

# Trafford Locality Urgent Care Review Key Messages



# Key Messages

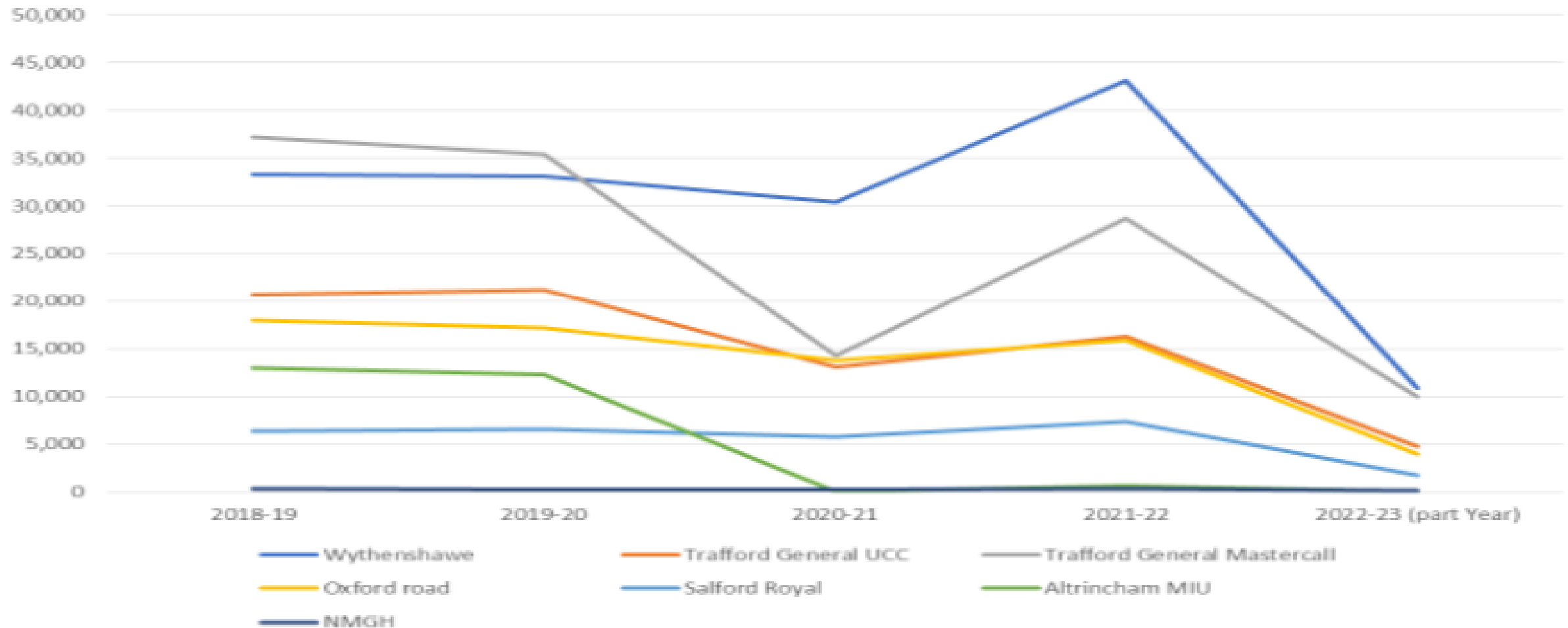


**Greater Manchester**  
Integrated Care

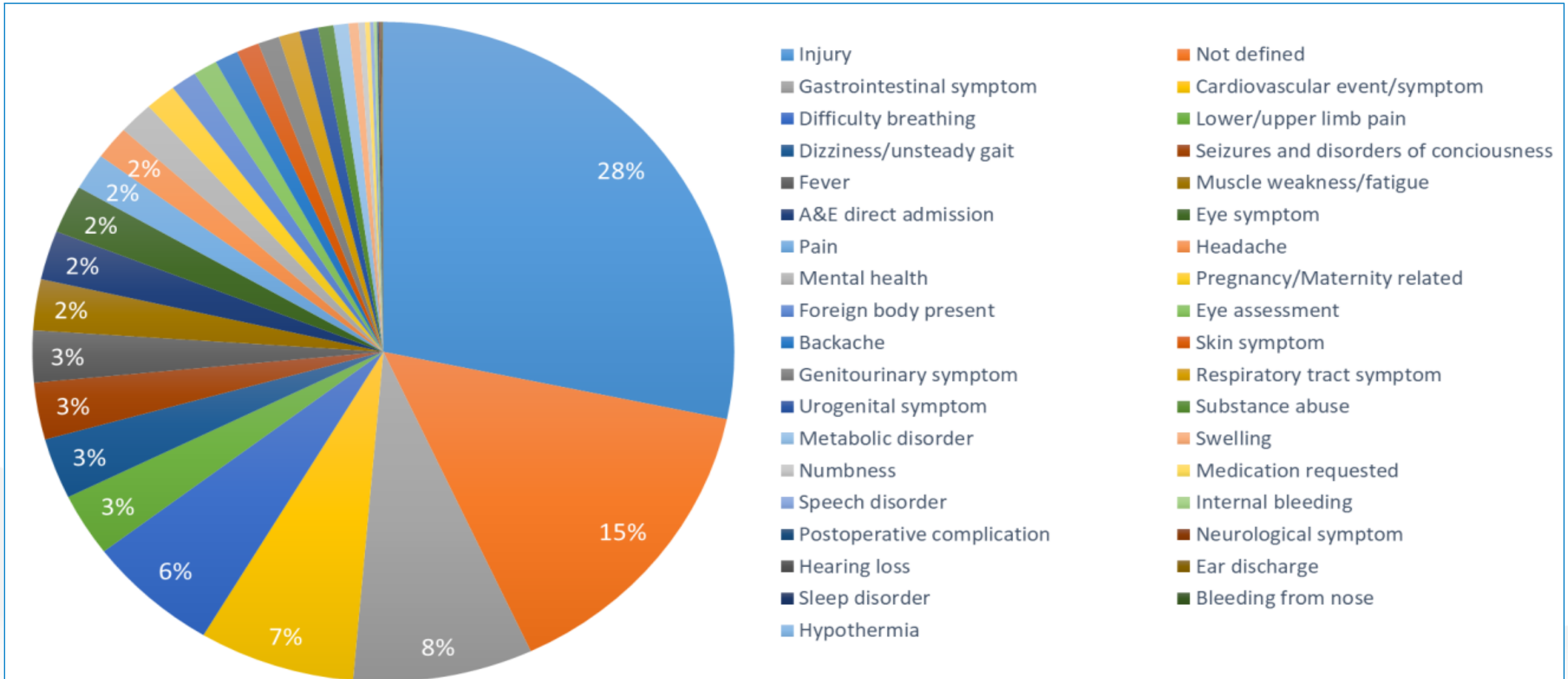
- Overall, attendances for urgent care dropped in Trafford between 2019/20 and 2021/22 (mainly due to the impact of the Covid pandemic, but we are starting to see levels return to pre-pandemic activity), (see slide 3) we can also see the presenting conditions (see slide 4)
- In general, in the UK, more deprived areas have higher rates of urgent care service usage, and this is the pattern seen in Trafford (see slide 5)
- Rates of attendance at urgent care services are highest in older people, and this increase starts at a younger age in the North than the South of the borough. (see slide 5 & 6)
- Most people use urgent care between 8am – 8pm, with highest attendances on Mondays and lowest on Saturdays, and to a lesser extent, Sundays. (see slide 7)
- Wythenshawe is the most commonly used site, but also tends to be used more by our less deprived population. (see slide 6)
- Rates of attendance in children are higher in North and West Trafford, and the attendances in both children and older people were lower in the South. This is likely to be explained by the lower rate of deprivation in the South.
- Most of Trafford's population has good access to urgent care sites, either through good public transport links or because of high rates of car ownership. (see slide 11)
- Trafford has the second-best rate of access to hospitals in GM based on public transport or walking with 88.4% of the population within 30 minutes by public transport of a hospital site. (see slide 11)
- People tend to go to the urgent care site that is closest to them, but the proportion of people who live within 2 miles of the site they attended varies greatly, as some sites cater for a much wider geographic area. (see slide 6)
- GP activity has increased sharply since the pandemic, with a substantial increase in the number of people having same day appointments. (see slide 13)
- Use of the NHS 111 service fluctuates considerably over time, but all four neighbourhoods show the same pattern of fluctuation, although usage is much higher in North and West Trafford than in Central or South. (see slide 15)
- We would expect to see higher rates of attendance among people living in more deprived areas, and those with more older people, and higher numbers of attendances from people in more densely populated areas. (see slide 8)
- There are three services within Trafford that do not currently meet national guidelines or requirements (Mastercall TPAS/Mastercall ATT and Altrincham Minor Injuries Unit) (see slide 17)

# Urgent Care attends at ED/UTC/MIU

Attends at ED/UTC/MIU



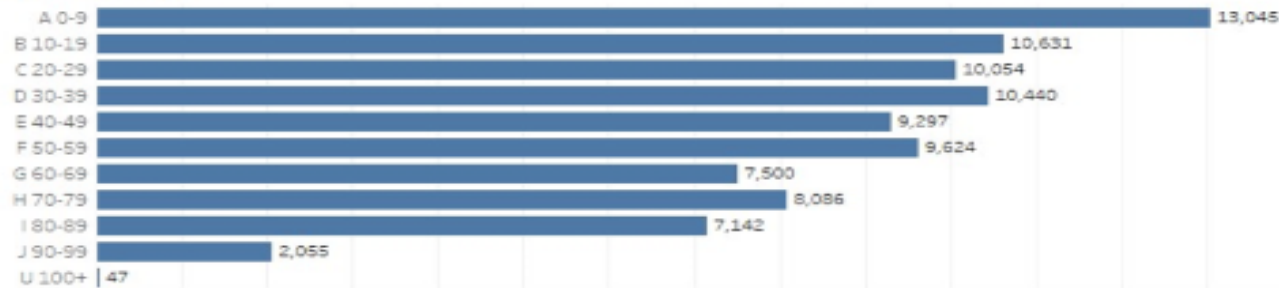
# Presenting complaint for all urgent care attendances



# Trafford attends by age and site for all complaints

2021-22 attends by age

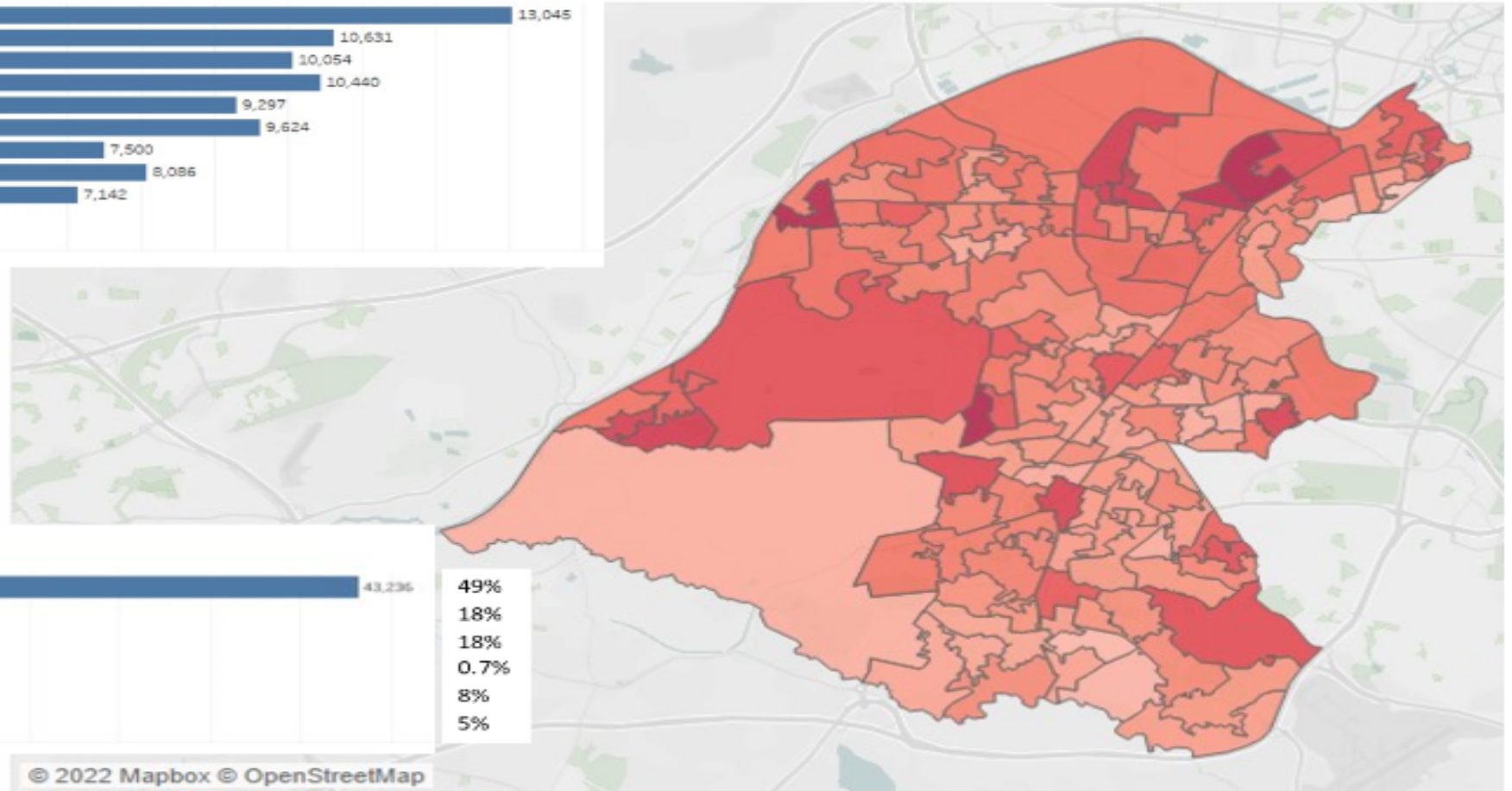
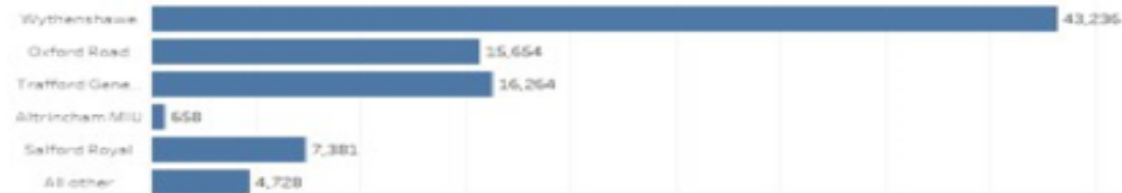
With chief complaint: All



Chief complaint (2021/22) – All

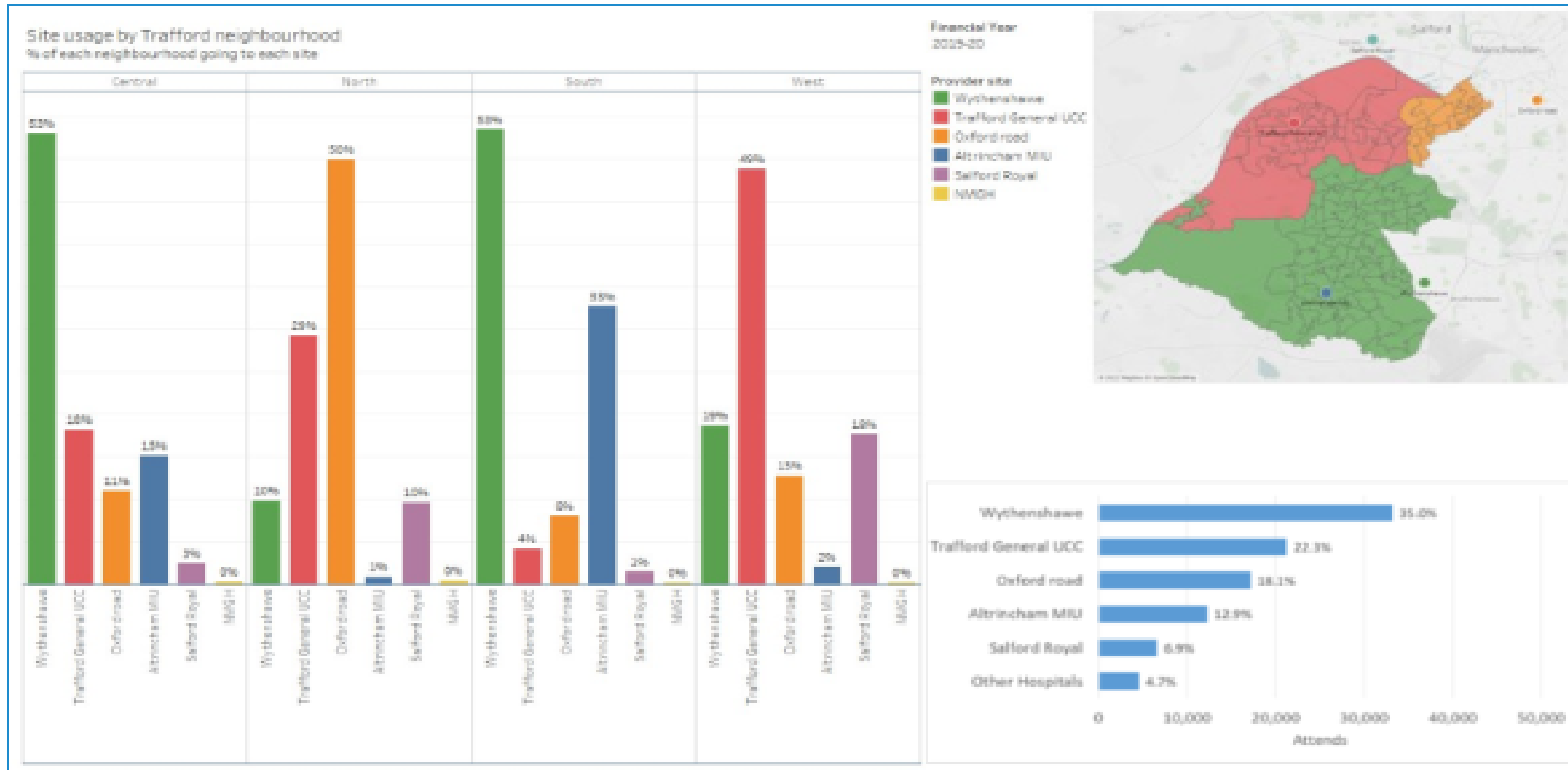
2021-22 attends by site

With chief complaint: All



© 2022 Mapbox © OpenStreetMap

# Site Usage by the different Neighbourhoods in Trafford



# Attendance times across the main acute sites for urgent care

Attends by Arrival time

Arrival Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00	208	186	195	227	212	237	229
01	179	168	164	172	164	184	205
02	117	135	127	156	105	165	170
03	126	113	106	123	111	136	133
04	136	100	76	112	102	147	142
05	129	129	125	128	123	154	170
06	113	105	110	95	101	133	101
07	168	137	157	155	163	154	163
08	658	623	605	588	596	527	544
09	890	808	846	847	779	609	672
10	1,010	970	922	977	893	770	796
11	1,069	950	900	968	897	734	802
12	1,044	901	923	969	873	752	864
13	1,003	972	936	990	916	688	842
14	1,014	902	905	936	849	722	830
15	951	913	776	895	821	736	771
16	1,020	877	877	843	849	695	692
17	969	910	874	853	899	661	660
18	852	829	768	769	748	572	579
19	793	714	718	751	679	524	568
20	614	539	551	566	484	449	475
21	450	477	465	493	473	393	407
22	390	350	361	377	351	361	312
23	298	273	272	279	253	259	281

# Breakdown of site attendance by age and deprivation quintile

## Site usage by Deprivation and Age Band - 2019/20

Site usage by Deprivation quintile  
% of each deprivation quintile going to each site

Deprivation Quintile	Provider site					
	Wythenshawe	Trafford General MCC	Exford road	Altrincham MIU	Salford Royal	RMGH
1 (least deprived)	24.1%	22.0%	22.4%	6.0%	6.0%	6.0%
2	22.7%	22.8%	24.2%	4.9%	6.9%	6.4%
3	30.1%	22.8%	27.4%	6.5%	12.6%	6.2%
4	39.7%	27.2%	22.5%	23.8%	7.7%	6.2%
5 (most deprived)	48.4%	22.7%	9.4%	25.5%	6.9%	6.2%

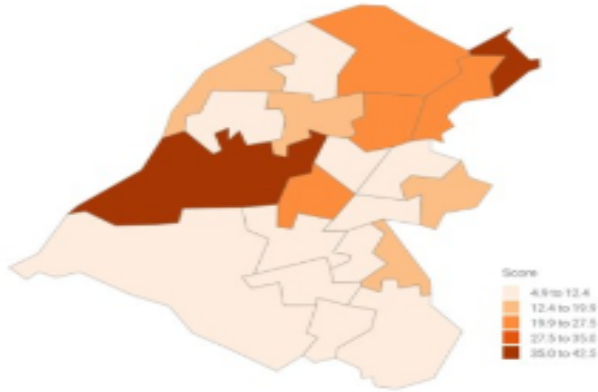
Site usage by Age band  
% of each age band going to each site

5 year age bands	Provider site					
	Wythenshawe	Trafford General	Exford road	Altrincham MIU	Salford Royal	RMGH
A Age 0-4	48.3%	20.0%	24.1%	5.2%	5.7%	6.2%
B Age 5-9	32.2%	23.9%	22.1%	28.9%	2.8%	6.2%
C Age 10-14	25.5%	27.5%	28.4%	28.5%	2.5%	6.2%
D Age 15-19	32.0%	22.4%	28.7%	29.5%	5.3%	6.4%
E Age 20-24	31.9%	24.7%	24.2%	21.8%	8.9%	6.8%
F Age 25-29	31.2%	22.4%	28.0%	21.8%	7.8%	6.8%
G Age 30-34	31.9%	22.0%	28.6%	21.0%	8.9%	6.8%
H Age 35-39	21.8%	23.8%	26.2%	21.3%	6.8%	6.8%
I Age 40-44	23.1%	24.0%	20.9%	24.7%	6.4%	6.2%
J Age 45-49	20.2%	27.2%	28.9%	26.2%	8.1%	6.4%
K Age 50-54	32.5%	28.8%	27.4%	25.2%	5.6%	6.4%
L Age 55-59	30.4%	20.8%	28.5%	24.5%	6.1%	6.2%
M Age 60-64	34.1%	26.5%	28.3%	23.7%	7.1%	6.2%
N Age 65-69	36.5%	20.2%	25.8%	23.2%	8.1%	6.2%
O Age 70-74	39.9%	24.8%	25.1%	21.8%	8.7%	6.2%
P Age 75-79	43.9%	23.2%	22.8%	22.2%	9.1%	6.2%
Q Age 80-84	46.5%	29.8%	22.4%	21.8%	11.9%	6.2%
R Age 85+	67.2%	23.8%	8.1%	6.0%	28.0%	6.2%

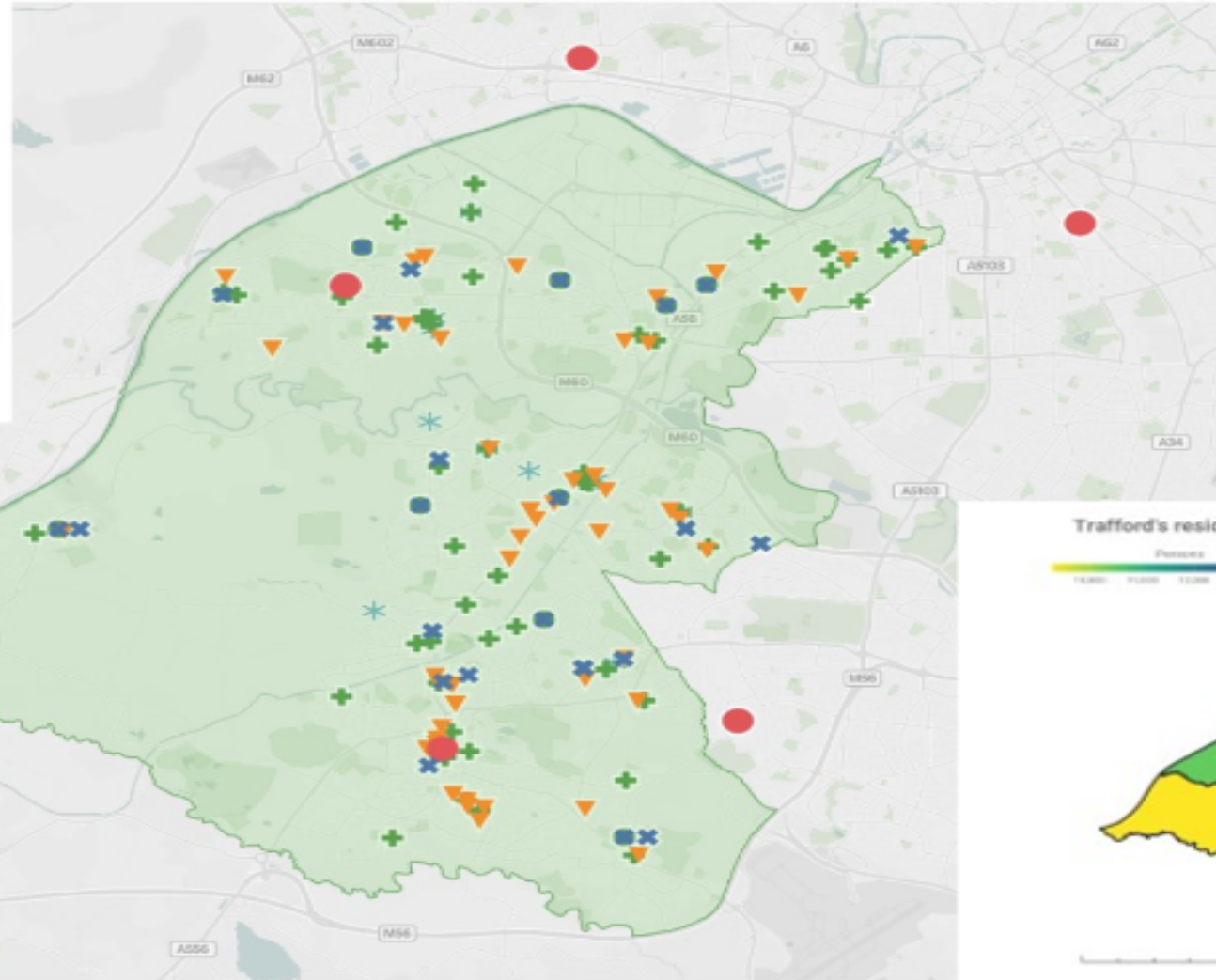


# Physical Health service locations

Index of Multiple Deprivation  
2019

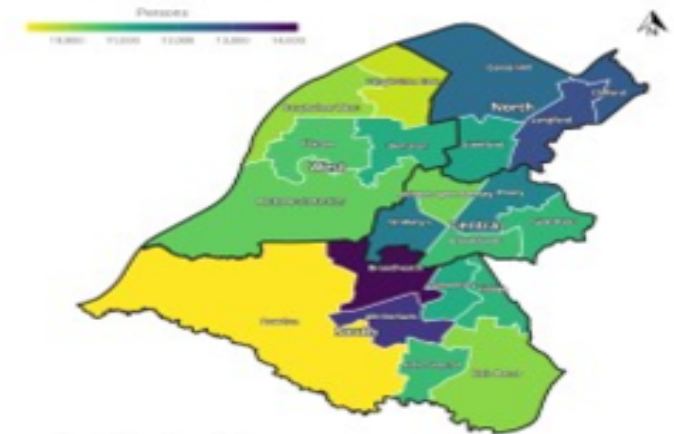


Source: Ministry of Housing, Communities & Local Government  
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Map of Hospital, GP Practice, Dentist, Pharmacy and Urgent Eye Care Provider locations

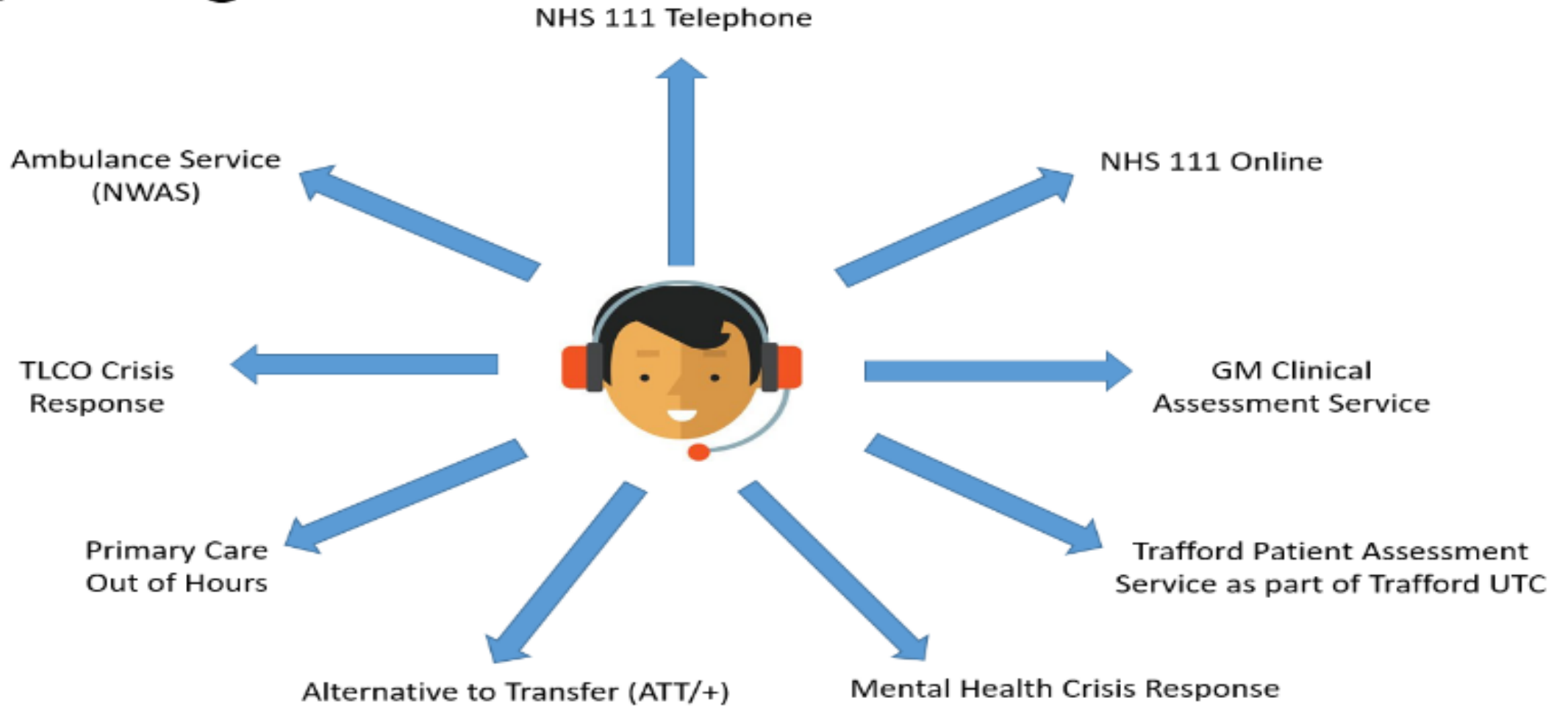
Trafford's resident population (2020)



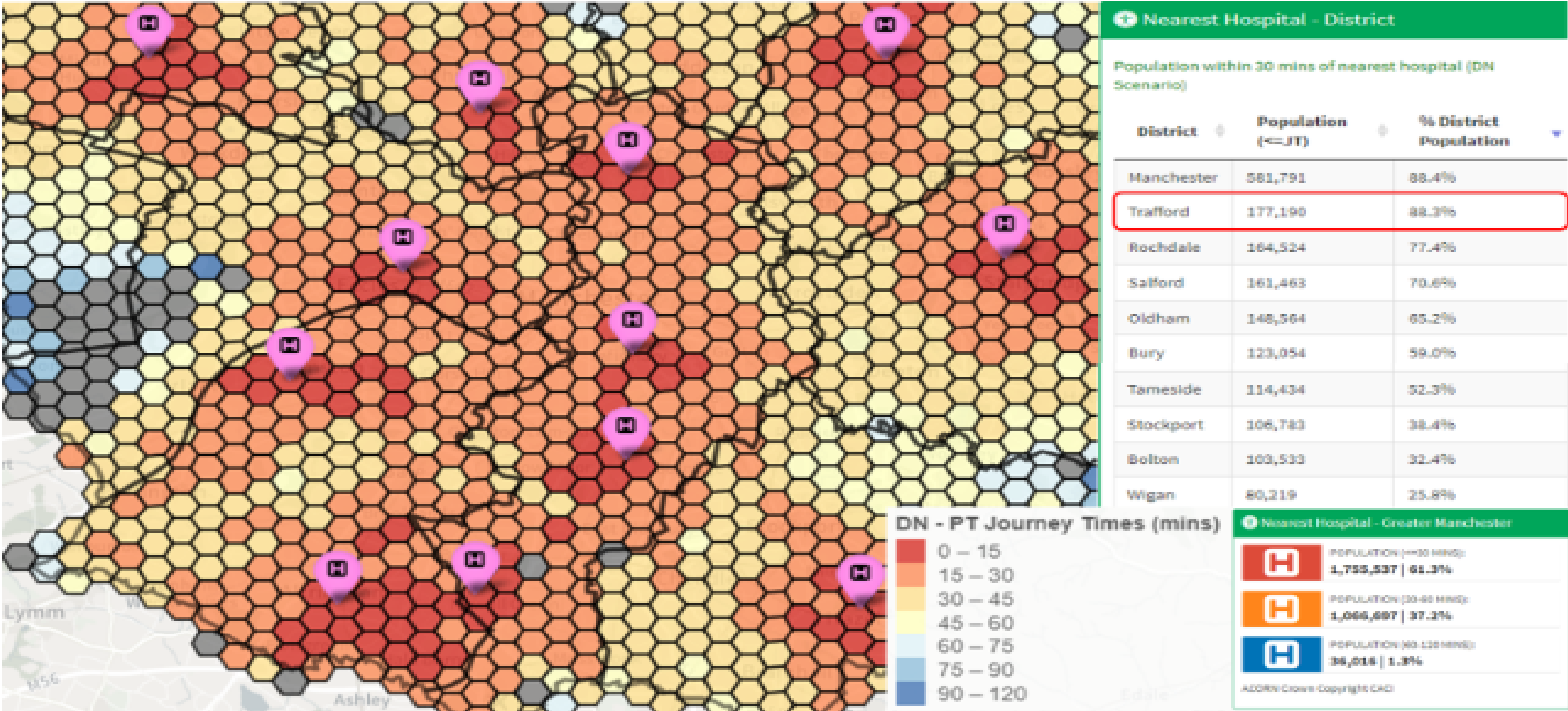
Source: 2020 population estimates, ONS | gbm@nhs.uk  
Contains Ordnance Survey data © Crown copyright and Database right 2021

# Virtual and Visiting Health Services available to Trafford Patients

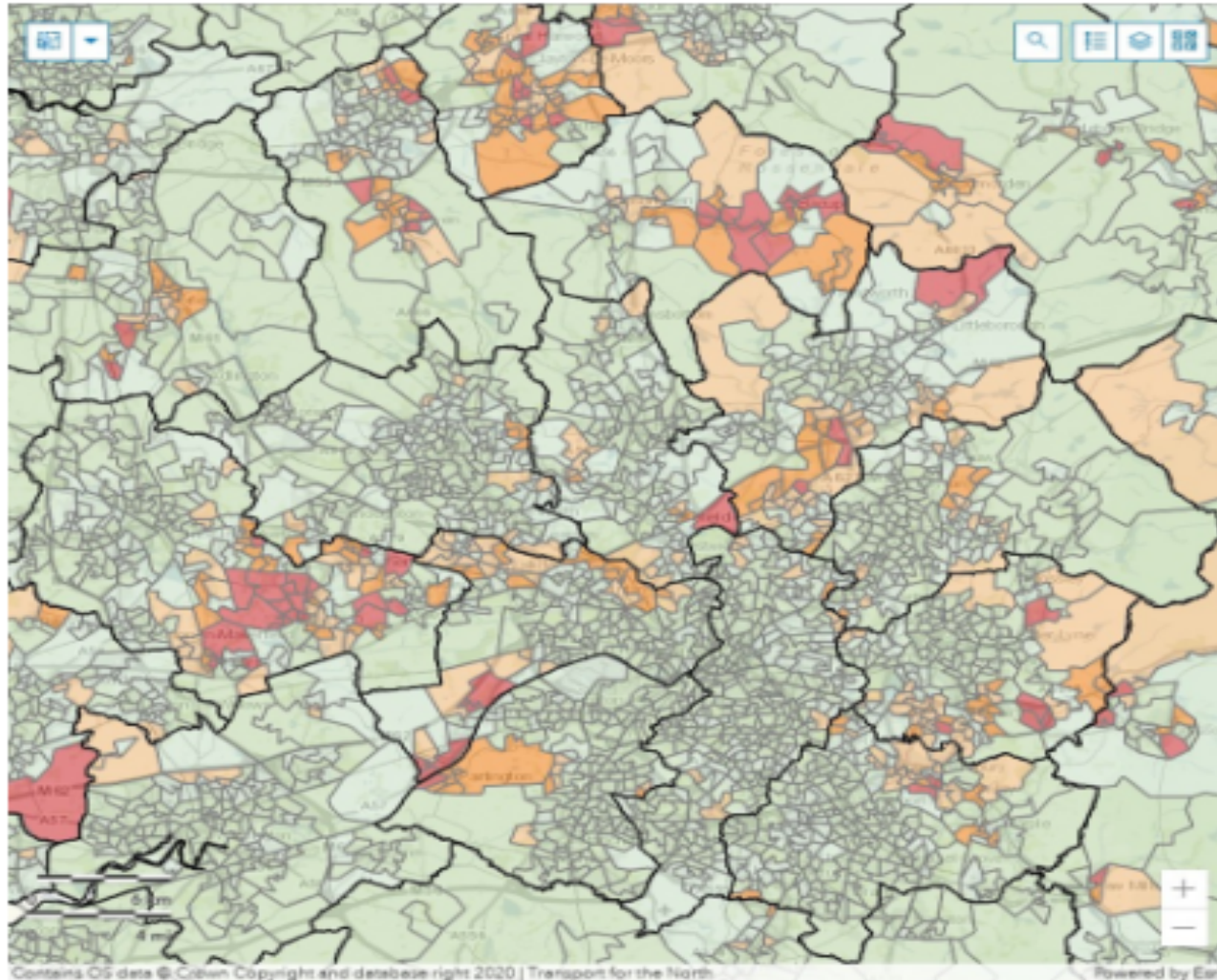
## Virtual/visiting Services



# Access to Hospital provision through walking or public transport within 30 mins



# Transport Related social exclusion



Legend

North of England

Local Authority Boundary

LSOA Boundary

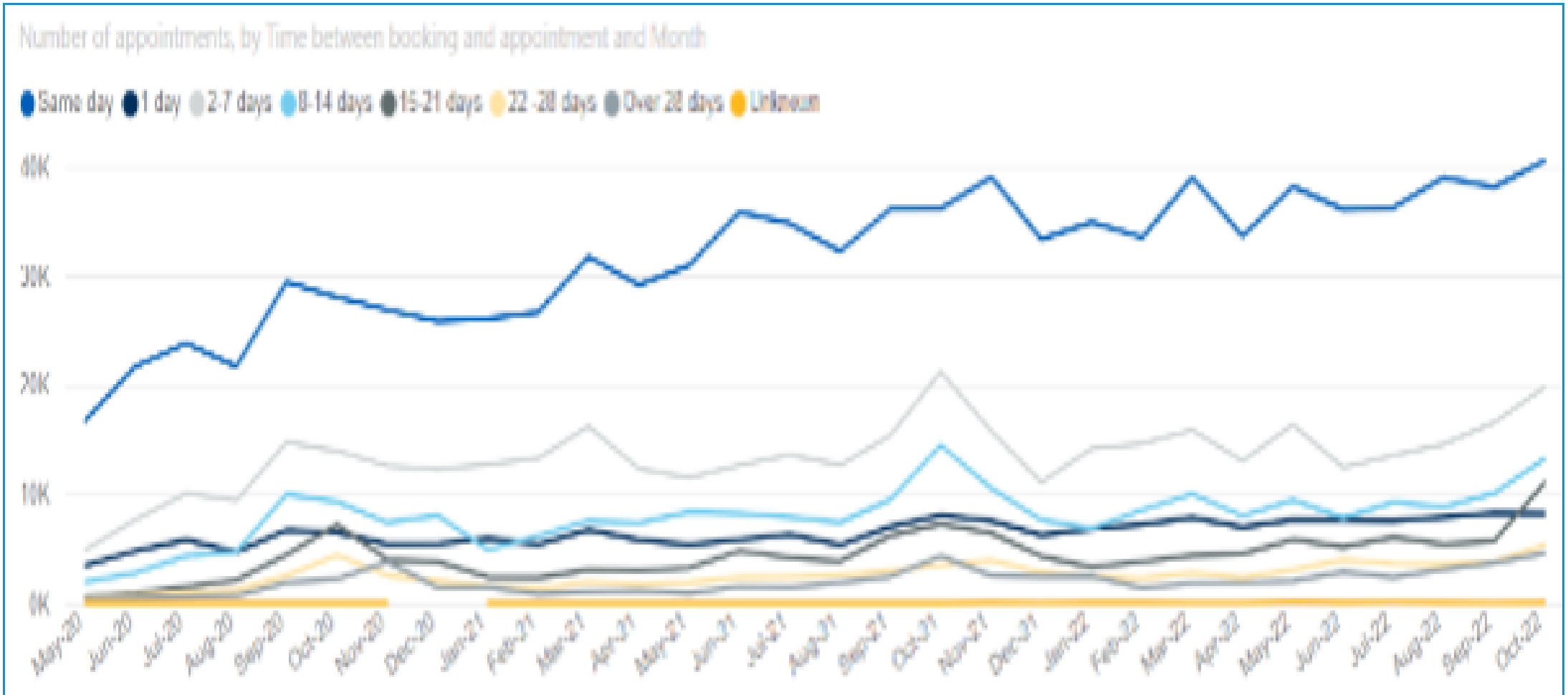
TRSE Risk Category

TRSE Risk: Overall

- 1: Lowest Risk
- 2
- 3: Higher Risk
- 4
- 5: Highest Risk
- <all other values>

Transport-Related Social Exclusion (TRSE) Risk Category:  
Based on the two sets of indicators presented previously accessibility and vulnerability those living in LSOAs with a TRSE Risk Category of 3 or higher are considered at high risk of social exclusion because of transport issues.

# Number of Appointments at GP Practices by time to appointment



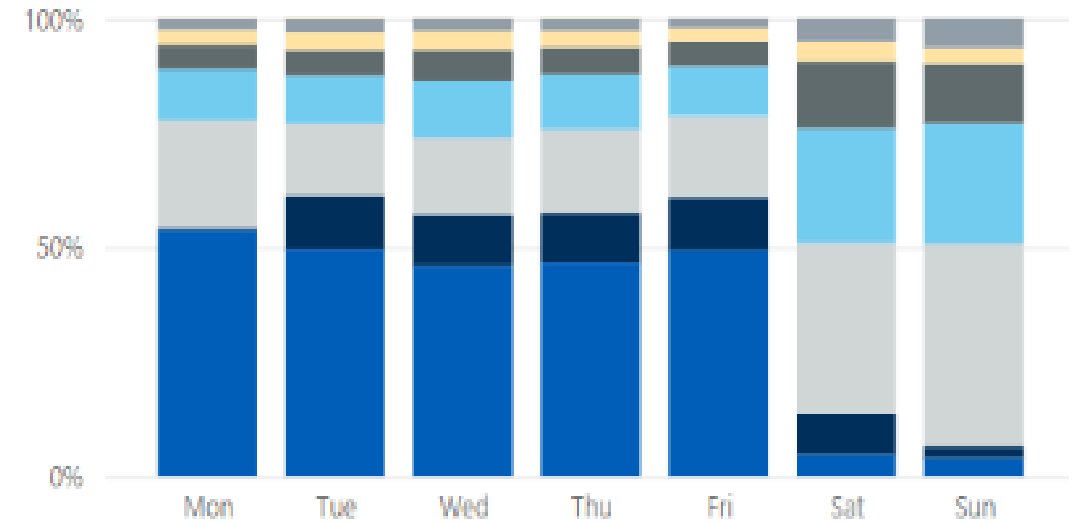
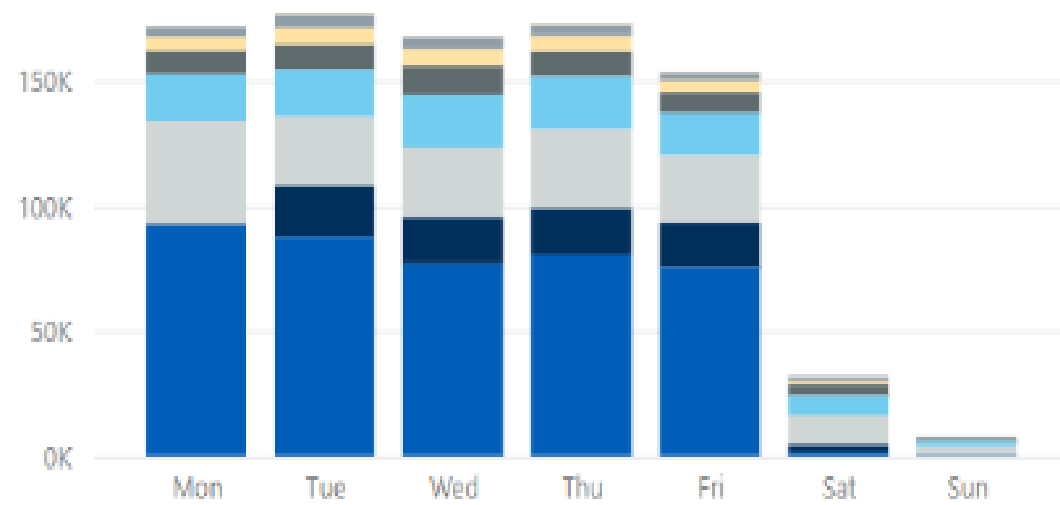
# Trafford GP Practices activity 21/22

Number of appointments by Time between Booking and Appointment



Number and Percentage of appointments by Time between Booking and Appointment and Weekday

● Same day 
 ● 1 day 
 ● 2-7 days 
 ● 8-14 days 
 ● 15-21 days 
 ● 22-28 days 
 ● Over 28 days 
 ● Unknown or Data Quality



# NHS 111 Call activity by Trafford Neighbourhood

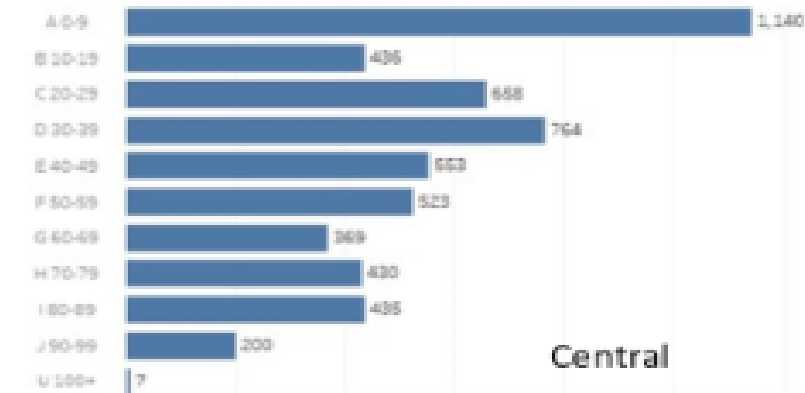
## 111 Calls

Calls per 100,000 by neighbourhood

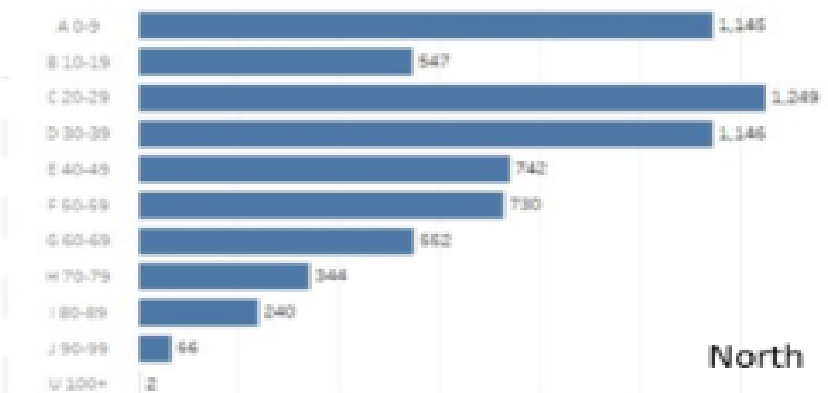


# NHS 111 Call volume by age band across the four Neighbourhoods

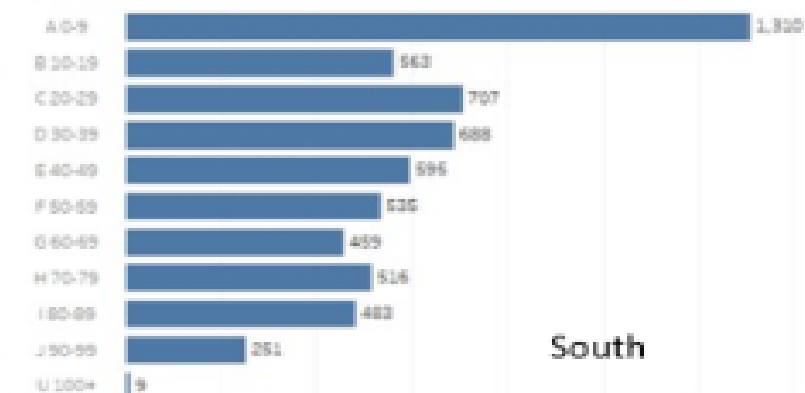
Call volume by age band  
Trafford CCG: 2022-23 M3-7



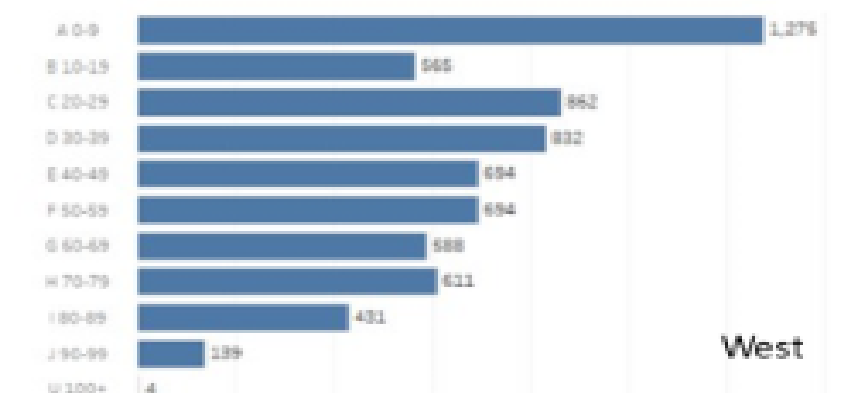
Call volume by age band  
Trafford CCG: 2022-23 M3-7



Call volume by age band  
Trafford CCG: 2022-23 M3-7



Call volume by age band  
Trafford CCG: 2022-23 M3-7





## Identified services outside of or additional to National Guidance/Requirements

Service	Rationale
Altrincham Minor Injuries Unit (AMIU)	National guidance stipulates that Minor Injuries Units should no longer be provided within the NHS as outlined by the NHS Long Term Plan and guidance for Urgent Treatment Centres. UTC guidelines outline that services previously identified as Minor Injuries Units should either be changed to Urgent Treatment Centres, primary care hubs or the ongoing delivery of service reconsidered.
Mastercall TPAS	Whilst it is a requirement for localities to have a clinical assessment service, Trafford commissions a clinical assessment service as part of a GM wide commissioned service and has an additional service called the Trafford Patient Assessment Service to support those patients who would have been referred to the UTC at TGH.
Mastercall ATT	This service has been in place for a number of years and provides alternatives to conveyance for ambulance crews to refer to. This supports the wider urgent care system in reducing the volume of conveyances to ED and whilst not a requirement contributes significantly to the reduction of ED activity.