

# Development of Urgent Care in Halton

Simon Wright

Chief Operating Officer/Deputy Chief Executive  
Warrington and Halton Hospitals NHS Foundation Trust



# Urgent Care Review (2012/13) carried out by Halton Urgent Care Board

- Review planned as part of NHS Halton CCG's commissioning intentions for 2012/13
- Underpinned by:
  - Review of a previous business case for an Urgent Care Centre
  - Review of information on use of Urgent Care services by Halton people
  - Review of national and local priorities and intentions
  - A+E questionnaire
  - Widnes Walk In Centre audit
  - Runcorn Minor Injuries Unit audit

# Urgent Care Review

## A&E Questionnaire (2012)

- Only 25% felt A+E was the most appropriate place for their condition
- 19% needed an x-ray

# Urgent Care Review

## Key Urgent Care Utilisation Statistics

- Attendance at A&E by the Halton population has increased by 3% in the last year – national rise is circa 0.6% this has plateaued having seen 10 years of increases
- The conversion rate for A&E attendance by a Halton resident to an admission is circa 35% (24% for Warrington)

# Overview of Preferred Model

- Urgent Care Centre development within the existing Widnes Walk in Centre (WIC) and Runcorn Minor Injuries Unit (MIU) sites – self presentation
- Both centres ‘kite-marked’ by NWS so provide alternative destination to A&E for paramedic crew utilising ‘pathfinder protocol’
- Develop model for higher level diagnostic and medical consultation across 7 day period – Halton Hospital site
- Ensure continuity of care through electronic solutions and pathway development
- Appropriate links through to Community Health Services and Social Care (inc. Mental Health) Services

# Specifics of Model

## Urgent Care Centre Runcorn

MINOR ILLNESS  
MINOR INJURY  
AMBULATORY CARE PATHWAYS  
X-RAY  
USS  
DVT  
DOPPLER  
DIAGNOSTIC BLOODS

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MEDICAL STAFF

## Urgent Care Centre Widnes

MINOR ILLNESS  
MINOR INJURY  
AMBULATORY CARE PATHWAYS  
X-RAY  
USS  
DVT  
DOPPLER  
DIAGNOSTIC BLOODS

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MEDICAL STAFF

# Specifics of Model

## CLINICAL ASSESSMENT UNIT

BLOODS  
X-RAYS  
USS  
DOPPLER  
ECG  
AF CLINIC  
ACUTE WARFARIN INITIATION

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GP/REGISTRAR GRADE

CONSULTANT EMERGENCY CLINICS

USE BED CAPACITY AT HALTON FOR THOSE  
REQUIRING SHORT STAY

# Progress to Date

Key developments include:-

- Partnership approach (via the Urgent Care Centre Development Project Board)
- Warrington and Halton Hospitals NHS Foundation Trust taking the lead with support from Halton Urgent Care Team and Clinical Leads
- Project Board includes senior clinicians and managers from CCG, both Acute Trusts, Bridgewater Community Healthcare NHS Trust, 5 Boroughs partnership, NWAS, Urgent Care 24 (GP Out of Hours Provider) and Social Care within Halton Borough Council; Project Board reports to Halton Urgent Care Working Group



## Progress to Date (Cont'd).....

- Sub-groups established to look at:
  - Clinical Pathways & Governance
  - Workforce
  - Infrastructure
  - Finance and Performance
  - Communications & Marketing
- Public consultation events held, in addition to development sessions with Clinical Practitioners
- Clinical Model of Care developed, outlining the additional pathways that the Centres will be able to deal with in addition to minor injuries/illnesses e.g. Diabetic emergencies, AF etc.

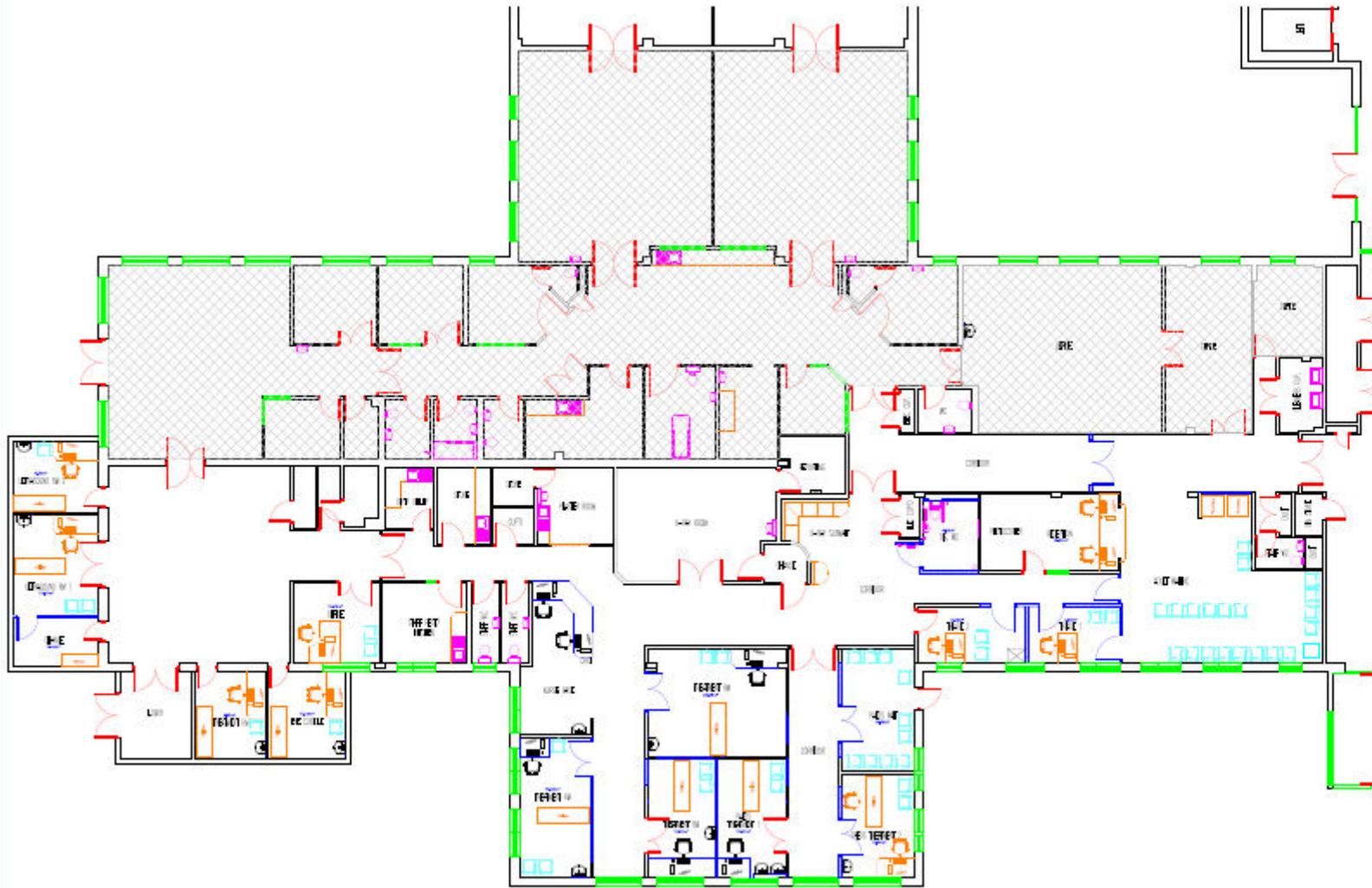
## Progress to Date (Cont'd).....

- Imaging and pathology pathways agreed between Warrington and Halton Hospitals NHS Trust and St Helens & Knowsley Teaching Hospitals NHS Trust
- Communications and Marketing Plan developed to promote Services available and assist in the changing of people's behaviour in respect of Urgent Care Services
- Workforce analysis and modelling, including medical cover, diagnostics, nursing and administration & clerical
- Plans developed to change the layout of the Widnes and Runcorn Centres to accommodate the necessary clinical space and X-Ray facilities

**URGENT CARE CENTRE PROPOSED PLAN**

Please do not scale from this drawing

Notes:



**KEY:**

	New Stud Walls
	No Works to this area

Rev B - Revised layout to link work area  
25.4.2014  
Rev A - First Issue

Warrington and Halton Hospitals   
NHS Foundation Trust

**Capital & Planning Department**  
1st Floor Lancashire House  
Warrington Hospital  
Lovely Lane  
Warrington  
WAS 1QG  
Tel: 01925 662 113

Project File: PROPOSEDUCC

Location: HALTON

Drawn File: PROPOSEDLAYOUT

Drawn By: LDP

Scale: 1/50th

Date: 1/1/2014

Drawn Number: W112-LANCASH-HO

Rev  
P



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WIDNES URGENT CARE CENTRE				
PROPOSED GROUND FLOOR PLAN LOADS				
KNOWSLEY PCT				
DATE	ISSUE	BY	CHKD	APPD
01/10/14	01/10/14	JRM	JRM	JRM
02/10/14	02/10/14	JRM	JRM	JRM
03/10/14	03/10/14	JRM	JRM	JRM
04/10/14	04/10/14	JRM	JRM	JRM

# Runcorn NHS Urgent Care Centre

A number of additional developments have happened/ are planned at the Halton Hospital site, as part of the ongoing development of the health campus, which will support/ complement the services to be delivered in respect of Urgent Care, including:-

- Location of a diagnostic centre providing primary care access for all modalities of imaging at Halton in place MR/CT/X-Ray/Ultrasound
- Respiratory specialist nurses supporting the MIU
- A&E senior clinician available through the week at MIU
- Anti natal services now on site
- Applying for Joint Advisory Group (JAG) accreditation for endoscopy to provide a local solution for such investigations
- Additional vascular access clinics
- Currently developing a pediatric community nursing model, a foot ulcer service, a Pain Management service and exploring the options for a midwifery led unit, sports injury service.
- TIA Clinics

# Widnes NHS Urgent Care Centre

The main focus of the work that has taken place on the Widnes Site is in respect of the estate, to ensure that the facilities are going to be fit for purpose to deliver the clinical model of care required. This has included:-

- Ensuring the building plans include the conversion of the available space at the current Resource Centre as a whole, into clinical space
- Increasing the size of the current WIC footprint to accommodate the necessary facilities to support the Urgent Care Centre development, including X-ray and Ultrasound facilities
- Identification of additional car parking facilities (over the road)
- Vascular Clinics
- ENT Clinics
- Urgent Access Clinics

# Education & Wellbeing

- Market Place
- Health Checks
- Education & Awareness
- Choose Well
- Stroke Checks
- Heart Failure

# Current Key Issues/Challenges

- Finances to support the developments, particularly in respect of estate redesign
- IT solutions to all different systems
- Timescales
- Integrating the provision

# Next Steps

- Phase 1 – Complete in Autumn
- Phase 2 – Clinical Assessment Unit & Step Up Beds (Halton)
- Phase 3 – Rotation of Staff through AED

# Questions ?

- Simon Wright  
[simon.wright@whh.nhs.uk](mailto:simon.wright@whh.nhs.uk)
  
- Louise Wilson  
[louise.wilson@halton.gov.uk](mailto:louise.wilson@halton.gov.uk)