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Date: 2nd November 2018

Our Ref: ID1254

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 the 17th October 2018.

You Asked for:

1. Accident & Emergency at Arrowe Park Hospital

a. Total attendance figures at Arrowe Park A&E for past 4 years for adults and children. In addition can you give us a breakdown of attendances by various categories eg., Major, Minor, etc.

NHS Wirral Clinical Commissioning Group (CCG) has the data for Wirral patients alone, so the below numbers are reflective of patients that have a Wirral GP attending A&E.

Wirral University Teaching Hospital Foundation NHS Trust (WUTH) could provide the additional activity from non-Wirral patients if requested.

Full A&E activity is also available nationally at:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ae-waiting-times-and-activity/>

Total attendance figures for Wirral patients at A&E for past 4 years, split by adults and children.

Adult/Children	2014/15	2015/16	2016/17	2017/18	Grand Total
Adult	62,612	64,591	65,908	66,233	259,344
Child	19,878	21,914	21,336	20,912	84,040
Grand Total	82,490	86,505	87,244	87,145	343,384

Breakdown by various categories for Wirral patients at A&E for past 4 years

Attendance breakdown	2014/15	2015/16	2016/17	2017/18	Grand Total
Minors	25,524	42,297	43,194	45,057	156,072
Majors Initial Assessment	18,583	28,858	29,229	27,519	104,189
Childrens Emergency department	8,908	15,250	14,774	14,514	53,446
No code	29,433	52	34	33	29,552
Awaiting Stream/triage	42	48	13	22	125
Grand Total	82,490	86,505	87,244	87,145	343,384

b. Total cost of services at Arrowe Park A&E department for various categories for the year 2016-17 and 2017-18.

Wirral CCG-commissioner cost of services at Arrowe Park A&E department	16/17	17/18
	Spend	Spend
Emergency Medicine, Any Investigation with Category 5 Treatment	£14,311	£25,089
Emergency Medicine, Category 1 Investigation with Category 1-2 Treatment	£1,589,916	£1,609,959
Emergency Medicine, Category 1 Investigation with Category 3-4 Treatment	£282,410	£191,466
Emergency Medicine, Category 2 Investigation with Category 1 Treatment	£3,950,307	£4,288,857
Emergency Medicine, Category 2 Investigation with Category 2 Treatment	£1,033,001	£1,344,685
Emergency Medicine, Category 2 Investigation with Category 3 Treatment	£219,876	£294,874
Emergency Medicine, Category 2 Investigation with Category 4 Treatment	£652,733	£1,615,442
Emergency Medicine, Category 3 Investigation with Category 1-3 Treatment	£1,114,558	£1,336,632
Emergency Medicine, Category 3 Investigation with Category 4 Treatment	£225,109	£556,724
Emergency Medicine, Dental Care	£2,531	£1,278
Emergency Medicine, No Investigation with No Significant Treatment	£903,565	£634,653
Emergency Medicine, Patient Dead On Arrival	£345	£473

Total	£9,988,662	£11,900,130
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c. Total activity analysis and costs of services based at Arrowe Park Hospital that are likely to become part of the Urgent Treatment Centre – Minors Units, A&E streaming, Acute Visiting Service, Arrowe Park, Walk In Centre and other services likely to be merged into the proposed Urgent Treatment Centre.

NHS Wirral CCG would foresee that a clinically suitable proportion of A&E minor unit activity will form part of the Urgent Treatment Centre.

At present:

Option 1, a 24 hour Urgent Treatment Centre could see approximately 31,000 attendances that are classified as low cost activity.

Option 2, 15 hour Urgent Treatment Centre could see approximately 26,000 attendances that are classified as low cost activity.

Supplementary to this we anticipate that the Urgent Care Treatment centre will also see patients who don't fully utilise the proposed local offers of adult booked appointments with a local GP/nurse, children's 0-19 walk-in service and wound care (dressings) appointments. The number will be conditional to the proposed opening house of these services.

At present the costs for the Urgent Treatment Centre are:

Option 1 £2.3million

Option 2 £1.6million

Total activity and costs are subject to the outcome of the consultation.

2. Walk in Centres

a. Total activity for the following services – APH WIC, VCH WIC and Eastham WIC for years 2016-17 and 2017-18.

WIC	Arrowe Park: Walk in Centre	Arrowe Park: Walk in Centre	Eastham: Walk in Centre	Eastham: Walk in Centre	Victoria Central Hospital: Walk in Centre	Victoria Central Hospital: Walk in Centre
Month	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18
01-Apr	2,764	2,548	1,075	1,239	3,137	3,396
2	3,181	2,529	1,253	1,197	3,508	3,566
3	2,557	2,421	1,122	1,083	3,367	3,285
4	2,704	2,669	1,178	1,417	3,508	3,479
5	2,650	213	908	107	3,145	279
6	2,399	2,542	796	126	3,141	3,246
7	2,205	2,682	1,098	10	3,180	3,289
8	1,936	2,603	873		2,701	3,117
9	2,721	2,766	1,308		3,242	3,074
10	2,503	2,725	1,091	774	3,202	3,263
11	2,296	2,582	1,059	637	3,081	2,928
12-Mar	2,653	3,304	1,206	854	3,545	3,530
Grand Total	30,569	29,584	12,967	7,444	38,757	36,452

The above includes months when either the facility hours were reduced (Eastham) or full data sets were not available for a month (month 5 in 2017/18 for Arrowe Park/Eastham/Victoria Central Hospital).

Considering the above factors, for the urgent care consultation we have used baseline activity assumptions of:

Arrowe Park Walk in Centre 32,021
 Eastham Walk in Centre 12,967
 Victoria Central Walk in Centre 39,318

b. Total contract value for following services – APH WIC, VCH WIC and Eastham WIC for years 2016-17 and 2017-18.

Walk in Centres	16/17	17/18
Victoria Central Hospital	£2,487,395	£2,492,372
Eastham	£224,124	£224,572
Arrowe Park	£1,034,038	£1,035,072

c. Breakdown of activity specifically relating to Discharge outcomes for patients attending each of the three WIC's for the years 2016-17 and 2017-18.

Data for 2016-2017 & 2017-2018 discharge outcome activity.

Discharge outcome description	Arrowe Park	Eastham	Victoria Central	Grand Total
Discharged - no follow up needed	14,968	6,368	28,965	50,301
Referral to general practice	18,862	7,610	20,463	46,935
A&E Referral	6,443	1,157	4,706	12,306
WIC Follow Up Needed	2,941	1,877	6,485	11,303
GPOOH follow up	4,909	767	2,179	7,855
Other	2,174	1,040	2,558	5,772
Left Before Being Seen	2,047	517	2,456	5,020
Referred To Secondary Care	2,699	244	1,347	4,290
NULL	1,745	36	921	2,702
Referred to Fracture Clinic	11	5	2,223	2,239
Community Services	691	47	375	1,113
(blank)	445	14	440	899
Refer to paediatrics	516	56	288	860
Referred to MIU	497	155	168	820
Ambulance	2	101	442	545
NHS 111	236	186	182	504
Dental advice/referral	223	54	219	496
Referred to ADHC	41	143	263	447
Pregnancy related referral	295	4	56	355
Left Dept Having Partial Treatment	127	29	158	314
Community eye referral	150	19	134	303
Referred to Pharmacy	96	38	111	245
Did not attend	28	15	26	69
Referred to WIC	13	13	26	52
Life threatening emergency detected	3	1	15	19
Prescription	3		2	5
Patient Deceased	3		1	4
Grand Total	60,153	20,411	75,209	155,773

d. Breakdown of activity specifically relating to patients transferred for GP appointments at Extended Access for patients attending each of the three WIC for the years 2017-18.

Unfortunately, NHS Wirral CCG does not have the ability to link patient activity at Walk In Centres to extended access. From the table detailing discharge activity it captures the numbers of patients referred to general practice for the combined years of 2016-2017 and 2017-2018.

e. Total number of patients under the age of 2 years seen in WIC each site during 2016-17 and 2017-18.

FinYear	EndLocationGroup	2 Years and under	Older than 2 Years	Grand Total
2016/17	Arrowe Park: Walk in Centre	1,629	28,925	30,554
	Eastham: Walk in Centre	649	12,333	12,982
	Victoria Central Hospital: Walk in Centre	1,510	37,247	38,757
2016/17 Total		3,788	78,505	82,293
2017/18	Arrowe Park: Walk in Centre	1,782	27,817	29,599
	Eastham: Walk in Centre	289	7,140	7,429
	Victoria Central Hospital: Walk in Centre	1,300	35,152	36,452
2017/18 Total		3,371	70,109	73,480
Grand Total		7,159	148,614	155,773

3. Minor Injury & Illness Units

a. Total activity for following services – Miriam MIU, Moreton MIU and Parkfield MIU for years 2016-17 and 2017-18.

FIN_YEAR	FIN_MONTH	MIRIAM	MORETON	PARKFIELD	Grand Total
2016/17	1	1,349	337	355	2,041
	2	1,465	328	354	2,147
	3	1,442	351	385	2,178
	4	1,406	400	370	2,176
	5	1,450	408	404	2,262
	6	1,350	374	436	2,160
	7	1,528	309	434	2,271
	8	1,507	399	438	2,344
	9	1,470	363	388	2,221
	10	1,561	321	391	2,273
	11	1,426	290	385	2,101
	12	1,559	351	447	2,357
2016/17 Total		17,513	4,231	4,787	26,531
2017/18	1	1,422	314	346	2,082
	2	1,626	292	415	2,333
	3	1,417	410	326	2,153

	4	1,507	395	293	2,195
	5	1,555	392	296	2,243
	6	1,335	389	302	2,026
	7	1,468	414	330	2,212
	8	1,279	384	307	1,970
	9	1,389	339	269	1,997
	10	1,429	393	252	2,074
	11	1,220	341		1,561
	12	1,564	401		1,965
2017/18 Total		17,211	4,464	3,136	24,811

Data includes two months in 2017/18 when data was not available for Parkfield.

Considering this for the urgent care consultation we have used baseline activity assumptions of:

Miriam 17,211
Moreton 4,464
Parkfield 4,787

b. Total contract value for following services – Miriam MIU, Moreton MIU and Parkfield MIU for years 2016-17 and 2017-18.

<u>MIUs</u>	<u>16/17</u>	<u>17/18</u>
Birkenhead/ Miriam MC	£261,827	£261,827
Parkfield MC	£83,000	£83,000
Moreton	£100,000	£100,000

c. Breakdown of activity specifically relating to Discharge outcomes for patients attending each of the three MIU for the years 2016-17 and 2017-18.

FIN_YEAR	LOCATION	A&E	Discharge	NULL	WIC Review	See own GP	See own nurse	VCH	Grand Total
2016/17	MIRIAM	398	15,062	302	591	943	89	128	17,513
	MORETON	20	3,896	82	12	171	33	17	4,231
	PARKFIELD	159	3,895	63	155	473	32	10	4,787
2016/17 Total		577	22,853	447	758	1,587	154	155	26,531
2017/18	MIRIAM	302	15,369	295	446	666	69	64	17,211
	MORETON	24	4,079	87	13	201	52	8	4,464
	PARKFIELD	75	2,695	37	49	258	14	8	3,136
2017/18 Total		401	22,143	419	508	1,125	135	80	24,811
Grand Total		978	44,996	866	1,266	2,712	289	235	51,342

d. Breakdown of activity specifically relating to patients transferred for GP appointments at Extended Access for patients attending each of the three WIC and MIU for the years 2017-18.

NHS Wirral CCG unfortunately does not have the ability to link patient activity at Minor Injury Units to extended access. From the table detailing discharge activity above it captures the numbers of patients referred to general practice for the combined years of 2016-2017 and 2017-2018.

e. Total number of patients under the age of 2 years seen in WIC & MIU by each site during 2016-17 and 2017-18.

FIN_YEAR	Age Band	MIRIAM	MORETON	PARKFIELD	Grand Total
2016/17	2 Years and Under	95		40	135
2017/18	2 Years and Under	619		76	695
Grand Total		714	0	116	830

The data provided from Moreton clinic does not have patient ages included within it.

4. The CCG has referred to patients attending multiple agencies and accessing services inappropriately. Can we have a breakdown of such patients by practice and services accessed by such patients?

As per the tables above questions 2c and 3c there are incidences where patients have been re-directed to Accident and Emergency, Walk in centres, fracture clinics, community services and minor injury services.

Locally NHS Wirral CCG cannot link data between different providers and are unable to provide a patient level breakdown of multiple agency use.

NHS Wirral CCG is also informed by national literature such as: 'The Keogh Urgent and Emergency Care Review,' to support this.

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

5. Impact Assessment

a. The CCG has estimated that 40% of attendances at Children's A&E are for minor conditions. How will they be diverted to Community 0-19 Service? If Adult patients attending A&E for minor ailments cannot be diverted to community settings to date, what steps will be put in place to divert children? Can you share with us any Risk & Impact Assessment work that has been undertaken in this regard?

NHS Wirral CCG has produced the following impact assessments for the two options as per the following links:

http://www.wirralurgentcare.co.uk/wp-content/uploads/2018/08/Equality_Impact_and_Risk_Assessment-Option_1.pdf

http://www.wirralurgentcare.co.uk/wp-content/uploads/2018/08/Equality_Impacy_and_Risk_Assessment-Option_2.pdf

b. Miriam MIU, VCH WIC and Eastham WIC are co-located in some of the most deprived and low socio-economic areas in Wirral. Can you share with Inequality Impact Assessment if services were moved from those sites?

To mitigate any impact the options include provision for local services in the four Wirral localities. Extended GP hours and the local offer will be targeted to meet demand in areas of most deprivation and low socio-economic areas in Wirral.

6. Proposed Urgent Treatment Centre

a. Can you outline the estimated budgetary allocation for the Urgent Treatment Centre and the proposed four services for 0-19 year olds & Elective Dressings?

The proposed budgetary allocations at present are:

Service	Option 1	Option 2
Urgent Treatment Centre	£2.3m	£1.6m
4 Local area services	£1.4m	£2.0m
Investment in Diagnostics & Infrastructure	£0.5m	£0.6m
Total	£4.2m	£4.2m

These are subject to revision following the present Urgent Care consultation.

b. Total projected activity analysis for the new Urgent Treatment Centre.

The supply of appointments are based on potential activity and cost assumptions and have built in between 44,000 and 64,000 appointments for the Urgent Treatment Centre.

This is subject to the outcome of the present consultation and may be subject to revision.

7. GP Extended Access / Appointments

a. The number of additional GP appointments that will be available from 2019-20. Will these be during extended hours or to increase capacity in GP during normal hours?

The proposed number of additional GP appointments for 2019-20 is still subject to contracts being agreed.

b. Can you give a breakdown on number of appointments delivered by PCW and GPW-Fed from various sites with specific reference to Arrowe Park site? Will additional GP appointments be delivered from community GP setting or from Arrowe Park site?

Current weekly appointment provision in 18/19 by GP Federation is PCW: 508 (127 hours) GPW-Fed: 212 (53 hours). Of these 65% are delivered in a community/GP setting and 35% at Arrowe Park hospital. The additional appointments to be commissioned from April 19/20 are all currently proposed to be delivered in a community/GP setting – exact locations are still to be confirmed.

c. Has an impact assessment been carried out on the effect on access to General Practice if WIC and MIU's were decommissioned? If so, can you share this information?

NHS Wirral CCG estimates that up to an additional 37,342 or 34% of patients may choose to access GP services as a result of the new Urgent Care model proposed. The CCG is currently working with local GP practices to review the number of appointments they provide as part of their core contracts in hours with a view to setting new quality targets to improve access in hours from April 19.

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

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