

Agenda Item 10

		THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Open Report on behalf of Andrew Crookham
Executive Director - Resources

Report to	Health Scrutiny Committee for Lincolnshire
Date:	14 October 2020
Subject:	Louth and Skegness Urgent Treatment Centres - Lincolnshire Community Health Services NHS Trust Patient Survey

Summary:

A patient survey has been launched on an extension to the temporary closure of Louth and Skegness Urgent Treatment Centres (UTCs) between 10pm and 8am. The temporary closure was introduced on 23 March 2020, in response to the Covid-19 pandemic.

On 11 November 2020, the Committee is due to receive an update from Lincolnshire Community Health Services NHS Trust (LCHS) on integrated urgent care. It is proposed that the Committee makes arrangements for responding to the survey, which is due to close on 13 November 2020.

Actions Requested:

- (1) To make arrangements at the Committee's next meeting on 11 November 2020 for responding to the patient survey by Lincolnshire Community Health Services NHS Trust on an extension of the temporary closure of Louth and Skegness Urgent Treatment Centres (UTCs) between 10pm and 8am until 31 March 2021.
- (2) To urge Lincolnshire Community Health Services NHS Trust to make every effort to publicise the patient survey, so that as many residents of Louth and Skegness and the surrounding areas as possible respond.

1. Background

Temporary Arrangements During Pandemic

Since 23 March 2020 Louth and Skegness Urgent Treatment Centres (UTCs) have been temporarily closed overnight between 10pm and 8am. The temporary changes were introduced by Lincolnshire Community Health Services NHS Trust (LCHS) as part of the management of local health services for the Covid-19 pandemic.

By temporarily closing services overnight at Louth and Skegness UTCs, LCHS has stated that staff have transferred to increase numbers in the community nursing teams and to provide additional support at inpatient wards and at the Boston UTC, where services remain available 24 hours per day.

Patients in need of medical help between 10pm and 8am may still access local services, including telephone and video consultations and home visits, via the NHS 111 service.

Launch of Patient Survey

On 18 September 2020, Lincolnshire Community Health Services NHS Trust (LCHS) launched a patient survey on an extension to the closure of Louth and Skegness Urgent Treatment Centres (UTCs) between 10pm and 8am, as these temporary overnight closure arrangements are due to remain in place until March 2021, to support the continued response and likely extra demands of the winter season.

LCHS has stated that it recognises that the best services are those developed in partnership with stakeholders and are now asking for patient and public views on this temporary change at Louth and Skegness, to better understand any impact on the local community. A survey has been developed and is available on the trust's website at:

<https://www.lincolnshirecommunityhealthservices.nhs.uk/louth-and-skegness-survey>

The survey is due to close on 13 November 2020.

Health Scrutiny Committee for Lincolnshire Involvement

On 15 May 2019, as part of the *Healthy Conversation 2019* engagement exercise, the Health Scrutiny Committee for Lincolnshire recorded its support for 24/7 'walk-in' UTCs at Louth and Skegness. These two UTCs were launched in October 2019, in effect replacing the previous urgent care centres.

The Health Scrutiny Committee for Lincolnshire is due to receive an update on integrated urgent care from LCHS on 11 November 2020. At this meeting, the Committee may decide to formulate the content of a response to the engagement survey.

2. Consultation

LCHS has launched an engagement exercise, via a patient survey. The Committee is being invited to consider whether it wishes to respond to the engagement exercise.

3. Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy

To be drafted.

4. Conclusion

Following the launch of a patient survey by LCHS on the continued overnight closure of Louth and Skegness UTCs, the Committee is invited to make arrangements at its next meeting on 11 November 2020 for responding to the survey.

As it is important to reach as many residents as possible, the Committee may decide to urge LCHS to make every effort to publicise the patient survey in the Louth and Skegness and the surrounding areas.

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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