

# The Big Conversation about urgent care – where are we now?

Briefing 5 – October 2018



From 21 May – 6 August 2018, East Berkshire CCG ran the ‘Big Conversation’ about out of hospital urgent care. The purpose of the conversation was to understand from local people their experiences of urgent care and what matters to them when they have an urgent care need.

In total, we reached over 2300 local people and other stakeholders – this equates to 0.5% of the CCG’s population. The full Engagement Report can be viewed on the CCG website:

<https://www.eastberkshireccg.nhs.uk/wp-content/uploads/2018/08/Engagement-Report-Web.pdf>

## What has been happening since 6 August?

The full engagement report and a report on a provider survey have been produced (see above).

An appraisal framework to shortlist potential options has been developed.

Local clinicians have been considering the results of the Big Conversation and all of the data about how people use urgent care services, to inform potential options.

As part of our ongoing assurance process, members of the CCG met with regional NHS England (NHSE) colleagues who scrutinised our progress to date on this programme of work. NHSE gave us very positive feedback about the ‘Big Conversation’ and was assured of our approach and the actions taken to date. However, they advised the CCG to extend its original timeline to allow additional time to model the options as well as continued engagement of all stakeholders once the options and modelling has been completed.

## Next Steps

A paper was presented to the CCG Governing Body (GB) meeting on Wednesday 10 October, taking into account the advice from NHSE and the feedback from the 'Big Conversation' that people would rather see their GP first if they had an urgent care need. The Governing Body reviewed the original timescales proposed and decided to revise these as follows:

Phase	When
CCG to develop models for the future taking into account what we have heard already, and engaging with local authorities	October 2018 – May 2019
GB decision regarding the shortlist of models and to decide whether consultation is needed	15 May 2019 (originally October 2018)
Consultation (if required depending on options)	16 May – 11 July 2019 (originally October – December 2018)
Recommendation paper write up to present to GB	11 July – August 2019 (originally February 2018)
GB decision on service model	14 September 2019

The revised timeline allows the CCG to follow a robust process of continuing to work closely with partners to develop potential service model options and undertake the complex modelling required supporting these. It will also allow general practice plans to be fully taken into account in line with feedback from the 'Big Conversation'. Other areas of work currently taking place across the system, for example the estates strategy can also be accounted for in the potential service models.

If the final options require a consultation, the CCG will launch a full public consultation from 16 May – 11 July 2019.