

Central Manchester University Hospitals



NHS Foundation Trust

Trafford Urgent Care Centre

Update to Manchester and Trafford
Joint Health Scrutiny Committee

January 2016

Background

- Established November 2013
- Operates 8.00am – midnight
- Treats a wide range of illnesses and injuries requiring immediate attention
- Patients with the most serious cases go to comprehensive A&E services – UHSM, MRI SRFT
- Staffed by experienced, trained nurses and specialist A&E doctors

New Health Deal

- “New Health Deal” consultation considered various options, including a model staffed by specialist nurses
- Preferred staffing model was a mix of specialist doctors and nurses, in the first instance
- Consultation stated that this would turn into a nurse-led service “in two to three years”
- Patient flows changed following implementation of the New Health Deal changes
- Activity levels stabilised fairly quickly, and the changes were consistent with the plans

Review of Trafford UCC

- Patients using Trafford UCC now generally do not need the care of a specialist A&E doctor
- Numbers attending later in the evening are very small
- Trafford CCG and CMFT have started discussing how best to provide the UCC service going forwards
 - analysis of UCC activity and case mix
 - dialogue with staff providing urgent care services

Service modelling

- A revised model might not result in any significant change to the patients who can be cared for at Trafford UCC
- Changes to patient flows could be very limited
- The service modelling has to be driven by the analysis, and tested with staff and partner organisations
- Messaging to patients/the public will need to ensure the Trafford UCC continues to be fully utilised

Communications

- Media coverage during w/c 18 January 2016 – some of the messaging was unhelpful
- Subsequent briefing and discussions for staff, colleagues and key partners
- Commitment to communicate pro-actively with all stakeholders as the results of the data collection and analysis become clear
- Progress analysis during February and brief further in March