

NHS Wirral Clinical Commissioning Group  
Marriss House  
Hamilton Street  
Birkenhead  
Wirral  
CH41 5AL  
Tel: 0151 651 0011

## 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 12<sup>th</sup> October 2018.

### Your request:

- 1. Wirral CCG states that it has 'consulted' Wirral residents in February of this year about the current provision of Urgent Care facilities on Wirral.**

**It further states that 80% of persons consulted wanted a change in Urgent Care provision on Wirral.**

The Listening Exercise completed in February 2018 was not a consultation, it formed part of the pre-consultation engagement activity and sought to further quantify engagement activities that had been completed since 2009 as summarised in the Case for Change document. This also included targeted focus groups with specific services users based on our knowledge of urgent care usage.

The figure relating to the percentage of people wanting a change in urgent care services was those who responded to the specific questions is detailed below.

## 2. Number of persons consulted about Urgent Care Services

406 responses to the survey were collected. Of these 320 were patients and carers and 86 were Healthcare Professionals and GPs.

56 responses were received from focus groups with the Older Peoples Parliament, Youth Voice Group, Mental Health workers and YMCA/homeless workers.

Additional feedback was gathered via Forum Housing, Looked after Children Group and young people with disabilities.

Presentations and question and answer sessions were held with Elected Members, Local Medical Committee and General Practitioners.

Public engagement sessions were also held at all urgent care venues in Wirral to talk with those people using services throughout the Listening Exercise period.

### **3. Number of persons in favour of change to Urgent Care Services.**

This question was not directly asked – the questions that were similar to this were as follows:

Question 23: “Our information leaflet provides patient insights, a summary of what we know about the use of urgent care services, and the issues faced by the NHS. Do you think the points that patients made about their experiences are a good reason to change services?”

Answer: ‘Yes these are a good reason for change’ percentage: 71.6% (111 replies out of 155)

Question 25: ‘Do you think that the changing needs of patients, and current pressure on the urgent care system is a good reason to change services?’

Answer: ‘Yes these are a good reason for change’, percentage 80.9% (127 replies out of 157)

### **4. Number of persons against any change to Urgent Care Services.**

This question was not directly asked – the questions that were similar to this were as follows:

Question 23: “Our information leaflet provides patient insights, a summary of what we know about the use of urgent care services, and the issues faced by the NHS. Do you think the points that patients made about their experiences are a good reason to change services?”

Answer: ‘No, I do not think these are good reasons to change,’ percentage 8.4%. (13 replies out of 155)

Question 25: ‘Do you think that the changing needs of patients, and current pressure on the urgent care system is a good reason to change services?’

Answer: ‘No I do not think these are good reasons to change’, 5.1% (8 replies out of 157)

### **5. Number of persons who stated that they were confused about Urgent Care provision on Wirral.**

This question was not directly asked. The statement ‘People are confused about what is offered and therefore will choose to go to A&E because they know they will be seen.’ was summarised from data taken from a number of surveys, focus groups, reviews, research and public workshops carried out in Wirral between 2009 and 2016.

<https://www.wirralccg.nhs.uk/media/4247/supplementary-data-insights.pdf>

This was further explored during focus groups completed in February 2018.

<http://www.wirralurgentcare.co.uk/wp-content/uploads/2018/09/review-of-urgent-and-emergency-care.pdf>

The confusion experienced by patients is also summarised as one of the principle reasons for NHS England to transform Urgent Care services in England.

<https://www.nhs.uk/NHSEngland/keogh-review/Documents/UECR.Ph1Report.Appendix%201.EvBase.FV.pdf>

Reference on page 7.

## **6. A copy of the questions persons was asked in this February 2018 Urgent Care Survey.**

Please see separate attachment for this information.

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)

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