

Update report on Urgent Treatment Centres – York

City of York Council – Health Overview and Scrutiny Committee

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Background

The CCG has been working with providers of urgent care services for the past 18-24 months in recognition that when we engaged with patients, they told us that accessing urgent care in York was complex with different services, providers, and as a result had overlaps and duplication of provision. Urgent Treatment Centres (UTCs) provide treatment for non-emergency patients, avoiding the need for them to wait in emergency departments when they don't need to be there. The approach adopted was to establish a Clinical Reference Group with senior frontline clinicians from the four incumbent providers, plus GP representatives from across the Vale of York, to participate in a series of clinical workshops in order to agree and adopt a clinically led approach to improving quality, performance, efficiency, and patient experience.

Services	Provider
York Urgent Treatment Centre (UTC) - GP in A&E for Minor Illnesses	Yorkshire Doctors Urgent Care (YDUC) / Vocare
GP Out of Hours (GPOOH)	Yorkshire Doctors Urgent Care (YDUC) / Vocare
York Urgent Treatment Centre - Front Door Navigator / Streaming	York Teaching Hospital Foundation Trust
York Urgent Treatment Centre - Minor Injuries attendances	York Teaching Hospital Foundation Trust
Urgent Treatment Centre - Selby	Harrogate and Rural District NHS Foundation Trust
Urgent Care Practitioners	Yorkshire Ambulance Service

In reviewing the 6 key contracts the CCG holds for urgent care, it became clear that different populations might need a variation in service to address the needs of the population, so the CCG project team began working with stakeholders to look at existing services in Central York (the City), Selby and Tadcaster (the South) and South Hambleton and Ryedale (the North).

This update relates specifically to Central York.

At the point where the CCG would have moved into an intense piece of work with managers to work on contract variations the Covid Pandemic diverted key staff to engage with the work and as a result the project slowed. It was picked up again before Christmas 2020 and the CCG wrote to providers on 21st Dec outlining a proposal for York Teaching Hospital NHS Foundation Trust (YTHFT) and Vocare to work with local GPs to co-design and co-deliver an integrated urgent care service responding to the public/patient and clinical feedback we received, and suggesting they worked as a provider collaborative to deliver the proposal.

On 11 February 2021, the Department of Health and Social Care published the [White Paper](#) Integration and innovation: working together to improve health and social care for all. This sees the disestablishment of CCGs from April 2022 and 21/22 will be a transitional year with a focus on more integration and Provider Collaboration with a move away from competitive procurement.

York Urgent Treatment Centre

YTHFT and Vocare (previously known as Yorkshire Doctors Urgent Care or YDUC) have been working together to review and redesign the existing Emergency Department Front Door (EDFD) service model to optimise delivery and refine the service model to meet the national UTC criteria. Vocare already work alongside the Trusts' emergency department (ED) team and provide the minor illness service and GP out of hours service, both of which are located in York Hospital alongside the emergency department.

The minor injuries part of the service is currently provided by the Trust's ED. This means the York UTC isn't compliant as minor injuries and minor illness should, in line with the national specification, be delivered as a single service for direct booking by NHS111.

The work which the two providers have commenced to achieve compliance has resulted in staff and public being concerned that the approach will see work shift to the private sector and the CCG have been asked to comment upon the 'Transfer of A&E services to Vocare'. Both YTHFT and Vocare have issued statements which confirm that this is not the case and that the work being undertaken is a

consolidation of the approach by both providers, who are already commissioned to provide services in York to achieve compliance with the UTC standards.

The provider to provider arrangement between the Trust and Vocare is viewed by the CCG as an interim solution to bring direct booking (by NHS111) at the UTC up to national minimum standards by April 2021 while the CCG continue to engage with primary and urgent care providers to support a collaborative approach to delivering urgent care in a different way, shaped by feedback from our public, patient, and clinical community in York, per our letter to providers on 21st December 2021.

The front door/triage/streaming part of the service will continue to be delivered by trust-employed emergency department staff and YHTFT have acknowledged that their staff have raised concerns that there may be plans for their employment to be transferred to Vocare, the Trust have confirmed that they have no plans to do this. Staff employed by the Trust will continue to work jointly with Vocare staff to deliver the service. The streaming of patients on arrival into the emergency department will continue to be managed by the Trust's clinical staff.

The CCG have extended York Trust and Vocare's existing urgent care (UTC) contracts until 2021/22 to allow stability in provision so that providers can work together, to address compliance in the short term, but also to allow time for the emerging Provider Collaborative, including local central General Practitioners to engage in service design that will achieve the objectives of both the patient feedback and the Clinical Reference Group.