

REPORT TO: Health Policy & Performance Board
DATE: 18th January 2023
REPORTING OFFICER: Executive Director, Adults Directorate
PORTFOLIO: Adult Social Care
SUBJECT: Widnes Urgent Treatment Centre Update
WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 The purpose of the report is to provide an update in relation to Widnes Urgent Treatment Centre (UTC) and the current service offer delivered.

2.0 RECOMMENDATION:

i) **The Health Policy & Performance Board note the contents of this report.**

3.0 SUPPORTING INFORMATION

General

3.1 The Widnes Urgent Treatment Centre is open 365 days a year from 8am to 9pm and is located in the multi-service Health Care Resource Centre (HCRC) in Widnes and patients can walk in or book appointments via NHS 111 and GPCconnect.

3.2 Patients can attend the service with several different conditions such as minor cuts or wounds, sore throats, bites or stings, rashes, and allergic reactions, for prescribed medication requests, minor burns or scalds, coughs and colds, muscle or joint injuries, earache, eye injuries and infections and emergency contraception.

3.3 The service meets all the requirements of the 2017 UTC National Standards and is one of the only UTCs in Cheshire and Merseyside to do so.

3.4 There is a GP on site at the UTC 7 days a week. Widnes is one of two UTCs in Cheshire and Merseyside to have this level of cover.

3.5 On each shift there is a blend of medical, nursing, and administrative staff to provide a high-quality urgent treatment service.

- 3.6 There is a strong paediatric workforce and there is always one trained paediatric nurse on duty at each shift who is clinically supported by an Advanced Paediatric Clinical Nurse Practitioner.
- 3.7 Diagnostics are available onsite in the form of near patient testing /point of care tests for deep vein thrombosis (DVT), x-ray, and ultrasound facilities.
- 3.8 The service is currently looking to expand the diagnostic capability to support more patients in the community by undertaking point of care testing for COVID and other infectious diseases. As further opportunities arise to increase the diagnostic capacity these will be implemented.
- 3.9 Electrocardiograms (ECGs) to assess chest pain can be taken onsite and can be reported by the Advanced Nurse Practitioner or GP onsite and support is available when required from the Emergency Duty Registrar in the Emergency Department (ED) at Whiston and Warrington Hospitals.
- 3.10 Widnes is the only UTC 'red site' and can see patients who may be COVID positive.
- 3.11 Appendix 1 shows a comparison of Widnes UTC alongside other UTCs in Cheshire and Merseyside.

Bridgewater and the UTC

- 3.12 The Trust has delivered the service at Widnes since it was initially first commissioned and has undertaken several periods of service transformation to respond to the needs of the people who use the service.
- 3.13 The UTC is at the heart of care delivery in Halton, and it is a key service to support the delivery of community services. The Trust has been able to co-locate several other core community services which it delivers into the HCRC such as:
- Halton Frailty Crisis Response Service
 - Community nursing
 - 0-19s Children's services
 - District Nursing Treatment rooms
 - Community Dental Services
- 3.14 The co-location of services promotes joint working between staff teams and enables more patients to be successfully managed in the community without the need to refer to other providers.
- 3.15 The Trust has developed a strategy for urgent care delivery which

describes the mission as providing 'person focussed' care and 'improving the health and wellbeing of every patient we treat' (See Appendix 2).

- 3.16 The Trust have commenced a review of health inequality data for those patients who access the UTC. The aim of this is to understand what additional support could be offered to patients and to establish how we can enhance our current offer. The Trust has started to triangulate key data and demographics including age, gender, socio-economic status, and reason for accessing the UTC in order to understand why certain groups access EDs over the UTC. The Associate Director, Operational Manager and informatics team are meeting regularly to evaluate and analyse this data.

Access

- 3.17 The service is fully accessible for walk in appointments and has been throughout the pandemic.
- 3.18 Appointments can also be booked via NHS111 and GPCconnect.
- 3.19 GPCconnect enables the patients GP practice to directly book into appointment slots for the UTC. This is currently being piloted with a small number of practices in Widnes and will be rolled out over the coming months across the rest of Widnes and then into Runcorn.
- 3.20 GPCconnect was put in place to support the delivery of 'on the day' activity from primary care and acts as additional capacity so that primary care can focus their appointment capacity on more long-term monitoring of patients with chronic conditions and direct 'on the day' acute appointments to the UTC.
- 3.21 Widnes UTC is the only UTC in Cheshire and Merseyside to have GPCconnect in place.
- 3.22 Patients can also call NHS 111 and they have access to appointment slots.

Workforce

- 3.23 The service has a highly trained workforce who are supported to develop and have the skills necessary to treat the complexity of patients who present at the UTC.
- 3.24 The Trust supports staff to attend and complete service-specific continuing professional development programmes for all e.g., Masters' programmes for staff for clinical diagnostics and examination and V300 Independent Prescribing courses.
- 3.25 The Trust has also at its own cost funded additional roles in the

service of a Nurse Clinical Lead and three additional Band 7 Advanced Practitioners.

- 3.26 The service and Trust have an excellent ethos in relation to research and development which is led by the Trusts Medical Director. Most recently clinical innovation has been embedded into the service through delivering a walking boot which enables patients to mobilise (reducing their risk of DVT) so they do not have to go to ED for immediate treatment of long bone/distal fractures.
- 3.27 The Trust is in discussions with Widnes Primary Care Network (PCN) and the GP Federation in relation to the provision of GP cover and it is expected that the Widnes PCN GPs will in future provide the GPs and Clinical Leadership of the service via a service level agreement.

Performance

- 3.28 The service has seen an increase in activity since pre COVID 2019/20, but a reduction in activity in year compared to the 2021/22 period. This is due to a change in the model of delivery. During COVID and up until May 2022, the service offered telephone appointments in addition to the face to face walk in appointments which are now provided.
- 3.29 The UTC has consistently over performed versus the indicative levels of activity in Halton Clinical Commissioning Group (CCG) Contract Specification which profiled attends of circa 150 patients a day.
- 3.30 The service maintained the delivery of the 4-hour waiting time standard throughout the pandemic. In the last few months, the service has seen an increase in 4 hour waiting time breaches which is in line with other urgent and emergency care providers (detailed performance information can be seen in Appendix 3). The increase in 4-hour breaches can be attributed to an increase in the following:
- Acuity of patients accessing the UTC.
 - Morning attendance figures which lead to delays in the day.
 - The volume of patients seen face to face in the UTC compared with the previous reporting period.
 - Staff sickness due to COVID and flu.
- 3.31 The referral rates to ED are low and where possible patients are managed solely at the UTC. There are occasions where patients who present with conditions which cannot be treated at the UTC or who require more complex investigations and diagnostics and may require onward referral to ED.
- 3.32 The Widnes UTC will continue to strive to increase the service offer

available so that it can further reduce the numbers of patients transferred to Emergency Departments.

Partnerships and Collaboration

- 3.33 The Trust is committed to developing the UTC further with partners in both place and across Cheshire and Merseyside and in particular St Helens and Knowsley Hospital Trust (StHK) who serve most of the Widnes residents from an acute trust perspective and Warrington and Halton Hospitals who support residents in Runcorn.
- 3.34 The service works closely with StHK in urgent care, paediatrics, burns and plastics and orthopaedics and can manage patients via shared clinical pathways and directly refer patients into clinical specialties.
- 3.35 Clinicians from the UTC have supported onsite at StHK facilitating discharge and streaming patients from ED to the UTC during periods of significant pressure for StHK.
- 3.36 The Trust is part of the Mental Health, Learning Difficulties and Community Provider Collaborative and it is looking to develop best practice and demonstrate the way it has led the transformation of urgent care centres into urgent treatment centres.
- 3.37 Mersey Care are working with the Trust to support patients presenting at the UTC with an acute presentation of a mental illness and developing a referral process for patients who have less acute presentations.
- 3.38 The Trust is also considering how we develop relationships with the service and third/voluntary sector and how we offer additional support to patients who access the facility such as health education/support.
- 3.39 Appendix 4 describes our connections with our urgent care delivery partners.

Communication

- 3.40 As we continue to live with Covid-19 and following the wider relaxation of guidance around Covid-19 infection prevention and control measures from the NHS, greater communications have been introduced to promote to the public an update in how the UTC is accessed. This has been fully supported by the local authority and the wider Place system.
- 3.41 Working with rich quantitative data that looks at key factors such as demographic, post code and UTC presentation, as well as qualitative data from patient feedback and surveys, a fresh

communications campaign has been developed and started to roll out in early December 2022 (in time for the busy winter period).

- 3.42 The aim of this campaign is to further promote Widnes UTC to the local population with a purpose to:
- Raise the profile of the service available to the local populations of Halton, Warrington, and St Helens.
 - Highlight what the UTC offers as an alternative to acute accident and emergency (A&E)
 - Alleviate pressure on other NHS services, namely the two local A&Es at Warrington and St Helens.
- 3.43 The campaign creative has been designed to be flexible so other UTCs within Cheshire and Merseyside can adapt for their locality.
- 3.44 The campaign uses a mix of digital and traditional print marketing to ensure the socioeconomic makeup of Widnes (and local area) is reflected and fairly represented.
- 3.45 From the research gathered, the campaign is split into six pieces of creative. Each piece of creative reflects the presentation groups of injury and illness treated at Widnes UTC. The idea is to keep this messaging simple but highlight the key call to action; *“There’s a UTC for that.”* This is to remind the public the type of illness and injury a UTC can see and treat rather than having A&E top of mind.
- 3.46 **Example of the new creative being used.**




NHS

**BURNS
SCALDS
BITES
STINGS**

There's a UTC for that.

WIDNES URGENT TREATMENT CENTRE (UTC)
FAST · EASY · CONVENIENT




NHS

**COUGHS
COLDS
SORE
THROATS**

There's a UTC for that.

WIDNES URGENT TREATMENT CENTRE (UTC)
FAST · EASY · CONVENIENT



NHS

**CUTS
WOUNDS
RASHES
ALLERGIES**

There's a UTC for that.

WIDNES URGENT TREATMENT CENTRE (UTC)
FAST · EASY · CONVENIENT





3.47 **Healthwatch Report**

The Service received a feedback report from Healthwatch with patient feedback from June-August 2022. Overall, the report was incredibly positive. Some of the findings were as follows:

- 86% said they would be 'likely' or 'very likely' to recommend the service.
- 39% were 'in and out' within one hour of arrival. A further 15% were treated and discharged within two hours of arrival, while another 38% took between two and four hours to be treated and discharged
- 51% of people rated their experience of the UTC as five star, with a further 24% giving it four out of five stars. 16% rated it as a three out of five star experience with 8% rating it as one or two stars.

Conclusion

3.48 The Widnes UTC is a key service for Widnes and to the Borough of Halton.

3.49 The Trust is committed to driving the quality of service provided and the achievement of the service specific key performance indicators so that the best possible service can be experienced by the citizens that utilise it.

3.50 The Trust recognises the need to work in conjunction with partners to deliver this key service and is committed to progressing this focus and maximising the capacity and capability of the service.

4.0 POLICY IMPLICATIONS

N/A

5.0 OTHER/FINANCIAL IMPLICATIONS

N/A

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children & Young People in Halton

The Widnes UTC has specialist paediatric practitioners onsite and can meet the needs of children and young people in the Borough. The service also works closely with the safeguarding team to manage any potential safeguarding concerns.

6.2 Employment, Learning & Skills in Halton

The Trust offers a specialised development package for training for staff delivering urgent care and supports the employment of staff who live in the Borough.

6.3 A Healthy Halton

The service provides lifestyle advice to patients and is also linking in with other third sector providers who may be able to support us to deliver key public health messages.

6.4 A Safer Halton

N/A

6.5 Halton's Urban Renewal

N/A

7.0 **RISK ANALYSIS**

7.1 The UTC continues to grow and develop and see increasing numbers of patients. This is at a time where partner healthcare providers are also experiencing unprecedented levels of demand and there is the risk that the capacity from a staffing and an estates perspective will permit the number of patients that can be seen on site.

7.2 There is an opportunity if there was more space accessible at the HCRC then the size of the service could be increased, and more patients could be seen at the facility. This however would require additional income both for staff and for additional estates costs.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 As patients do not have to be registered with a GP to access the UTC this supports equality of access to urgent care services.

9.0 **CLIMATE CHANGE IMPLICATIONS**

9.1 This report is for information only, therefore there are no environmental or climate implications as a result of this report.

10.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

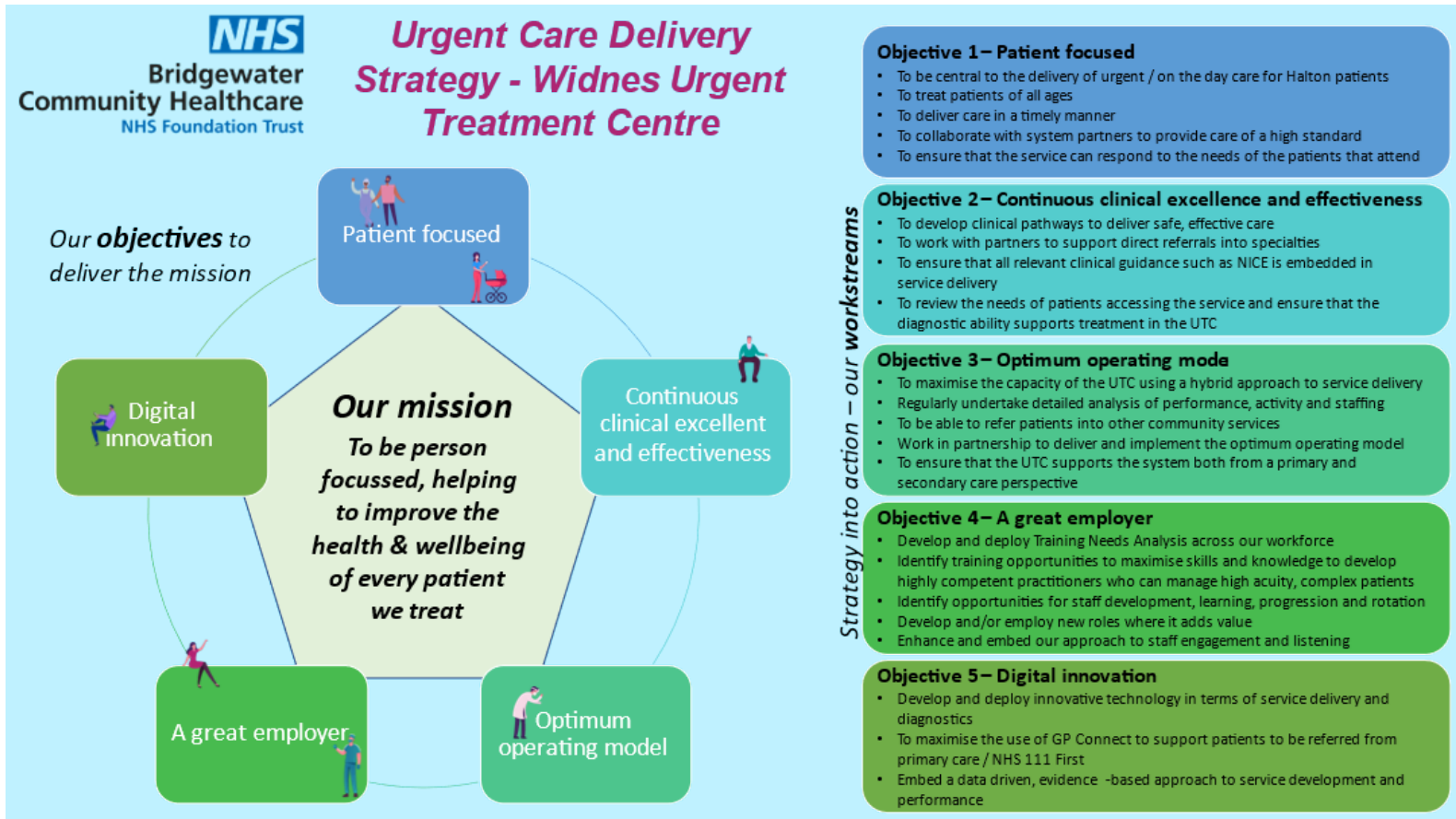
10.1 None under the meaning of the Act.

- Appendix 1** – Comparison with other UTC providers
- Appendix 2** – Trust Strategy for the delivery of Urgent Care
- Appendix 3** – Performance Data
- Appendix 4** – Emergency Department Transfer
- Appendix 5** - Connections with our urgent care delivery partners

Appendix 1 – Comparison with other UTC providers

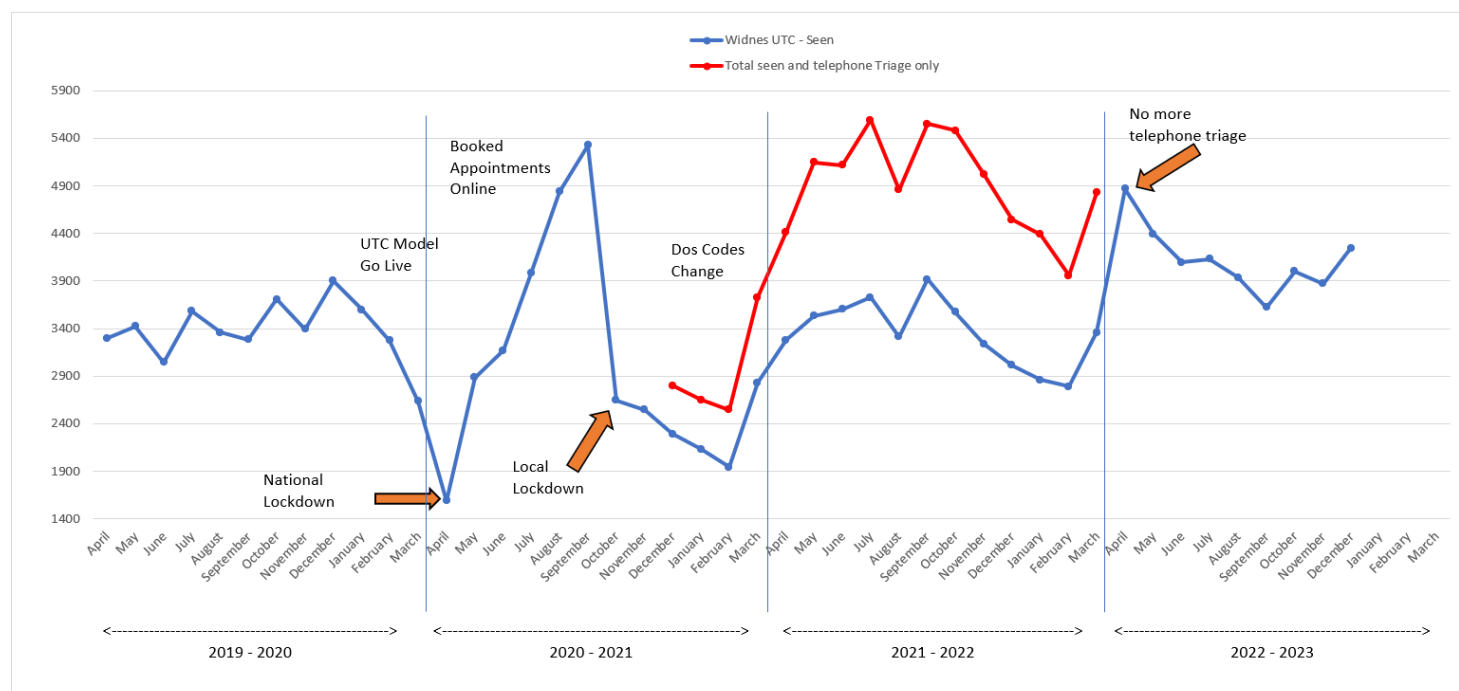
Service Name	Walk-in Centre Appointment Booking - Liverpool	The Beat Liverpool City Centre	Old Swan WIC	South Liverpool Treatment Centre	Smithdown Childrens WIC	Litherland WIC	Kirkby WIC	Halewood WIC	Huyton WIC	Runcorn UCC	Widnes UCC	St Helens UTC
CCG	Liverpool CCG					South Sefton CCG	Knowsley CCG			Halton CCG		St Helens CCG
Postcode	L1 2SA (Dummy Postcode)	L1 4AF	L13 2GA	L19 2LW	L15 2LQ	L21 9JN	L32 8RE	L26 9UH	L36 6GA	WA7 2DA	WA8 7GD	WA10 1HJ
Monday	08:00-20:00		08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:30	08:00-20:30	08:00-20:30	08:00-21:00	08:00-21:00	07:00-22:00
Tuesday	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:30	08:00-20:30	08:00-20:30	08:00-21:00	08:00-21:00	07:00-22:00
Wednesday	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:30	08:00-20:30	08:00-20:30	08:00-21:00	08:00-21:00	07:00-22:00
Thursday	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:30	08:00-20:30	08:00-20:30	08:00-21:00	08:00-21:00	07:00-22:00
Friday	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:30	08:00-20:30	08:00-20:30	08:00-21:00	08:00-21:00	07:00-22:00
Saturday	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:30	08:00-20:30	08:00-20:30	08:00-21:00	08:00-21:00	07:00-22:00
Sunday	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	10:00-20:30	10:00-20:30	10:00-20:30	08:00-21:00	08:00-21:00	09:00-22:00
X-Ray OnSite	NA	No	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes
X-Ray Available Weekdays (Monday - Friday)	NA	No	No	09:00 - 16:30	09:00 - 16:30	09:00 - 19:00	08:30-20:00	No	No	08:00-21:00	08:00 -20:00	09:00-19:00
X-Ray Available Weekends (Saturday and Sunday)	NA	No	No	No	No	No	10:00-16:00	No	No	08:00-21:00	08:00 -20:00	09:00-19:00
GP Available Weekdays (Monday - Friday)	No	No	No	No	No	TBC	No	No	No	12:00 - 18:00	12:00 - 18:00	11:00 - 20:00
GP Available Weekends (Saturday and Sunday)	No	No	No	No	No	TBC	No	No	No	12:00 - 18:00	12:00 - 18:00	No
Direct Booking of Appointments via NHS 111	No	No	No	No	No	No	No	No	No	Yes	Yes	Yes
NHS 111 Referrals	NHS 111 can directly book callbacks from the Liverpool WICs, the WIC will assess the patient over the phone and if required then book an appointment at the most appropriate WIC for their needs. If there are no appointments available the patient is advised self present at the nearest WIC.					NHS 111 can book callbacks from Litherland WIC the WIC will assess the patient over the phone and if required book an appointment. If the WIC hasn't called the patient within the disposition time frame the patient is to telephone the WIC on 0151 475 4667	Patients told to self present			NHS 111 can directly book appointments at the UCC. If there are no appointments available the patient is advised to self-present at the UCC.	NHS 111 can directly book appointments at the UCC. If there are no appointments available the patient is advised to self-present at the UCC.	NHS 111 can directly book appointments at UTC. If there are no appointments available the patient is advised to self-present at the UTC.

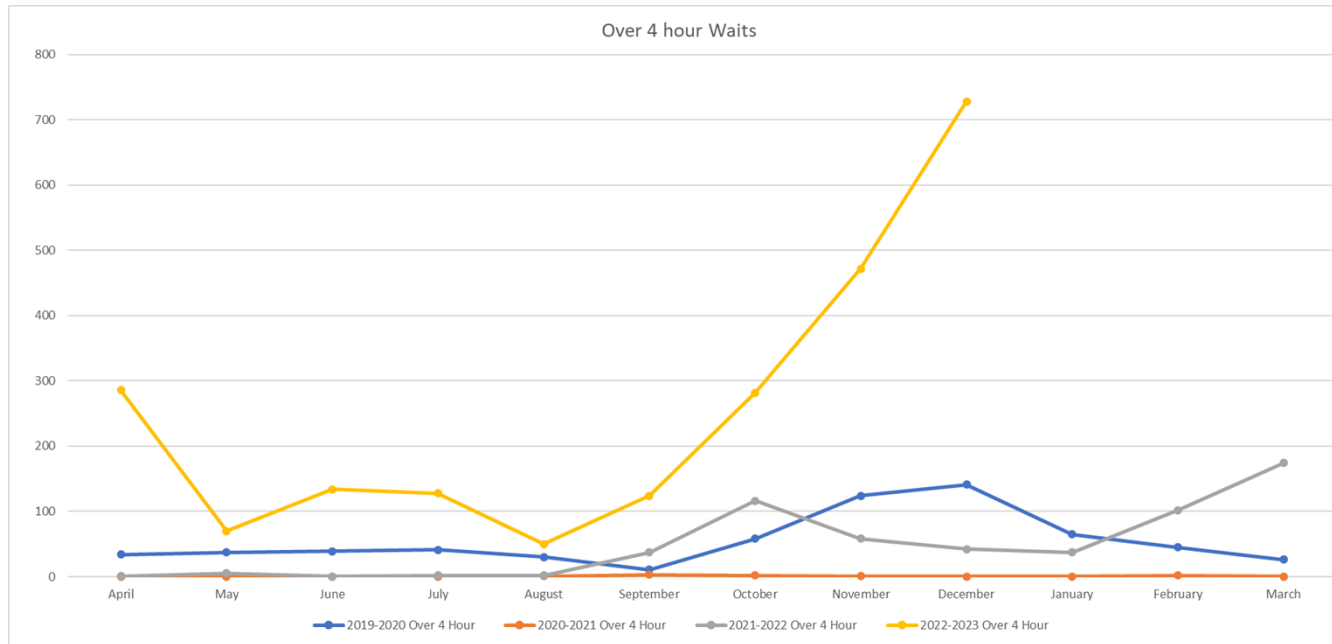
Appendix 2 – Trust Strategy for the delivery of Urgent Care



Appendix 3 – Performance

Widnes UTC	April	May	June	July	August	September	October	November	December	January	February	March	Totals
2019-2020 Attendance	3298	3421	3047	3581	3360	3286	3709	3391	3900	3596	3273	2635	40497
2020-2021 Attendance	1588	2885	3171	3983	4841	5328	2644	2548	2801	2653	2544	3729	38715
2021-2022 Attendance	3280	3533	3605	3729	3315	3918	3574	3238	3014	2859	2790	3361	40216
2022-2023 Attendance	4868	4394	4095	4132	3939	3621	3999	3874	4248				37170
Seen 20-21 vs 21-22	2.07	1.22	1.14	0.94	0.68	0.74	1.35	1.27	1.08	1.08	1.10	0.90	16%
Seen 19-20 vs 22-23	1.48	1.28	1.34	1.15	1.17	1.10	1.08	1.14	1.09				20%





Widnes UTC	April	May	June	July	August	September	October	November	December	January	February	March
2019-2020 Over 4 Hour	1.03%	1.08%	1.28%	1.14%	0.89%	0.33%	1.56%	3.66%	3.62%	1.81%	1.37%	1%
2020-2021 Over 4 Hour	0.00%	0.00%	0.00%	0.00%	0.02%	0.06%	0.08%	0.04%	0.00%	0.00%	0.08%	0%
2021-2022 Over 4 Hour	0.03%	0.14%	0.00%	0.05%	0.06%	0.94%	3.25%	1.79%	1.39%	1.29%	3.66%	5%
2022-2023 Over 4 Hour	5.88%	1.59%	3.27%	3.10%	1.27%	3.42%	7.05%	12.18%	17.14%			
Max Patient on Day 2022-23	147	166	168	158	153	152	163	165	211			

Appendix 4 – Emergency Department Transfer

22-23	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total	Comment
Widnes UTC Activity Totals	4868	4394	4095	4132	3939	3621	3999	3874	4248				37170	Total Activity including planned and Unplanned
Discharged to A&E from Widnes UTC	305	284	263	285	243	241	284	248	345				2498	
% From widnes UTC	6.27%	6.46%	6.42%	6.90%	6.17%	6.66%	7.10%	6.40%	8.12%				6.72%	before april DQ issue has now been resolved

Appendix 5 - Connections with our Urgent Delivery Partners

