

Agenda Item 5

		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 Lincolnshire Community Health Services NHS Trust

Report to	Health Scrutiny Committee for Lincolnshire
Date:	11 November 2020
Subject:	Integrated Urgent Care in Lincolnshire (Provided by Lincolnshire Community Health Services NHS Trust)

Summary

On 22 July 2020, the Committee considered a report on integrated urgent care, which focused on the services provided by Lincolnshire Community Health Services NHS Trust (LCHS). The Committee requested a further update on LCHS's urgent care services at this meeting.

This report focuses on the Clinical Assessment Service (CAS) and the urgent treatment centres (UTCs) and minor injuries units (MIUs) provided by LCHS.

Action

To consider the information presented on the integrated urgent care services delivered by Lincolnshire Community Health Services NHS Trust.

1. Urgent Care

Urgent care includes services where the treatment required is not life threatening, but is required on the same day for well-being, patient satisfaction and quality of life. This differs from emergency care, where the need is more acute or life-threatening, which is provided by accident and emergency departments.

This paper focuses on the integrated urgent care services provided by LCHS:

- The Clinical Assessment Service
- Urgent Treatment Centres and Minor Injuries Units

2. Clinical Assessment Service

Where Lincolnshire patients call NHS 111, and their call is categorised as suitable for LCHS services, they are transferred to the Clinical Assessment Services (CAS). The CAS is well established and operates 24/7 365 days a year, providing phone-based clinical advice and guidance. Where a patient is assessed as needing additional support, the CAS clinician has a range of options available and will ensure the best option is provided to the patient. These options include:

- video consultation;
- same day direct booking into general practice;
- same day booked appointment into a UTC;
- home visit; or
- onward referral to our community nursing teams.

A full workforce review including the development of the advanced clinical practitioner role has been carried out to ensure we have the number of staff, with the right skills in the right place to meet the demand, now and future for our community. E-consultations (video conferencing) have also been introduced within the CAS for those that wish to access them.

Cases Handled

Between 1 April 2019 and 31 January 2020, 97,431 cases had been handled by the CAS, which represented an average number of 9,741 cases per month, peaking at 12,096 in December 2019. Between 1 February 2020 and 20 October 2020, a total of 83,757 cases were handled, representing an average of 9,306 cases per month, peaking at 11,018 in March 2020

Call-Back Times

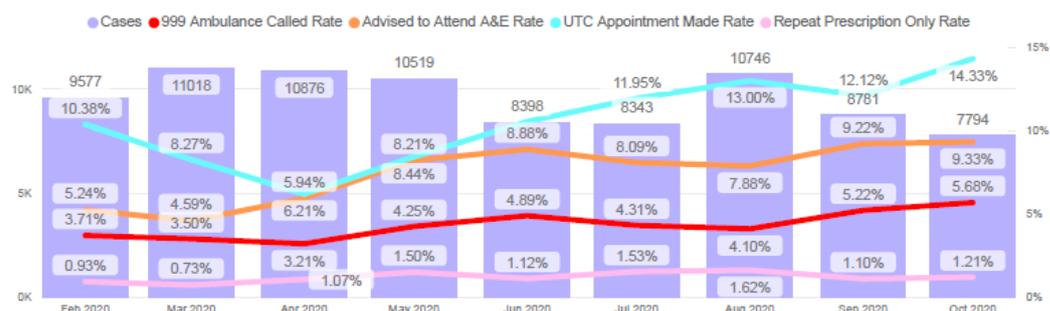
As reported to the Committee in July 2020, the average call-back wait was 56 minutes for all cases and 36 minutes for emergency and interim cases. This had represented an improvement on the previous year. In the last three months, the average call back wait has reduced to 41 minutes. However, in the past 30 days this has reduced further to 27 minutes. The average call back for interim cases in the past 30 days is 19 minutes and for emergency cases is 17 minutes.

Cases Closed by the CAS

In July 2020, 60% of cases were closed with no referral to any other service. This figure represents the percentage of cases closed by the CAS as self-care and does not include those passed to primary care centres, home visiting or other health care professional. This figure has increased to 67% of cases closed with no referral to any other service. The proportion of cases closed without being referred to emergency care remains at 90%.

CAS Monthly Performance Report

Month	Cases Handled	Average Call Back Wait (mins)	% Diverted from ED	999 Ambulance Called Rate	Advised to Attend A&E Rate	UTC Appointment Made Rate	Repeat Prescription Only Rate
February 2020	9577	75.74	89.70%	3.71%	5.24%	10.38%	0.93%
March 2020	11018	80.58	90.82%	3.50%	4.59%	8.27%	0.73%
April 2020	10876	37.63	90.01%	3.21%	5.94%	6.21%	1.07%
May 2020	10519	29.31	86.49%	4.25%	8.21%	8.44%	1.50%
June 2020	8398	28.87	85.27%	4.89%	8.88%	10.55%	1.12%
July 2020	8343	35.94	86.16%	4.31%	8.09%	11.95%	1.53%
August 2020	10746	56.78	87.16%	4.10%	7.88%	13.00%	1.62%
September 2020	8781	39.93	84.59%	5.22%	9.22%	12.12%	1.10%
October 2020	7794	28.69	84.15%	5.68%	9.33%	14.33%	1.21%
Total	86052	46.61	87.38%	4.24%	7.35%	10.38%	1.20%



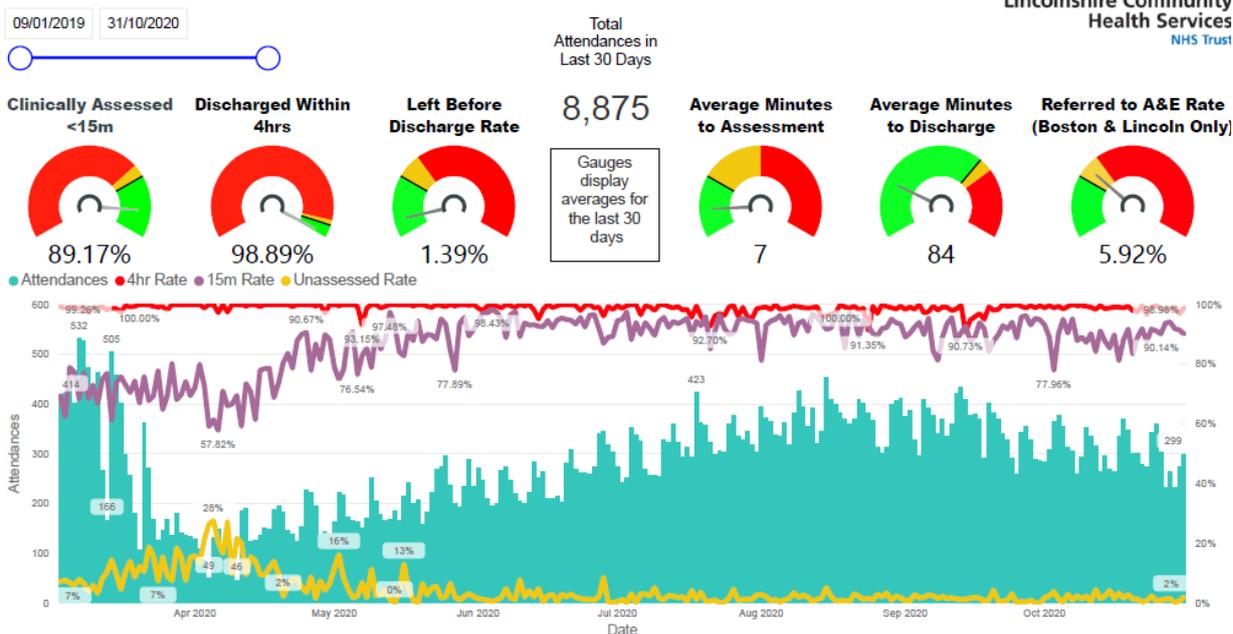
3. Urgent Treatment Centres and Minor Injuries Units

As reported to the Committee in July 2020, there had been 123,697 attendances at MIUs and UTCs over the prior twelve months, which represented an 18% increase in attendances compared to the previous year. A further 32,588 attendances at UTCs have occurred throughout August, September and October 2020.

The Committee was advised that in July 2020 that 97% of patients had been seen within four hours in the twelve month period up to July 2020. Over the past three months this performance level has risen to 98.89%.

UTC/MIU ATTENDANCE & PERFORMANCE - ALL SITES

31 October 2020

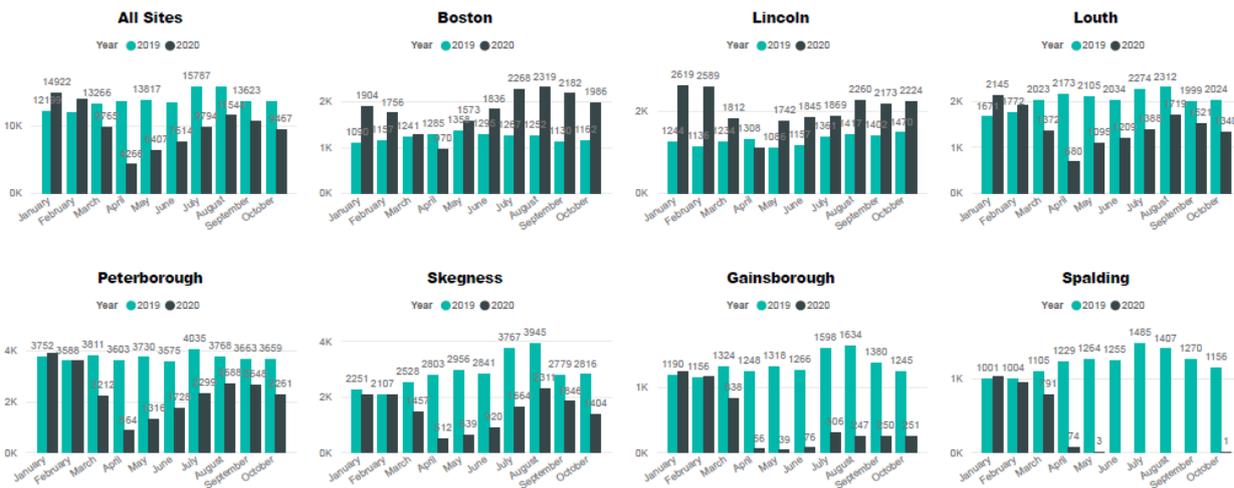


Set out in the table below is a site by site summary of the services provided by LCHS, and the changes during since the Covid-19 pandemic.

Site by Site Summary of Services Provided by LCHS		
Site	Arrangements Prior to Covid-19	Temporary Changes Covid-19
Boston	UTC, launched in December 2019, is co-located with Pilgrim Hospital A&E, and provides 24/7 walk-in and bookable appointment access.	None
Gainsborough	MIU provided walk in services seven days per week between 8am and 8pm. On 2 November 2020 the site launches as a UTC.	MIU suspended its walk-in access on 8 April 2020. These services were reinstated on 8 September 2020.
Grantham	A&E [Operated by United Lincolnshire Hospitals NHS Trust until 21 June 2020]	Since 22 June 2020, 24/7 walk-in access UTC has been in operation.
Lincoln	UTC, launched in December 2019, is co-located with the Lincoln County Hospital A&E, and provides 24/7 walk-in and bookable appointment access.	None

Site by Site Summary of Services Provided by LCHS		
Site	Arrangements Prior to Covid-19	Temporary Changes Covid-19
Louth	UTC was opened in October 2019, providing 24/7 walk-in and bookable appointment access.	Since 23 March 2020 walk-in services have been suspended between 10 pm and 8 am. Urgent care services can be accessed through 111. Clinical Assessment service and home visiting service operating outside of these hours
Skegness	UTC was opened in October 2019. It provides 24/7 walk-in and bookable appointment access	Since 23 March 2020 walk-in services have been suspended between 10 pm and 8 am. Urgent care services can be accessed through 111. Clinical Assessment service and home visiting service operating outside of these hours.
Spalding	MIU provided walk in services seven days per week between 8am and 8pm.	MIU suspended its walk-in services on 7 April 2020.

Activity Profiles by site for 2019 and 2020



(Note: LCHS also provides a UTC services at Peterborough City Hospital.)

Boston

Boston UTC is co-located with the A&E, within the acute footprint. There is a LCHS Clinical navigator who identifies patients whose needs can be met within the UTC, and therefore navigates appropriate patients away from the A&E department. This ability to navigate patients to alternative urgent care services enables the A&E to see those patients with life threatening illness and injuries as quickly as possible.

The re-build of Boston UTC is continuing. This is linked to the Government funding which has been secured by United Lincolnshire Hospitals NHS Trust for this specific purpose.

Gainsborough

By the end of March 2020, activity at Gainsborough MIU saw a reduction in 90% of attendances, reducing from a daily average of 40 attendances to only four attendances per day. On 8 April 2020 walk-in services were temporarily suspended. Gainsborough reopened these services on 8 September 2020, with average attendances at seven patients per day.

From 2 November 2020, the Gainsborough site will operate as an urgent treatment centre, open from 8am to 8pm, as it can meet the national criteria for a UTC. By operating as a UTC this means that patients have access to a range of diagnostic and care services operating on the site. Urgent treatment centres (UTCs) are GP led, open at least 12 hours a day, every day, which offer appointments that can be booked through 111 or through a GP referral, and are equipped to diagnose and deal with many of the most common ailments people attend A and E for.

The main benefits of UTCs are therefore:

- To make it easier for patients to see the right professional at the right time in the right place
- To provide a standardised service
- To offer greater flexibility for patients, and
- To offer greater value for money

Grantham

LCHS has been providing a temporary UTC on the Grantham and District Hospital site since 22 June 2020. The decision to introduce a temporary UTC was taken by the United Lincolnshire Hospitals NHS Trust Board of Directors on 11 June 2020, as part of plans to provide a Covid-19 free 'green' site at Grantham.

As part of this transition of service, it has led to the integration of a ULHT and LCHS workforce providing the community a 24/7 walk in model. This has allowed temporary changes to clinical pathways to support ULHT in their efforts of creating a green site. Under LCHS operational management, Grantham will receive similar care as delivered at our other outstanding UTC sites and we are actively working with our stakeholders within primary care and the East Midlands Ambulance Service.

In the previous three months, Grantham UTC has seen 4,116 patients, with an average of 98% being seen within four hours.

At its last meeting on 14 October 2020, the Committee considered a report from United Lincolnshire Hospitals NHS Trust, reviewing the arrangements for the Grantham Hospital green site. This report included information on the Grantham UTC. See pages 43-46 of the Committee's agenda pack for 14 October 2020, which is available at the following link:

<https://lincolnshire.moderngov.co.uk/ieListDocuments.aspx?CId=137&MId=5538>)

Lincoln

Lincoln UTC is co-located with the A&E, within the acute footprint. This essentially acts as a 'streaming service' to signpost patients away from A&E, if their needs can be met by the UTC. This ability to stream to alternative urgent care services enables the A&E to see those patients with life threatening illness and injuries as quickly as possible.

Modular building work has commenced at the Lincoln UTC site and is expected to be completed in January 2021, leading to an increase in room availability to allow more patients to be seen in the department and help increase the flow. The design has been completed to ensure a Covid-19 'safe' environment. Additionally the UTC will have live data for patients to understand the department journey.

Louth

Since 23 March 2020 walk-in services at Louth UTC have been suspended between 10 pm and 8 am. Louth UTC attendances were reduced by 82% with average daily attendances going from 67 to twelve. Between 10 pm and 8 am patients continue to be triaged via 111 and signposted to ensure appropriate care is provided. Patients may be signposted to alternative service providers as appropriate. Attendances have increased to 41 per day, they are still not as high as before the start of Covid-19.

Skegness

Since 23 March 2020 walk-in services at Skegness UTC have been suspended between 10 pm and 8 am. Skegness UTC attendances were reduced by 84% with average daily attendances reducing from 69 to 12 daily. Between 10 pm and 8 am patients continue to be triaged via 111 and signposted to ensure appropriate care is provided. Patients may be signposted to alternative service providers as appropriate. Skegness UTC attendances have risen to an average of 42 per day. They are still not as high as before the start of Covid-19.

Spalding

Activity at the Spalding MIU during the Covid-19 peak saw a reduction of 82% in attendances, from a daily average of 34 to 6 attendances by the end of March 2020.

Patients continue to be able to access full range of services. However any person requiring a face to face (not virtual) consultation or an x-ray examination is signposted to an alternative venue, which will not be in Spalding. Any patient with additional needs continues to be able to access appropriate services. Staff have been redeployed into alternative services or aligned to work in the CAS to maximise resources in this area of service.

Other Urgent Care Services in Lincolnshire

In addition to the urgent care services provided by LCHS, the following urgent care services are also provided in Lincolnshire:

- **NHS 111** – This is delivered by DHU Healthcare.
- **Stamford and Rutland Hospital MIU** – This is operated by North West Anglia NHS Foundation Trust (NWAFT). This MIU has been closed since the beginning of the Covid-19 pandemic and NWAFT has confirmed it will remain closed throughout the winter of 2020-21.

5. Consultation

This is not a direct consultation item.

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

This report supports the objectives of the Lincolnshire Joint Health and Wellbeing Strategy.

7. Conclusion

The Committee is requested to consider the information on integrated urgent care, as delivered by Lincolnshire Community Health Services NHS Trust.

8. Background Papers

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