

Engagement Document

Hanley Primary Care Access Hub (HPCAH) (also known as Hanley Walk-in Centre) Involvement

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1 Introduction

The Staffordshire and Stoke-on-Trent Clinical Commissioning Groups (CCGs) would like to understand your views on the Hanley Primary Care Access Hub (HPCAH) and an emerging model of care.

We want to understand how you use primary care services. Primary care services are those provided by your GP, a pharmacy or NHS 111. Primary care services also include opticians and dentists, but we are not asking you about those services at this time.

Primary care services across North Staffordshire and Stoke-on-Trent

In 2009, the **Hanley Primary Care Access Hub** (HPCAH) was established. You may know it as Hanley Walk-in Centre. It is located at 69-71 Stafford Street, Hanley, Stoke-on-Trent (opposite The Body Shop / TK Maxx).

As a walk-in centre, it means anyone can 'walk-in' and wait to be seen without booking an appointment. It provides routine and same-day primary care for minor conditions, ailments and injuries. Before 2017, it had a registered patient list and also accepted 'walk-ins' off the street from people needing same-day urgent primary care. The registered list was reallocated to local practices at this time.

Since the establishment of the HPCAH, primary care services have improved significantly across Staffordshire and Stoke-on-Trent. Extended GP opening hours over the last few years now means that appointments are available up to 8pm on weekdays with some appointments available on both Saturday and Sunday. You can also phone NHS 111, visit the NHS website, or visit your local pharmacy. All these services can either provide advice and guidance or refer you to the most appropriate service for your healthcare needs.

Our **mobile homeless health service** provides vital medical support to people experiencing homelessness in local places across the city for both physical and mental health needs. We have a community outreach vehicle which is fitted with wi-fi, facilities to take blood pressure, take blood and dress wounds in a safe, private environment.

Services during the COVID-19 (coronavirus) pandemic

At the start of the COVID-19 pandemic in March 2020, GP practices – including those at HPCAH – were asked to provide a virtual service with consultations (appointments) held by phone or video wherever possible. This decision was made to keep patients and staff safe from COVID-19 – which face-to-face meetings would have risked. Face-to-face appointments were available if an initial virtual consultation confirmed this was clinically necessary and appropriate.

During COVID-19, **Hanley Primary Care Access Hub** stopped accepting walk-in patients and a virtual service was provided instead. Patients were redirected to other local services such as community pharmacies, NHS online services, NHS 111 as well as their own GP practice.

The **mobile homeless health service** continued to support people experiencing homelessness during COVID-19. We identified those at most risk from coronavirus due to underlying health issues and made sure

they received the COVID-19 vaccine. The service also manages their healthcare needs and supports individuals to register with a GP practice.

What we would like to understand from you

Through a survey, we would like to hear from local people to explore the following areas of accessing healthcare:

- Where you go when you need same-day urgent care or primary care services
- Your experiences of using Hanley Primary Care Access Hub / Hanley Walk-in Centre
- Your experiences of using the mobile homeless health service
- Our new model of care for primary care services
- Your views on the temporary changes we made during the COVID-19 pandemic.

People who have accessed the healthcare services locally are invited to share their experiences and views. An online survey (<https://nhs.researchfeedback.net/s.asp?k=162504244918>) is open until Monday 23 August 2021.

2 About us

Clinical Commissioning Groups are NHS organisations, led by clinicians (health professionals). The six CCGs in Staffordshire and Stoke-on-Trent use public money to plan and commission (buy) most of the health services for the 1.16 million people living in the county.

We involve patients and the public, so that we understand the real impact of the services we commission. We carefully consider the issues affecting local people to ensure that people continue to have access to high quality, safe and sustainable services to meet their needs, and that there is no adverse impact on any particular group of individuals.

3 The current picture

The national picture

Since 2000, the NHS has opened hundreds of walk-in centres across England. The aim was to improve patient access to primary care, be more responsive to their busy lifestyles, and offer more choice. Numerous reports over the last 10 years (Keogh Review¹, NHS Five Year Forward View², NHS Long Term Plan³) have highlighted how making urgent care more accessible will reduce the pressure on emergency care.

Over the next five years, the NHS has committed to expand and redesign urgent and emergency care. The objectives are to make services simpler, more consistent and ensure patients get the right care, first time. This will improve clinical outcomes and quality of care, relieve pressure on A&E departments, and better offset surges in demand, for example during winter.

In 2017, NHS England published their plans for providing integrated, 24/7 access to urgent care access. This includes the establishment of urgent treatment centres (UTCs), which are able to manage more complex patients, UTCs encompass the current walk-in centres, minor injuries units, GP-led health centres and all other similar facilities. They are an opportunity to integrate wider primary care with urgent care, reduce duplication and flex the workforce to provide urgent and primary care services to meet the needs of local people.

The local picture

Across the Stoke-on-Trent and North Staffordshire area, there is full access to primary care services from GPs to pharmacies. For example, there are 39 GP practices in Stoke-on-Trent and 30 in North Staffordshire.

Extended GP opening hours over the last few years now means that appointments are available up to 8pm weekdays with some appointments available on both Saturday and Sunday. You can also phone NHS 111, visit the NHS website, or visit your local pharmacy. All these services can either provide advice and guidance or refer you to the most appropriate service for your healthcare needs.

Evidence suggests that people who have a history of homelessness have a significantly lower life expectancy and poor physical and mental health compared to the general population. Although Stoke-on-Trent and Newcastle-under-Lyme city centres are hotspots for people experiencing homelessness, there are also a number of people experiencing homelessness in the towns surrounding the centres.

¹ [Review into the quality of care and treatment provided by 14 hospital trusts in England: overview report](#) – Professor Sir Bruce Keogh KBE for NHS England, July 2013

² [NHS Five Year Forward View](#) – NHS England, October 2014

³ [NHS Long Term Plan](#) – NHS England, January 2019

The Hanley Primary Care Access Hub

Hanley Primary Care Access Hub (HPCA) is a primary care 'walk-in' service and is located at: 69-71 Stafford Street, Hanley, Stoke-on-Trent (opposite The Body Shop / TK Maxx). You may know this place as Hanley Walk-in Centre.



It means anyone can 'walk-in' and wait to be seen without booking an appointment. It provides routine and same day primary care for minor conditions, ailments and injuries.

At the start of the COVID-19 pandemic in March 2020, GP practices – including those at HPCA – were asked to provide a virtual service with consultations (appointments) held by phone or video wherever possible. This decision was made to keep patients and staff safe from COVID-19 – which face-to-face meetings would have risked. Face-to-face appointments were available if an initial virtual consultation confirmed this was clinically necessary and appropriate.

During COVID-19, Hanley Primary Care Access Hub stopped accepting walk-in patients and a virtual service was provided instead. Patients were redirected to other local services such as community pharmacies, NHS online services, NHS 111 as well as their own GP practice.

We are now reviewing these temporary changes and exploring what worked well and where there are issues. We will use this feedback to help shape the future model of care and ensure it meets the needs of local people.

The mobile homeless health service (community outreach vehicle)

Those experiencing homelessness can access Hanley Street Surgery or the mobile homeless health service. These services offer access to a wide range of healthcare professionals such as a GP, nurse, mental health support worker and social prescriber.

Our mobile homeless health service provides vital medical support to people experiencing homelessness in local places across the city for both physical and mental health needs. We have a community outreach vehicle which is fitted with wi-fi, facilities to take blood pressure, take blood and dress wounds in a safe, private environment.



The service continued to support people experiencing homelessness during COVID-19. We identified those at most risk from coronavirus due to underlying health issues and made sure they received the COVID-19 vaccine. The service also manages their healthcare needs and supports individuals to register with a GP practice.

We would like to understand your experiences of using the mobile homeless health service before and during the COVID-19 pandemic. We will use this feedback to see if the service needs to be improved or changed.

4 The emerging model

We are proposing to close the Hanley Primary Care Access Hub, because we believe the services it provides are delivered elsewhere. This would allow for simplified and consistent services to ensure that patients get the right care, first time.

The improvements in primary care services over recent years mean that the services provided at the Hanley Primary Care Access Hub duplicate those provided by other primary care services which have been enhanced and newly introduced (such as GP practices, pharmacies, NHS 111 and NHS website). Also, the new primary care services provide access to care either at home or closer to home, and at a time that may be more convenient to you.

We plan to commission an enhanced service to support people experiencing homelessness to access primary care services. They will be supported to register with a GP – either at a GP practice or through the community outreach vehicle which moves around the city. The vehicle will be equipped to deal with different conditions, ailments and/or injuries. You will be able to attend for personal healthcare needs, assessment, referral and ongoing care. As it is a vehicle, it can care for those experiencing homelessness regardless of location (e.g., on the street, in a hostel, etc).

This model is intended to provide a more accessible and responsive service to homeless people to improve how care is provided to them. We will link closely with other organisations (including the voluntary sector, health, substance misuse, social services, housing and police) to ensure a multi-disciplinary approach to care. This will promote a collaborative, whole system approach to prevention, health assessment and interventions that support this transient population.

We would like to understand any concerns you have about the potential closure of the Hanley Primary Care Access Hub. We would like to know if you are supportive of the above plans. Please also tell us if there is anything else we need to consider in developing our emerging model of care.

5 How you can have your say

Through a survey, we would like to hear from local people to explore the following areas of accessing healthcare:

- Where you go when you need same-day urgent care or primary care services
- Your experiences of using Hanley Primary Care Access Hub / Hanley Walk-in Centre
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- Our new model of care for primary care services
- Your views on the temporary changes we made during the COVID-19 pandemic.

People who have accessed the healthcare services locally are invited to share their experiences and views. An online survey (<https://nhs.researchfeedback.net/s.asp?k=162504244918>) is open until Monday 23 August 2021.

6 What happens next

How we will use your feedback

We welcome all responses to this period of gathering feedback, which will run for six weeks from Tuesday 13 July 2021 to Monday 23 August 2021. The responses received will be analysed independently and a report produced. This report will be presented to the Staffordshire and Stoke-on-Trent CCGs for consideration.

Timeline

The following table presents an overview of the timeline of the process.

Activity	Date
Engagement launch	Tuesday 13 July 2021
Engagement end	Monday 23 August 2021
Production of report of findings	Friday 24 September 2021
Engagement findings discussed with clinical leads	Week commencing Monday 4 October 2021
Findings presented at Primary Care Committee	Tuesday 2 November 2021
Findings presented at Governing Body	December 2021

7 Contact us

Staffordshire and Stoke-on-Trent Clinical Commissioning Groups

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<https://www.northstaffsccg.nhs.uk/>; <https://www.staffordsurroundsccg.nhs.uk/>;
<https://www.stokeccg.nhs.uk/>; <https://sesandspccg.nhs.uk/>.
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