowledge the additional information and data in this report as requested at the November WY Joint Health Oversight and Scrutiny Committee

**Does the report provide assurance or mitigate any of the strategic threats or significant risks on the Corporate Risk Register or Board Assurance Framework? If yes, please detail which:**

None

### **Appendices**

1. Appendix 1 – WYUC Patient Feedback

### **Acronyms and Abbreviations explained**

1. Explained within the report

### **What are the implications for?**

<b>Residents and Communities</b>	To be considered as part of the Review and Engagement process
<b>Quality and Safety</b>	Quality colleagues embedded into the Review team and Impact Assessments being developed
<b>Equality, Diversity and Inclusion</b>	Equality colleagues embedded into the Review team and Impact Assessments being developed
<b>Finances and Use of Resources</b>	Lead finance colleague supporting the Review and any finance opportunities to be identified
<b>Regulation and Legal Requirements</b>	Close ties with Kirklees ICB (as lead commissioner) Contract colleagues with a procurement/contract extension option to be developed
<b>Conflicts of Interest</b>	Noted on the ToR for the Review Task and Finish Group with an acknowledgment some discussion may need to be taken out with the meeting due to commercial and operational sensitivities
<b>Data Protection</b>	Upon advice from DP ICB leads, responsibility of the relevant data controller (health and care provider) to undertake full DPIA
<b>Transformation and Innovation</b>	Update and engagement with UEC and Transformation across WY ICB
<b>Environmental and Climate Change</b>	None identified
<b>Future Decisions and Policy Making</b>	Dependent on the outcome of the review
<b>Citizen and Stakeholder Engagement</b>	To be considered as part of the Review and Engagement process

## **1. Main Report Detail**

### **1.1 Background**

The West Yorkshire Urgent Care (WYUC) Service was identified as an area by the West Yorkshire Urgent and Emergency Care Programme Board which directly contributed to achieving their desired ambitions and met the three tests of Partnership working; working at scale to ensure the best possible health outcomes for people; Sharing good practice across the Partnership; Working together to tackle complex (or 'wicked') issues.

The contract and services within WYUC have grown organically throughout the length of the contract. They need to be refreshed, realigned, and developed so they are fit for the future, incorporate latest standards, and satisfy the Urgent and Emergency Care needs of West Yorkshire communities. The service review will provide an opportunity to explore potential opportunities, improve efficiencies and make changes to benefit local people. Ultimately the result must benefit patient experience in terms of how they access and navigate the urgent care system.

The approach was supported by the West Yorkshire Urgent and Emergency Care Programme Board in May 2023, and by the Transformation and Programmes SLT in July 2023 and the NHS WY ICB Transformation committee in October 2023.

### **1.2 Overview**

The review commenced in June 2023 with several workstreams established (outlined in "Scope" below). Since the report presented at the November WY Joint Health Oversight and Scrutiny Committee work has continued in the development of the Service Development Improvement Plan (SDIP) which is to be aligned with any new contract award to Local Care Direct (LCD).

### **1.3 Scope & Activity**

#### **1.3.1 GP Out of Hours**

Delivery in West Yorkshire of an Out of Hours (OOH) consultation & treatment service for patients who are referred from the NHS111 Service (90%) and other established pathways with an urgent primary medical care need in the out of hours period between; 6.30pm to 8am weekdays and all weekends and bank holidays. Providing

Virtual Consultations as well as operating Primary Care Centres (for face-to-face appointments). Also encompasses pathology lab results, prescriptions, and patient transport to/from Primary Care Centres as needed.  
*ACTIVITY; 2023 -24 (April to November 2023) 164,765 patients  
November; 40% given telephone advice. 40% face to face*

### 1.3.2 WY Clinical Advice Service

The Local Clinical Advice Services (CAS) are defined as:

- 1&2 Hour GP Speak to disposition  
*ACTIVITY; November 2023, 2114, patients*
- NHS 111 Online ED (Emergency Department) Validation  
*ACTIVITY; November 2023 809 patients*

### 1.3.3 Local Place Based Services

- Calderdale: ED Streaming  
*ACTIVITY; November 2023 254 patients*
- Kirklees: ED Streaming  
*ACTIVITY; November 2023 321 patients*
- Calderdale & Kirklees Safe Haven  
*ACTIVITY; November 2023 254 patients*
- Leeds: Urgent Treatment Centres  
*ACTIVITY; 2023-24 (April to November 2023) 44,850 patients*

## 1.4 Reporting/Governance

Outlined in November paper

## **1.5 Engagement**

Communications and Engagement Leads have developed an Involvement Approach for the review and was presented in the November paper.

LCD have an established patient feedback process which forms part of the Key Performance Indicators of their current contract. Feedback is overall very positive and can be seen in the latest report attached as Appendix 1.

## **1.6 WYUC Service Review Output/Route**

Following discussions with the SRO and provider, the decision was made by the Task and Finish group to follow a Service Development and Improvement Plan (SDIP) route for the WYUC Service Review, rather than the development of a brand-new service specification.

Therefore, a detailed SDIP will be developed covering all in-scope services by 31 March and incorporated into any new contract from 1 April 2024. This approach will allow for a more collaborative approach to service improvement and give more time for review, development and engagement. The provider will be supported to deliver the SDIP. Progress will be formally monitored by contracting colleagues using agreed contract monitoring forums, with input from commissioning colleagues. A smaller SDIP implementation task & finish group made up of some members of the larger WYUC Service Review Task & Finish group will support contracting in this process.

This direction was supported by the West Yorkshire Urgent and Emergency Care Programme Board on 14 November 2023.

## **1.7 Timeline**

Outlined in the November paper

## **1.8 Risks**

A risk register has been developed with support from contracting leads and the SRO. The risk register is regularly monitored and presented to the Task and Finish Group.

All post mitigation risk scores are below a 12 and therefore do not require escalation.

## **2. Next Steps**

### **2.1 Contract options**

Agreement of new two-year contract to be confirmed by contracting colleagues and a formal SDIP agreed by the Task & Finish Group and LCD.

### **2.2 Governance**

- Regular highlight reports will continue to be presented to the WY UEC Programme Board and ICB Transformation & Programmes SLT
- Due to contract value any final procurement decision will be taken to the ICB Board by contracting colleagues
- Items for decision will be taken to the NHS WY ICB Transformation committee

## **3. Recommendations**

The WY Joint Health Oversight and Scrutiny Committee is asked to:

- 1) Note the review of West Yorkshire Urgent Care services through the process described in the previous paper
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- 3) Acknowledge the additional information and data in this report as requested at the November WY Joint Health Oversight and Scrutiny Committee

#### 4. Appendices

##### Appendix 1 – WYUC Patient Feedback



WYUC Patient  
feedback 2023-24 Q3