

HASC Urgent Care Scrutiny Inquiry Progress Update on Recommendations
Final Progress Report (12 months on)

Select Committee Inquiry Report Completion Date: April 2014

Date of this update: March 2015

Accepted Recommendations	Original Response and Actions	Responsible Officer and Cabinet Member (where applicable)	Action by date	Progress Update	Rec Delivered ?
<p>1. That this report, and particularly paragraphs 7-21 is circulated to all local MP's, County and District Councillors, so they can understand why the local Health Scrutiny Committee considers the local A&E provision in place to be in the best interests of all residents, based on it supporting better clinical outcomes and aligning with national recommended practice.</p>		<p>James Povey (Scrutiny Policy Officer)</p>	<p>May 2014</p>	<p>The report was circulated to all local MP's, County and District Councillors.</p>	<p>Yes</p>
<p>2. An updated web and leaflet based summary should be</p>	<p>A website, optimised for smart phone use, is being created for Buckinghamshire which will</p>	<p>Louise Patten (AV CCG) &</p>		<p>There is information relating to the closure of A&E and the creation of the MIU on the Buckinghamshire Healthcare Trust website:</p>	<p>Recommendation not fully</p>

<p>produced by the Clinical Commissioning Groups explaining the reasons for the shape of existing urgent Care provision in the county, particularly with regard to A&E provision. The webpage should link to original reports and evidence provided at the time of any reconfigurations, and should feature prominently on the websites of Buckinghamshire Healthcare NHS Trust, both local CCG's, and Healthwatch Bucks. The leaflet should feature at A&E, MIIU and GP surgeries</p>	<p>guide residents to the most appropriate service(s) for them. The website service will allow people to check symptoms, it will provide health advice and it will provide information on the most appropriate service(s) – using the live NHS 111 Directory of Services. The site is already available in Kent (known in that area as Health Help Now) and it is now being localised for Bucks for availability in December 2014. Thereafter, the site will be widely promoted and linked to from as many local public sites as possible. 'Health Help Now' is a web-based solution that has been developed with input from GPs, hospital doctors, and other health professionals. It lists common symptoms and offers suggestions for treatment with the one which works best for most people being listed first, and the other suggestions follow on in order. Health Help Now then links through to local services, and shows whether they are open or closed and their location.</p>	<p>Annet Gamell (C CCG)</p>		<p>http://www.buckshealthcare.nhs.uk/About/miiu-emc-frequently-asked-questions.htm#Losing%20A&E There has also been extensive media coverage about this subject, online and offline. We believe that our focus should now be on helping the public to understand what services they can access and what the best choices are in terms of the treatment and support they need so they can get the best care in the right place.</p>	<p>accepted.</p>
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<p>3. Video and website communications should be developed by the Clinical Commissioning Groups which inform the public on the urgent care pathways available locally regardless of whether such services are outside the county. These should then feature on CCG, Buckinghamshire Healthcare NHS Trust and Healthwatch websites, with videos used in GP and Hospital waiting rooms where this is an option.</p>	<p>Video and website communications are being used and further developed by the CCGs to inform the public. Examples include the MIU video available on both CCG websites. The urgent care communications group is constantly looking at the best forms of media for our key messages; and evaluating their effectiveness.</p>	<p>Louise Patten (AV CCG) & Annet Gamell (C CCG)</p>	<p>Dec 2014</p>	<p>A film about the MIU and urgent care provision is available on GP information screens which are broadcast in GP surgeries. This film is also available online through the CCG, Buckinghamshire Healthcare Trust and Healthwatch websites. The Health Help Now web-based information tool is being developed and we hope to have it available online this spring. This has taken longer to develop than originally anticipated due to extensive nature of the information that the tool will now provide, including information about urgent care services outside the Buckinghamshire border ie Berkshire, Oxfordshire, Milton Keynes etc. There will also be a door-to-door leaflet campaign explaining what the best options are for urgent care needs, which will also promote Health Help Now. This will be distributed to every household in the spring (subject to purdah restrictions).</p>	<p>No</p>
<p>4. The web based Urgent Care summary explanation should be accompanied by a guide explaining how the services which comprise the pathway are commissioned and monitored, and signpost to published data on performance</p>	<p>Work has been underway for some time to plan information campaigns for the public in Bucks, to ensure they know which services to use and how to access them. Our approach to campaigns has changed from setting out all the different services and leaving the public to choose which ones to use; to the NHS taking a much more proactive role in helping people make the decision about where</p>	<p>Louise Patten (AV CCG) & Annet Gamell (C CCG)</p>		<p>Commissioning and performance data is available in monthly papers published on CCG websites.</p>	<p>Recommendation not fully accepted</p>

<p>and cost</p>	<p>to go. This is based on a platform of robust intelligence and data gathering on the social, demographic and behaviours of people using A&E. We will be running/supporting three main campaigns this year to ensure people know which services to use and how to access them, as follows:-</p> <p>a) Talk Before You Walk – we want people to make better use of the help available from pharmacists and the NHS 111 service. This campaign is designed to reach some of the people we know are frequent non-urgent users of A&E – parents of the under-fives and young adults.</p> <p>b) The Earlier the Better – this is an NHS England led campaign which has come about as a result of the high numbers of elderly and frail people who don't seek help quickly enough and end up in A&E. The campaign is designed to advise the elderly and carers of the elderly to seek help earlier and to inform them about pharmacists being able to offer advice as well as</p>				
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	c) Flu Vaccination – we will be supporting Public Health with their campaign to increase flu vaccination uptake				