

The big conversation about urgent care

Briefing 1 – May 2018



This briefing is the first in a series to keep you up to date about conversations NHS East Berkshire Clinical Commissioning Group (CCG) will be having with local people, providers of urgent care and wider stakeholders. Our conversations will be about what matters to people if they have an urgent health need or concern. Urgent care is required for problems that need attention the same day, but that are not life-threatening or changing. Urgent care is NOT emergency care. Emergency care is suitable for people whose life is at immediate risk from severe illness, injury or serious worsening of a condition

Currently, these services are provided by a range of professionals and through a number of access points.

We have an exciting opportunity to redesign the way that urgent care services are delivered with the input of local people. There are new national urgent care standards which local services will have to meet and our contracts for urgent care services all need to be re-procured in the near future.

Towards the end of 2018, we will have to agree the service model for urgent care that will serve our population in the future, locations and how community buildings can best meet these needs

We have already heard that people find urgent care confusing to navigate and we know that the way people expect to access services has changed. Services also need to respond to the growing demand for services and workforce challenges.

Our aim as a CCG is to work with local people to design changes that make sense for patients, communities and the taxpayer. As part of these conversations the CCG is seeking to understand why people choose particular urgent care services, what is important to them about who they see and the location of services. We also want to understand what we can learn from what is already provided and how things could be done differently in the future.

If our discussions about changes to urgent care lead to proposals for major service change, we will of course carry out a formal public consultation on the options available. We are not yet at the stage of knowing whether this will be needed without understanding what is important to local people.

How are we going to go about having this conversation?

We have undertaken an analysis of the population to understand which groups most use urgent care services. We will talk to people from these groups as part of the conversation. We are also going to talk to groups from different communities to understand what they think.

We will also be holding a number of public meetings for people to come along and talk with us about what matters to them most with regards to urgent care.

Current and potential future providers of these services will be also asked for their experience of what would make urgent care services work more effectively in the future.

We will be discussing our progress with Scrutiny and Health and Wellbeing Boards and will use future briefings to let you know more about what we are hearing and what happens next.

Date	Venue	Time
31 May	Sandhurst Community Centre	1pm -3pm
4 June	Community Partnership Forum – SportsAble, Braywick, Maidenhead	6:30pm -8:30pm
12 June	Arbour Park, Slough	2pm -4pm
15 June	Bracknell Open Learning Centre	1pm -3pm
15 June	Norden Farm, Maidenhead	1pm -3pm
19 June	Lynwood Care Centre	2.30pm -4.30pm
29 June	Old Court Fire station (Windsor)	1pm -3pm

We will be holding separate conversations with local people at a later stage about maximising the quality and safety of patients in community hospital beds.

You would be very welcome to attend one of these meetings. If you would like to hear more, please contact communications.eastberkscgs@nhs.net or have a look at the CCG website <https://www.eastberkshireccg.nhs.uk/>