

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Health and Adult Social Care (Overview and Scrutiny) Select Committee
Date:	2 April 2019
Title:	Development of Andover UTC
Report From:	Jenny Erwin, Director of Commissioning, West Hampshire CCG. & Alex Whitfield, Chief Executive Hampshire Hospitals NHS Foundation Trust

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1. Purpose of Report

1.1 This paper updates the Scrutiny Committee on the recent developments in redesigning the Minor Injuries Unit (MIU) in Andover to meet national standards of an Urgent Treatment Centre.

2. Process to date

2.1. As part of the national Urgent Care Strategy, CCG's are required to redesign urgent care services outside of A&E to provide a consistent and standardised service offer and reduce public confusion on where to access urgent care in their locality. Urgent treatment centres (UTCs) are GP-led, open 12 hours a day, every day, offering appointments that can be booked through 111 or through a GP referral, and are equipped to diagnose and deal with many of the most common ailments people present with to A&E.

2.2. West Hampshire CCG has developed a service model that embraces national guidance and integrates three existing elements of service provision (Minor Injuries Unit, Improved Access for Primary Care and Out of Hours) into one enhanced service offer within the Urgent Treatment Centres.

2.3. In Spring 2018, West Hampshire CCG undertook a procurement for Andover Urgent Treatment Centre as part of wider procurement of urgent care services across West Hampshire, however no bids were received for Andover UTC.

2.4. Subsequently, the three incumbent providers (Hampshire Hospital Foundation Trust (HHFT), Mid Hampshire Healthcare & Partnering Health Ltd) were invited to enter into a process of open dialogue with the CCG to coproduce the service model and contracting arrangement for Andover UTC.

- 2.5. Providers have been working together to design a service model that meets local patient needs and delivers the national standards. Appendix A outlines the service model all three providers are working towards delivering.
- 2.6. Providers are in the final stages of discussions in designing an integrated service for Andover UTC. It is anticipated that agreement will be reached by the end of March/early April to enable providers to move into mobilisation phase.
- 2.7. All partners are committed to developing a high quality, sustainable, integrated service model for Andover patients. Current timelines for mobilisation suggest go live October 19. Continuity of existing service provision will be maintained by incumbent providers until such time as the new service is mobilised.