

UPDATE: DEVELOPMENT OF AN URGENT CARE CENTRE ON THE CENTRAL MIDDLESEX HOSPITAL SITE

Background

In June 2008 Health Select Committee received a presentation outlining the current situation in relation to the utilisation of urgent care services at the Accident and Emergency Department of Central Middlesex Hospital, the pressures for change and the proposals by Brent PCT to develop an urgent care centre as an integral part of the A&E department. Further updates have been brought to Health Select as the project has progressed. Health Select have during this process confirmed that the proposals do not require formal consultation but that they would wish to see the specification and that they would wish to understand how key stakeholders had been involved in the development of the plans. The last report was brought to Health Select in December 2008. It was advised that a further update should be brought once the business case was developed.

Current situation

A Business Case proposing the procurement of an Urgent Care Centre as an integral part of Central Middlesex Hospital is due to be considered by the Board of NHS Brent (NHS-B) at its April meeting. The Business Case is supported by an outline specification for the service, a stakeholder engagement plan and an initial equalities impact assessment. Subject to Board approval, it is proposed that more work should be undertaken with the public, local communities, primary care and acute clinicians and potential providers during April to further develop the specification. Following this the formal process of procurement will commence in early May with the current timetable showing that the new service will be in place by 1st January 2010.

Stakeholder Engagement

The plans have been reviewed by NHS London as part of the gateway process. Stakeholder engagement has been achieved through:

Patient, Public and Community Engagement

Review of national surveys relating to access to urgent care
Review of healthcare commission feedback relating to urgent care
Review of findings from Healthcare for London consultation relating to access to urgent care
Local survey of people using A&E at CMH
Seeking views through established patient & public involvement groups

Clinical Engagement

Clinical leadership through PEC CO-Chair
Clinical leadership through PBC Clinical Leads
Clinical representation from A&E consultants at NWLH
Primary care review with nominated clinicians from all clusters
Presentations at all PBC Cluster meetings

Further development of the specification

Stakeholder Events in April

- Roadtest specification
- Agree KPIs for service
- Ensure coherence with other strategic initiatives
- Identify ongoing public engagement with service development
- Undertake further EqIA

Ongoing community involvement with the project

Potential ideas (subject to discussion)

- User Panel
- User involvement in tendering process
- User involvement in contract management

A summary of issues arising from stakeholder engagement to date is attached. Subject to Board approval the specification will be finalised in April, with the procurement process starting shortly thereafter.