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Date: 12th October 2017

Our Ref: ID 943

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 22nd September 2017.

You Asked:

What contact has been made with local doctor's surgeries to find out what is happening on the ground? Have the surgeries been approached to find out what their patients or patients forums are saying?

The CCG has contacted all practices within Eastham, Bromborough and Bebington to establish impact of the changes in Eastham, this has included activity and patient feedback. Not all practices have responded however Eastham is reporting a perceived increase in demand in telephone calls received from their registered patients and some anecdotal feedback from their patients that they are unhappy with temporary closure of the Walk in Centre (WIC) at Eastham. Other practices have not reported increased beyond levels anticipated for time of year.

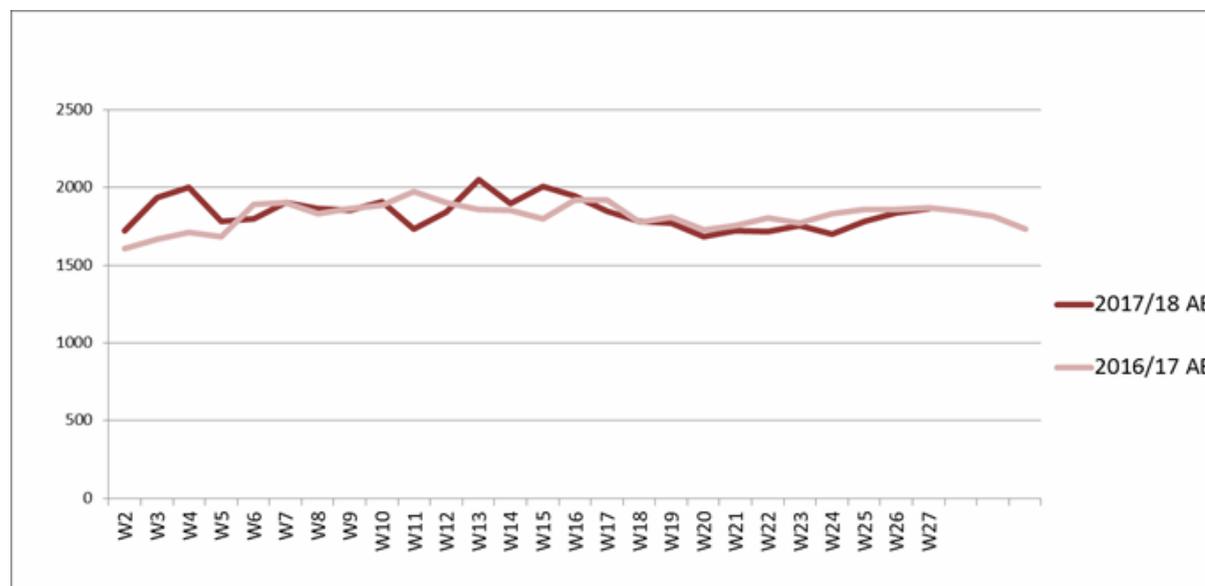
Has data been collected on the requests for appointments? Is it known whether the number of telephone calls taken and telephone consultations offered by local doctors has had to be increased?

The data has been collected for Eastham Group Practice as they are the only practice to express an increase in demand. Unfortunately it is difficult to quantify the extent of the increased activity as the practice has changed systems since previous September. Therefore it is unclear how much of the increase can be attributed to seasonal variation. Feedback from other practices is that their increases are in line with seasonal variation however it should be noted that these are not as geographically close to the Walk in Centre as Eastham Group Practice.

With regard to the walk in centre at Arrowe Park is there a report showing where people turning up there are from?

September's activity data, including breakdown of where people are turning up from, is not yet available to the CCG. However, we do have reports detailing activity levels across walk in centres and A&E. This data is not showing a significant impact of the closure.

A&E activity is going up compared to previous months but is fairly consistent with the previous year.



Overall, walk in centre activity has reduced but there has been a slight increase in people being seen at Arrowe Park WIC & Victoria Central WIC since Eastham temporarily closed as per the below table:

	ALL Walk-in Centre Activity 2017/18	Eastham WIC 2017/18	VCH WIC 2017/18	APH WIC Activity 2017/18
07/Aug/17 - 03/Sep/17	220	41	105	81
04/Sep/17 - 01/Oct/17	190		106	84
Ave. difference per day	-30		+1	+3

In addition to this we are closely monitoring the impact on our 4 hour A&E performance. To date in October, we are achieving above 90%.

We can also assure you that detailed weekly reviews are taking place looking at the following elements:

- Patient comments/enquiries/complaints
- Political concerns/enquiries
- Revisions required to Equality Impact Assessment/Quality Impact Assessments
- Impact on activity numbers for local services/providers – GP practices, walk in centres, A&E
- Impact on wider health economy – 4 hour standard/ clinical streaming activity levels

A paper will be presented to Overview and Scrutiny Committee; this will include commentary on whether the performance measures are sufficient to mitigate the clinical patient safety concerns.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

Yours sincerely

A handwritten signature in black ink that reads "P. Edwards". The signature is written in a cursive, slightly slanted style.

Paul Edwards
Director of Corporate Affairs
NHS Wirral Clinical Commissioning Group

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