

# Trafford Urgent Care Review Initial findings and update



# Background summary



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- NHS Greater Manchester has been working with partners (such as Trafford Council's public health team and NHS organisations delivering urgent care services) to undertake a review of urgent care service for the people of Trafford (taking account of all ages).
- **Why?** We want to ensure we have simple to navigate, joined up urgent care, which meets the needs of the population. This has been a long-standing ambition in our Locality Plan.
- **Aim:** To ensure that urgent care access is offered to all residents of the borough based on needs and health inequalities; services are delivered in line with national guidance and sustainability within the staffing and financial resources available
- **Phase 1:** Needs assessment (Sept 22-March 23)
  - | Identify the needs of the population | Understand health inequalities
  - | Understand access to transport | Patient and public engagement
- **Thank you** – to everyone who provided feedback, welcomed us to their established meetings or supported us to ensure a wide reach of views

# Stages of the Trafford Urgent Care Review

Sep 22 - Mar 23



## Engagement on Urgent Care

- Health Needs Assessment
- Critical Appraisal
- Urgent Care Survey

Mar 23 – Sept 23



## Co Design of Possible Recommendations

- Data Analysis
- Stand up of Co Design Working Group
- Identification of priority areas
- Development of possible models to

Sept 23 - Oct 23



## Engagement on Possible Recommendations

- Engagement with community groups, residents and stakeholders on possible models
- Engagement with partners to refine possible models

Anticipated  
End Nov 23



## Recommendations

- Presentation of recommendations to key committees and the public

# Phase 1 Needs Assessment - What we did

- **Patient/Public engagement insight report on NHS GM website** - [Have your say | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](https://gmintegratedcare.org.uk)
- **Desktop review of previous engagement activity** undertaken by partners over last 2-3 years
- **11 x listening sessions** with established community groups in varying locations across Trafford between 17 January-13 February 2023
- **6 x public drop-in sessions** at libraries throughout Trafford during 31 January-9 February 2023.
- **Online survey** live from 3 January-14 February 2023 (6 weeks) hosted on NHS GM website and promoted widely by partners across health care on social media platforms, as well as through engagement events that took place. People could request a paper version or request support to help with completion of the survey. No requests received.
- **Addressing demographic gaps** – weekly review of responses and engagement activity to ensure wide demographic reach. If gaps observed NHS GM would work with specific organisations to help increase reach.
- **Communications campaign** – branding, resources, social media to raise awareness of how to get involved/have your say
- **Overall** we spoke with 155 people face to face. We also received 297 full completed survey responses and a further 330 partially completed surveys.
- **Independent survey analysis** by Healthwatch Trafford in partnership with Public Health.
- **Liaised with partners around health and care services** to understand service availability
- **Data Analysis:** transport, health services, health inequalities, demographics



# Key considerations/insight – from data/guidance



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- Overall, attendances for urgent care dropped in Trafford between 2019/20 and 2021/22 (mainly due to the impact of the Covid pandemic, but we are starting to see levels return to pre-pandemic activity)
- In general, in the UK, more deprived areas have higher rates of urgent care service usage, and this is the pattern seen in Trafford
- Rates of attendance at urgent care services are highest in older people, and this increase starts at a younger age in the North than the South of the borough.
- Most people use urgent care between 8am – 8pm, with highest attendances on Mondays and lowest on Saturdays, and to a lesser extent, Sundays.
- Wythenshawe is the most commonly used site, but also tends to be used more by our less deprived population.
- Rates of attendance in children are higher in North and West Trafford, and the attendances in both children and older people were lower in the South. This is likely to be explained by the lower rate of deprivation in the South.
- Most of Trafford's population has good access to urgent care sites, either through good public transport links or because of high rates of car ownership. Areas of concern are Partington (Bucklow St Martins) and this is exacerbated by the current lack of pharmacy services on Saturday afternoons and Sundays in that area as well as West St Mary's, South Sale Moor and South Altrincham are also at transport related risk of social exclusion.
- Trafford has the second-best rate of access to hospitals in GM based on public transport or walking with 88.4% of the population within 30 minutes by public transport of a hospital site.
- People tend to go to the urgent care site that is closest to them, but the proportion of people who live within 2 miles of the site they attended varies greatly, as some sites cater for a much wider geographic area.
- GP activity has increased sharply since the pandemic, with a substantial increase in the number of people having same day appointments.

# Public engagement - Key findings

- People are **generally aware** of the larger services around them but **not those at a community or local level**, such as the crisis café at Bluesci.
- Most people also knew how to access the **major care providers** (hospitals and GPs).
- Many people raised concerns about **not being able to get a GP appointment and long waiting times** to see a doctor.
- The **quality of care** at GP practices is generally felt to be acceptable. There was some praise for individual practices and doctors in the free comment section.
- People felt that **waiting times at emergency departments** were too long and often in **uncomfortable** and **'chaotic' conditions**. It was felt that fewer people would attend A&E if seen to by their GP or other appropriate services more easily.
- **Mental health** was consistently an area of concern. People felt access was almost impossible for young people and children.
- Many people were **unsure where to go to access treatment** for different concerns, or where to go to find this information.
- The discussion with local groups resulted in tangible examples as to why **service access is challenging** for many. For example, many people cited AskmyGP as a **barrier** to access.
- People across the community raised the issue of needing **physical information** as well as digital, such as noticeboards and leaflets.
- Concerns were voiced over local **pharmacies** not being a wholly reliable service, with good and bad experiences tied to individual sites, and many recently **closing**, reducing access.



# Survey Locality Analysis

Following the analysis provided by Healthwatch Trafford, NHS GM (Trafford) colleagues looked into some of the responses to the survey in further detail based on postcode.

- Concerns raised in North and Central of the borough in terms of access to face to face advice and treatment
- Lower levels of knowledge to West (Partington) of services available to patients
- Concern in West (Partington) around being able to get an appointment or speak to someone for urgent care at a practice
- Patients particularly in North advised to go elsewhere by a practice
- Where patients were advised to go elsewhere they predominantly used NHS 111, Emergency Department (ED) or a Urgent Treatment Centre (UTC)
- Patients in West (Partington) and North identified they could not get an appointment with their practice so went elsewhere
- Lack of knowledge in West (Partington) regarding evening and weekend primary care appointments
- Clear need in West (Partington) of patients attending a UTC as they couldn't get an appointment with their own GP
- Concern around access to Mental Health provision in North/West area of the borough

**North:** Old Trafford, Gorse Hill, Stretford

**West:** Carrington, Davhulme, Flixton, Partington, Urmston

**Central:** Ashton on Mersey, Sale, Sale Moor

**South:** Altrincham, Bowdon, Hale, Timperley

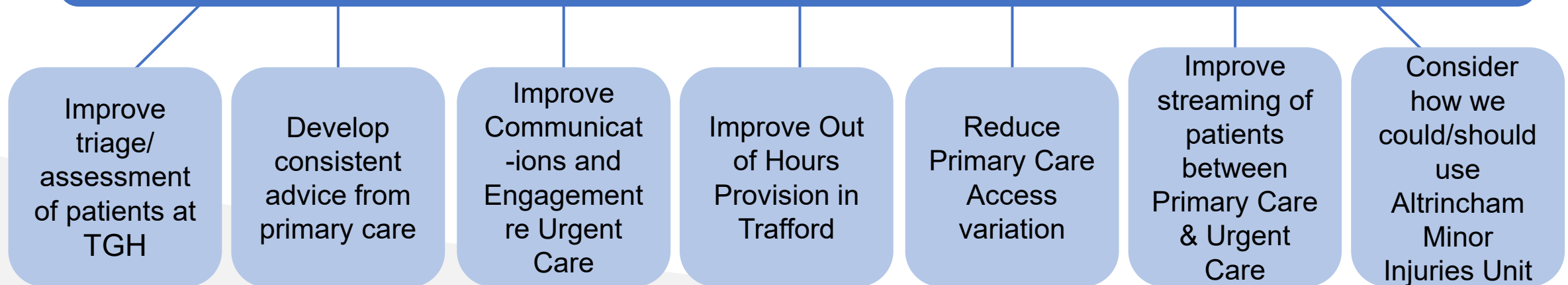
## Considering what we could do to address findings

- Since late March 2023, **NHS GM has been working with key partners** for all to review the findings and consider how to address issues highlighted from the Needs Assessment insight
- It was important we sought **varied views from different organisations** - these have included: Manchester University Hospital NHS Foundation Trust, Children's Commissioning Trafford Council, Mastercall, Greater Manchester Mental Health NHS Foundation Trust, North West Ambulance Service, Primary Care (General Practitioner input), Healthwatch Trafford
- **Seven suggested priority areas** were agreed by partners to be considered further
- **Task and finish groups** have been established to consider the priorities further
- **The priority areas are not final** and are subject to change as further work progresses (including engagement with the public)
- **Limitations:** Need to be creative in our thinking - currently no extra funding or resources

## Current phase - Considering what we could do to address findings

- Since late March 2023, **key partners have reviewed findings** of the needs assessment phase with NHS GM and the following **possible priority areas** were agreed as areas to be considered further
- **Task and finish groups** have been established to consider each of the areas over the next few months
- **Limitations:** Need to be creative in our thinking - currently no extra funding or resources

### Possible priority areas for further consideration



**\*These are not final and are subject to change as further work progresses**

**\*\*Mental Health and All Age services will be a key theme within each of these areas**

# Why we chose these possible areas as our priorities

Possible priority areas for further consideration	What public and the data told us
<p><b>Improve triage/assessment of patients on arrival at Trafford General Hospital</b></p>	<ul style="list-style-type: none"> <li>• During 21/22 more Trafford patients attended the Urgent Treatment Centre at Trafford General Hospital than any other site</li> <li>• Many people had concerns about not being able to get a GP appointment and long waiting times to see a doctor</li> <li>• AskmyGP is a barrier, awkward waiting for call backs if working, limited face to face appointments.</li> <li>• Waiting times at emergency departments were too long and often in uncomfortable and ‘chaotic’ conditions. It was felt that fewer people would attend A&amp;E if seen to by their GP or other appropriate services more easily.</li> </ul>
<p><b>Develop consistent advice from primary care</b></p>	<ul style="list-style-type: none"> <li>• Concerns were voiced over local pharmacies not being a wholly reliable service, with good and bad experiences tied to individual sites, and many recently closing, reducing access</li> <li>• Pharmacies busy, slow turnaround of prescriptions and dispensing errors.</li> <li>• Repeat prescriptions are difficult to get.</li> </ul>

# Why we chose these possible areas as our priorities

Possible priority areas for further consideration	What public and the data told us
<p><b>Improve communications and engagement regarding urgent care</b></p>	<ul style="list-style-type: none"> <li>• People across the community raised the issue of needing physical information as well as digital, such as noticeboards and leaflets.</li> <li>• Many people were unsure where to go to access treatment for different concerns, or where to go to find this information</li> <li>• People are generally aware of the larger services around them but not those at a community or local level</li> <li>• More information needed to tell people where to access services</li> <li>• Better signposting about where to go for different things, physical and digital format</li> <li>• Choice confusion.</li> </ul>
<p><b>Improve Out of Hours provision in Trafford</b></p>	<ul style="list-style-type: none"> <li>• Many people raised concerns about not being able to get a GP appointment and long waiting times to see a doctor</li> <li>• Those that had accessed out of hours services at their GP were then asked to rate various aspects of experience.</li> <li>• Low percentage of positive ratings for accessing services out of hours.</li> </ul>

# Why we chose these possible areas as our priorities

Possible priority areas for further consideration	What public and the data told us
<p><b>Reduce primary care access variation</b></p>	<ul style="list-style-type: none"> <li>• Lower levels of knowledge to West (Partington) of services available to patients</li> <li>• Concern in West (Partington) around being able to get an appointment or speak to someone for urgent care at a practice</li> <li>• Patients particularly in North advised to go elsewhere by a practice</li> <li>• Patients in West (Partington) and North identified they could not get an appointment with their practice so went elsewhere</li> <li>• Lack of knowledge in West (Partington) regarding evening and weekend primary care appointments</li> <li>• Clear need in West (Partington) of patients attending an Urgent Treatment Centre as they couldn't get an appointment with their own GP</li> </ul>
<p><b>Improve streaming of patients between Primary Care and Urgent Care</b></p>	<ul style="list-style-type: none"> <li>• NHS 111 referrals to A&amp;E were high</li> <li>• People felt that waiting times at emergency departments were too long and often in uncomfortable and 'chaotic' conditions. It was felt that fewer people would attend A&amp;E if seen to by their GP or other appropriate services more easily.</li> </ul>

# Why we chose these possible areas as our priorities

Possible priority areas for further consideration	What public and the data told us
<p><b>Consider how we could/should use Altrincham Minor Injuries Unit</b></p>	<ul style="list-style-type: none"> <li>• Service does not currently meet national guidelines or requirements</li> <li>• Patients being treated at other hospital sites whilst AMIU has been closed</li> <li>• The re-opening of Altrincham Minor Injuries Unit was a key area of comment</li> <li>• Queries over Altrincham MIU reopening, issues with alternatives being far away</li> </ul>

## How we plan to involve/update the public/VCFSE in the next stage

- **Insight reports from phase 1 to be published** on NHS GM website (communications & engagement methodologies / Healthwatch insight report) / background and update)
- **Contact groups involved in the Needs Assessment listening exercises** to provide an update regarding the review (Advocacy Focus Learning Disability Group, African Caribbean Care Group, Age UK, Age Well Board, Bluesci Citizen Forum, Deaf Partnership, Conway Road Patient Participation Group, Partington Collaborative Women, The Toy House, Voice of BME, Youthwatch Trafford) and outline how they can get involved further
- **Attend Trafford Community Collective meeting** to obtain views about [Get To Know Where to Go](#) campaign and consider ways to help make it more relevant/meaningful to Trafford people
- **Public/Patient/VCFSE Face to face focus group sessions to be held in different neighbourhoods of Trafford** to outline findings and gain feedback
- **Mailing list** – which people can sign up to for Urgent Care updates

## Next Steps

- **Contact groups involved in the Needs Assessment listening exercises** to provide an update regarding the review and outline ways to get involved further
- **Develop a range of recommendations** within established Task and Finish Groups
- **Work with public to help co-design a programme of work for the following year**, supported by the outcomes of the Urgent Care Review.
- **Work with system Partners** and specialists to identify and work through possible responses to areas of concern
- **Anticipate completion of review and recommendations** for discussion and further decision making at Trafford Locality Board by March 2024.

## How you can find out more or get involved further

- **Visit NHS GM website** to find out more about the urgent care review and view the engagement reports at [Have your say | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](https://www.gmintegratedcare.org.uk)
- **Join our mailing list** to receive stakeholder updates. To join contact: [gmicb-tr.commissioning@nhs.net](mailto:gmicb-tr.commissioning@nhs.net) or call/text 07748 770580.
- **Attend one of our focus groups** to hear about our plans and provide your thoughts/ideas. ***Date/venue to be finalised.*** Contact [gmicb-tr.commissioning@nhs.net](mailto:gmicb-tr.commissioning@nhs.net) or call/text 07748 770580 if interested.