



Oldham
Council

Report to Health Scrutiny Committee

Urgent Primary Care update

Portfolio Holder:

Councillor Chauhan, Cabinet Member for Health and Social Care

Report Author: Nicola Hepburn, Associate Director of
Commissioning

Ext. 0161 622 6400

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Purpose of the Report

This report updates the previous reports of November 2018 and March 2019 to inform the committee of progress in implementing a new model of Urgent Primary Care for Oldham

Recommendations

The committee is asked to note the content of the report.

Urgent Primary Care update

1 Background

In January 2018, Oldham CCG's Governing Body decided to adopt a new model of Urgent Primary Care for Oldham, moving away from a Walk-In Service towards local cluster-based services offering urgent bookable appointments.

This decision took account of the outcome of a public consultation undertaken by the CCG between October and December the previous year. Overall, 58% of the 2,493 consultees who expressed a preference in the main survey opted for Urgent Care Hubs, as opposed to 42% who would wish to see Oldham retain a Walk-In Service.

2 Current Position

Aspects of the proposed model have already been progressed – for example establishing an A&E primary care stream and on sharing medical records between GPs, hospital clinicians and other health and social care professionals.

However, work to establish Urgent Care Hubs has proved to be complex with a considerable amount of work required to ensure the service will be robust and both clinically and financially sustainable.

The CCG will not implement the new model until it is confident that the service will meet clinical needs, be safe and offer an improved patient experience compared to turning up and waiting at the Integrated Care Centre to be seen by the Walk In Service.

Although the position of the CCG is that the model agreed in January 2018 remains the best way to deliver local urgent patient care, it has been decided to undertake an Objective Review to take stock of progress and consider how best to implement the model going forward.

Work on implementing the model will effectively be placed on hold during this Review. This means that there is currently no active mobilisation plan for Care Hubs or decommissioning plan for the Walk-In Service and the status quo remains unchanged.

It is anticipated that the Review process will take one month to complete. It is proposed to share the outcome of this Review with the Health Scrutiny Committee at its next meeting, together with an indication of next steps.