

Have your say...



Lincoln Walk-in-Centre Public Consultation

This document tells you about a public consultation on the future of the Walk-in-Centre in Lincoln.

The consultation is part of work to ensure healthcare services in Lincolnshire are of the highest quality and offer the best possible value for money.

Your local NHS needs to become more efficient to meet the challenges it faces. That includes avoiding duplication of services and helping patients to make the right choices to get the right care, first time.

The Walk-in-Centre on Monks Road in Lincoln was established in April 2009 with the intention of providing easier access to health advice (see page 2). There are a number of reasons why we are now consulting on this service:

- The majority of patients using the Walk-in-Centre can be seen more appropriately by alternative NHS services or by treating conditions themselves through self-care;
- There is a need to ensure NHS resources are being spent in the most effective way;
- There is public confusion about which NHS services to use depending on the condition or treatment required;
- The Walk-in-Centre is not being used by all people in Lincolnshire, creating inequality within the county.

Since 2014, a number of reviews have been carried out to understand how and why people access and use the Walk-in-Centre. These reviews enabled us to understand the needs of those attending the Walk-in-Centre to develop future models of health services. (see page 4).

Share your views...

Following these reviews, the NHS now wishes to consult with patients, the public and other key stakeholders on our [proposals to close the Walk-in-Centre on Monks Road in Lincoln and offer alternative services by extending access to GP surgeries, further developing the NHS 111 telephone service, and supporting people to self-manage their health conditions.](#)

The public consultation will run for 8 weeks starting on Monday 12 June to Sunday 6 August 2017. There will be various ways in which you can have your say (see page 5).



Who is behind this consultation?

The consultation is being led by NHS Lincolnshire West Clinical Commissioning Group (CCG), which is responsible for buying health services for the local area, with doctors and other health care professionals making decisions about local services.

The CCG has a budget to plan and purchase a range of health services including those provided in hospitals and in the community, such as the Walk-in-Centre in Lincoln.

The Governing Body, or Board, of the CCG oversees the work of the organisation and sets its priorities and direction. The board is made up of doctors, other health care and social care professionals and lay members representing the interests of patients, carers and local people.



About the Walk-in-Centre

The Walk-in-Centre on Monks Road in Lincoln was established in April 2009 with the intention of providing easier access to health advice, emergency contraception, treatment of minor ailments, infections, injuries such as cuts, strains and sprains, health promotion and screening.

Since 2014, a number of reviews have been carried out to understand how and why people access and use the Walk-in-Centre. These reviews enabled us to understand the needs of those attending the Walk-in-Centre to develop future models of health services.

Page 3 highlights some of the key findings from the reviews which we would encourage you to read before completing the survey on pages 6-8.



Wendy Martin, executive lead nurse, midwife and quality at NHS Lincolnshire West CCG and clinical lead for the Walk-in-Centre Review said:

"These proposals focus on ensuring patients are seen in the right place, at the right time and by the right people."

"This consultation is not about reducing services. However, we must reduce duplication and for this reason we cannot offer extended access to routine GP services every day during the week and also sustain the Walk-in-Centre in Lincoln."



Why are we consulting on the Walk-in-Centre?

Walk-in centres create demand for care for self-limiting, minor conditions and NHS resources would be better spent on other healthcare priorities.



The reason for change?

Appropriate use

Most people who use the Walk-in-Centre in Lincoln are either students and/or patients registered with central Lincoln GP surgeries.

Research indicates 95 per cent are discharged following minor treatment or receiving guidance and advice. 50 per cent of these patients received guidance and advice only and would therefore benefit from access to self-care support initiatives. The remaining 50 per cent received 'minor treatment' which includes treatment of minor ailments such as a cold or conjunctivitis which could be treated using over the counter medicines from local pharmacies with a smaller number of patients needing to be seen by their GP.

Right care, first time

Many patients who use the Walk-in-Centre do not need to do so, and can be treated more appropriately elsewhere. There are various reasons for this:

- Real or perceived difficulties in getting an appointment with a GP, and seeing a doctor 'out of hours';
- Some patients don't know their pharmacists have been specifically trained to deal with minor health conditions;
- A lack of awareness that some conditions do not need to be seen by a medical professional and can instead be treated through self-care;
- Patients can currently choose between their GP, the Walk-in-Centre, NHS 111, pharmacies, and self-care support initiatives. Choice is important, but can often be confusing and cause unnecessary duplication in services.

There is a need for the NHS to communicate better with the public about the services on offer. We must make choice and access simple, to ensure that patients are going to the right place, first time.

Value for money

In 2016, it cost the NHS over £1,000,000 to deliver services from the Walk-in-Centre in Lincoln.

Since the Walk-in Centre was established, GP surgeries have increased their opening hours, and the NHS 111 telephone service has been introduced. This means that one of the main reasons for creating the Walk-in-Centre (improving access to primary care) is less relevant today.

Local GP surgeries have availability on a daily basis for patients who require urgent same day appointments - where clinically appropriate. NHS 111 also has capacity to increase the number of calls it takes. The current overlaps between the Walk-in-Centre, GP surgeries, and NHS 111 are inefficient and do not represent good value for money.

Inequity of service

Healthcare should be accessible to all, no matter where you live or what your circumstances are. We should all have the same services and access. However, the Walk-in-Centre in Lincoln has been mainly used by people who live close to it, who are already registered with a GP. This has created an inequity of service across the county as a whole.

Alternative services available

We want to simplify services, reduce duplication and ensure GP surgeries, NHS 111, and self-care support initiatives are used to treat patients who require these type of services.



GP surgeries

- Evidence shows that a high percentage of people using the Walk-in-Centre in Lincoln are students. We will continue to offer convenient student access to GP surgeries close to Lincoln universities and colleges. This will include Skype consultations and drop-in opportunities;
- We also know a high percentage of those seen at the Walk-in-Centre are children under 12. GP surgeries already offer same day appointments for children – where clinically appropriate, and we will be working to increase access;
- We are already working towards extending access to GP services by creating a network of GP surgery hubs. Services must change to reflect local demand and be in line with government policy which says that seven-day access to a GP for routine appointments must be in place within the next 3 years. This links to the national GP 5 Year Forward View.

Self-care & pharmacies

The NHS is committed to supporting people to stay well and self manage persistent health conditions. Self-care is perfect if your condition is something you will be able to treat at home – in fact, home is the best place for you. Pharmacies are also a great place to go for expert advice and treatment for a range of common minor illnesses.



When it's less urgent than 999

NHS 111 service

111 is the NHS non-emergency telephone number. It's fast, easy and free. A highly trained adviser, supported by healthcare professionals will be able to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. For example:

- you need medical help fast but it's not a 999 emergency;
- you think you need to go to A&E or need another NHS urgent care service;
- you don't know who to call or you don't have a GP to call;
- you need health information or reassurance about what to do next;
- For less urgent health needs, contact your GP or local pharmacist in the usual way.

Clinical Assessment Service

In 2016, a new Clinical Assessment Service was launched in Lincolnshire. A key reason for introducing the service was because navigating NHS services in the county can be complicated and confusing for patients.

Calls from NHS 111, as well as calls from GPs, other health professionals and non-emergency 999 calls are passed through to a virtual team of local expert clinicians who have access to patients records, can give health advice and recommend treatment and direct to the most appropriate local health service.

How to give us your views



We want to encourage discussion and feedback on our proposals, to ensure that the NHS delivers the right services. We will consult as widely as possible, with a wide range of organisations and groups – including those members of the community whose voice is less often heard.

We value your opinion and invite you to get involved. You can feed back in a number of ways, all of which are outlined in the section on the right. You have until **Sunday 6 August 2017** to get your views to us. Opinions expressed during the consultation will inform the final decisions made by NHS Lincolnshire West CCG's Governing Body.

What's next

This consultation is the first stage in this phase of the service development process. A project team has been appointed and will develop clinical protocols, analyse patient feedback, and undertake a financial appraisal. Once the consultation has been completed, all views received will be taken into account when a final decision is made.

Timetable:

12 June 2017	Consultation starts
6 August 2017	Consultation ends
31 August 2017	NHS Lincolnshire West CCG makes a final decision on the proposals

Having your say

We are asking for your views on proposals to close the Walk-in-Centre on Monks Road in Lincoln and offer alternative services by extending access to GP surgeries, further developing the NHS 111 telephone service, and supporting people to self-manage their health conditions. We look forward to hearing your views and any other ideas you think we should consider.

Survey

You can complete our survey online at: www.surveymonkey.co.uk/r/wic-consultation.

Alternatively, you can complete the survey on pages 6-8 and send it to: **NHS Lincolnshire West CCG, Cross O'Cliff, Bracebridge Heath, Lincoln, LN4 2HN** or hand it in at the reception of your GP surgery or the Walk-in-Centre in Lincoln.

Public meetings:

We have arranged three public meetings at: **Abbey Access Training Centre, Monks Road, Lincoln LN2 5HU**. Everyone is welcome to attend. The meetings will be attended by senior members of the team leading this work, who will explain the proposals and answer any questions. The meetings will take place on:

- **27 June 2017, 11am – 1pm**
- **28 June 2017, 3pm – 5pm**
- **29 June 2017, 7pm – 9pm**

In addition to this, we will be arranging a number of drop in sessions throughout the consultation. If you would like further information, contact our Communications and Engagement Team on 01522 513355 or visit www.lincolnshirewestccg.nhs.uk for details.

You can also contact the Patient Advice and Liaison Service (PALS) on 0845 602 4384 between 9am and 5pm Monday to Friday.

This information can be made available in different languages and formats. For more information please call 01522 513355.



Survey

We want to know what you think, so please complete the survey below (details of where to sent it are on page 5). You can also complete the survey online at: www.surveymonkey.co.uk/r/wic-consultation.

About You:

Although you can respond anonymously, your name, address and contact details are very important as it will help us to analyse the results.

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

Are you happy for us to keep your details for future health development news or consultations through our Health Involvement Network?

Yes No

Preferred method of contact: (please tick one)

Post Telephone Email

Are you responding as a... (please tick as appropriate)

User of the Walk-in-Centre Patient Carer Healthcare professional

Responding on behalf of an organisation Other (please state): _____

Are you responding as a result of...? (please tick as appropriate)

Meeting Media Attending the Walk-in-Centre

Website link Word of mouth Other (please state): _____

If you are responding as a patient or carer, which GP surgery are you/or the person you care for a registered patient with?

Do you think the reasons given for why we are consulting on the Walk-in-Centre are clear? (See page 3 of the consultation document)

Yes No



Having read the consultation document, do you agree that patients who use the Walk-in-Centre could have accessed more appropriate services from their own GP surgery, their local pharmacy, via NHS 111, or via self-care support initiatives instead?

Yes No

If you said no please tell us why:

Did you know that poorly children under the age of 12 can get an assessment on the same day at their own GP surgery if it is clinically appropriate to do so?

Yes No

The majority of patients accessing the Walk-in-Centre live in central Lincoln. If the Walk-in-Centre was closed, the following range of services would continue to be available and accessible in central Lincoln:

- Convenient student access to GP surgeries close to Lincoln universities and colleges. This will include Skype consultations and drop-in opportunities;
- Same day access to GP services for children under 12 – where clinically appropriate;
- Same day access for more urgent cases;
- Extended access to GP services – via a network of GP surgery hubs;
- Enhanced NHS 111 service. Talk before you walk by calling NHS 111 for medical advice where you need medical advice fast but it is not an emergency;
- Continued promotion of self-care support initiatives around minor illnesses like colds, conjunctivitis, headaches and diarrhoea;
- Utilisation of local pharmacies for simple health and care advice;
- Out of hours GP service.

To what extent do you feel reassured about the availability of the above range of services?

1 = not reassured; 5 = very reassured

1 2 3 4 5

Do you believe that there are any clinical services that will not be accessible in the future by extending access to GP surgeries, further developing the NHS 111 telephone service, and self-care support initiatives?

Yes No

If you said yes, please tell us which clinical service:



Do you agree with our proposals to close the Walk-in-Centre on Monks Road in Lincoln and offer alternative services by extending access to GP surgeries, further developing the NHS 111 telephone service, and supporting people to self-manage their health conditions.

Yes No

If you said no please tell us why:

If the proposal to close the Walk-in-Centre in Lincoln is implemented, we will need to tell you about the range of services available to you and how to access them. To help us to plan this, please tell us how you would like to receive this information: (please tick as appropriate)

- Information via your GP Practice Via social media
- Via the internet i.e. Lincolnshire West CCG website
- Directory of local services via the internet and printed copy at your GP surgery or at hospital
- Information flyer or leaflet at your GP surgery or at hospital Mailshot or flyer to your home
- Events and road shows Newspaper TV or radio advertising Bus advertising

Do you have any further comments regarding our proposal?

Equality legislation requires us to consider the Public Sector Equality Duty. This means the CCG must have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and any other prohibited conduct;
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it;
- Foster good relations between people who share a protected characteristic and people who do not.

The protected characteristics covered by the Equality Duty are: Age, Disability, Gender reassignment, Marriage and civil partnership (but only in respect of eliminating unlawful discrimination), Pregnancy and maternity, Race – this includes ethnic or national origins, colours or nationality, Religion or belief – this includes lack of belief, Sex, and Sexual orientation.

Please let us know if you think anything outlined in our proposals may raise concerns or opportunities in terms of the services provided to members of protected groups:

