



## Our Plans for Urgent Care in Manchester

### Introduction

Local GPs and NHS Manchester have developed plans to transform arrangements for urgent medical care in Manchester. Over the following pages we explain the current arrangements and our plans to improve them to better meet the needs of Manchester patients. We want your thoughts and opinions - good and bad - about this because these changes are important and could affect you.

We are only proposing changes to services you would access if you have a minor illness or injury requiring immediate treatment or advice. Accident and Emergency services will remain, and will be improved by these proposals, in the 3 hospitals in the city – North Manchester General Hospital, Manchester Royal Infirmary and Wythenshawe Hospital.

***'We welcome these proposed changes. If we stand still then our systems will be swamped and the quality of service will deteriorate. We believe 'no change' is not an option. These proposals should make it simpler for patients to decide what to do about sudden illness. They give impetus to improving access to GP services and mean that all patients, regardless of where they live in Manchester, can rely on high quality emergency services.'***

**Peter Fink**, Urgent care lead GP, South Manchester

**Helen Hosker**, Urgent Care GP lead, Central Manchester

**Martin Whiting**, Urgent Care GP lead, North Manchester



## What is available at the moment

- Patients use **self-care** for many minor illnesses and injuries, such as coughs, colds, sore throats, upset stomachs, aches and pains and cuts or grazes.
- Telephone and online advice and information is provided by **NHS Direct** and **NHS Choices** – [www.nhs.uk](http://www.nhs.uk) - has online guides and symptom checkers for hundreds of illnesses and conditions.
- 124 **Community Pharmacies** offer advice and treatment. 99.8% of the population can reach one by public transport or walking within 15 minutes. Almost all provide prescription collection and nearly 90% provide a free delivery service.
- Manchester has 100 **GP practices**, almost all of which are taking on new patients and many offer extended surgery hours, drop-in appointments and telephone consultations.
- Outside normal surgery hours, the city-wide **out-of-hours GP service** offers telephone advice and appointments at its bases in North, Central and South Manchester. It also offers home visits to patients who are too ill to travel.
- Manchester has a range of **walk-in** services. Some are based in the community, some are within GP practices and one, the Primary Care Emergency Centre at Manchester Royal Infirmary, is next to an A & E department. Most are staffed by senior nurses who can prescribe some medicines and provide advice about treating minor illnesses and injuries.
- **A & E departments** exist in each of the three hospitals in the city and are for people who require emergency care for critical or life threatening illness or injuries.

## Why things need to change

- ➔ **To make things simpler** – people tell us that the current range of services is confusing and they are unsure where to go when ill or injured. Also, because walk-in services all do slightly different things, it is not possible for the ambulance service to take patients to them.
- ➔ **To improve same day access to GP practices** - people also tell us that they can't speak to their GP when they need to. A GP is best placed to advise and treat you as he or she will know your medical history because they have access to your records.
- ➔ **To improve services at A & E** - many patients with minor illnesses and injuries go to A&E for treatment. This has led to over-crowded emergency departments which can result in delays in treatment for those with more serious conditions. As well as making it easier to see a GP, we need to make sure there are the right services available at A & E to treat those who do go there.
- ➔ **Over crowded services** - the demands on A & E departments in the city are immense. The current system cannot grow indefinitely, we need to do something now.
- ➔ **Using what works** - walk-in services in the community do not reduce demand for A&E services at all. Evidence from central Manchester, and other parts of the country, show us that those located next to A&E services do.
- ➔ **To make best use of services** – presently different services in the same area provide the same thing. To get the best value from the money the NHS spends we need to reduce this duplication.



## What we are proposing:

**Our aim is to make things simpler, clearer and better.**

- You can get **advice at home** yourself if you're only feeling a **little unwell**. There is a lot of reliable NHS patient information and guidance online or you can call NHS Direct, or it may be possible to speak to your doctor on the phone.
- Use **local services** if you need to see someone **today** - you will be able to see your GP or local pharmacist for advice and treatment on the day you need it.
- Go to the **Hospital** if you need to see someone **right away** - A&E services are really for 999 and ambulance patients with major or life-threatening injuries or illnesses but there will be a place in each Manchester hospital for walk-in patients with minor illnesses and minor injuries

## This means:

- **Self care:** We will improve the information we give you about how to look after yourself and your family when you're ill. We will also help you to know where to find it.
- **NHS Direct/NHS Choices:** These are national services and both are looking to improve the support they provide to the public. We will work with the Department of Health to make sure that they support the work we are doing locally and contain up to date information about Manchester services.
- **Community Pharmacies:** Pharmacists are highly trained professionals who can provide advice about a range of minor conditions and the ways to treat them. We will continue to increase the range of services available at your local pharmacy and improve the way they work with nearby GP practices.



## What we are proposing (continued):

- **GP practices:** We are working with Manchester GPs to make sure that same-day access is available in all GP practices. This means that you will be able to speak to a doctor or nurse at your GP practice when you need to - the idea is that this will create 100 'mini walk-in centres' across Manchester offering urgent advice and treatment when you need it.

- **Out of Hours GP service** – This service will remain as it is at present.

- **Walk-in Centres:** there are several different types of walk-in services in Manchester. Some are part of GP practices and would continue to offer the kind of same-day access described above. The others are run by local hospitals and it is the staff from these centres that would set up and run urgent care centres in the A & E department at the hospitals. These are described in more detail in the 'Hospital Services' section on the next page. In practice, this would mean the following (see sidebar):

### Walk-in Centres

- ✦ **Ancoats Minor Injuries Unit** - staff would move to open a new urgent care centre next to A & E at North Manchester General Hospital. The space left at Ancoats Primary Care Centre would be used by other community health services or the GP practices in the centre
- ✦ **Burnage Walk-in Centre** - would remain closed. Treatment room services offering appointments for wound care, dressings and blood tests would still be available at Burnage Health Centre.
- ✦ **City Health Centre** - this is a GP practice and would remain unchanged
- ✦ **Hawthorn Medical Centre** - this is a GP practice and would remain unchanged
- ✦ **Primary Care Emergency Centre at MRI** - this is effectively an urgent care centre already and would remain largely unchanged.
- ✦ **Withington Community Hospital Walk-in Centre** - would remain closed. However, all existing appointment-based services, such as blood tests, would still be available at the hospital. GPs and other health professionals in south Manchester are currently deciding what else to use the hospital for. We would like to hear your thoughts on this.
- ✦ **Wythenshawe Forum Walk-in Centre** - staff would move to open a new Urgent Care Centre at Wythenshawe Hospital. Treatment room services for wound care and dressings would still be available at Forum Health.

Continued...

## What we are proposing (continued):

- **Hospital services:** A&E is for 999 and ambulance patients with major or life threatening illnesses. Some hospitals have 'urgent care centres' which are a bit like large walk-in centres that sit alongside A&E. There is evidence that these centres reduce pressure on A&E services by offering prompt treatment to patients with minor injuries and illnesses. We are proposing to create these in each of the three hospitals in the city. Unlike walk-in centres, these units will have access to diagnostics like x-rays and senior doctors on hand to deal with more serious cases.



### ***So what happens now?***

The work to tell people about the changes and listen to their comments begins on May 16<sup>th</sup> 2011. You can let us know what you think by clicking

<http://www.surveymonkey.com/s/UrgentCareMCR>

...and filling in our survey. You can also email us at [talkinghealth@manchester.nhs.uk](mailto:talkinghealth@manchester.nhs.uk) if you have any questions you would like to ask us.

Alternatively, if you prefer you can print off the survey and send it to us free of charge to:

**NHS Manchester  
Freepost RSHZ-ZHLY-AUET,  
Parkway 3  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7LU**

For further information, and to see our responses to questions people have asked us about our proposals, you can visit our website at [www.talkinghealth.net](http://www.talkinghealth.net)

## Survey Questions

- ➡ Do you have any comments questions or concerns about our plan to encourage and support **self-care**?

Your answer:

- ➡ What **information** would help you care for you and you family when you are ill and how can we make sure patients know how to find it?

Your answer:

- ➡ Do you have any comments questions or concerns increasing the availability of same-day access at **GP surgeries**?

Your answer:



## Survey Questions (Continued):

- Do you have any comments questions or concerns about our plans for **Hospital Services** including the development of Urgent Care Centres on each of the three hospital sites in Manchester?

Your answer:

- Do you have any comments questions or concerns about our plans for **Walk-in Services** in the city?

Your answer:

- We see **Withington Community Hospital** as a valuable local venue for healthcare. Patients also tell us that they like the hospital. Local GPs are currently planning how the hospital should develop in the future. What services would you like to see there?

Your answer:

