

READING HEALTH AND WELLBEING BOARD

Date of Meeting	11 th October 2024
Title	Reading Urgent Care Centre Pilot Evaluation Summary
Purpose of the report	To note the report for information
Report author	James Montgomery
Job Title	Head of Programmes (Berkshire West)
Organisation	BOB ICB
Recommendations	That the Health and Wellbeing Board notes the Urgent Care Centre pilot evaluation summary and the emerging conclusions/outputs of the pilot.

1. Executive Summary

The ICB commissioned a pilot Urgent Care Centre (UCC) service, located at Broad Street Mall, Reading and operational from 5 December 2022. Following the initial pilot period, a UCC evaluation report was written by the ICB and its contents have been summarised in the enclosed evaluation summary document to provide an update on the service activity and the emerging conclusions to inform future commissioning intentions.

2. Policy Context

2.1. Not applicable.

3. The Proposal

3.1. Not applicable.

4. Contribution to Reading's Health and Wellbeing Strategic Aims

4.1. The clinical service provided by the UCC is consistent with two of the strategic aims set out in the Berkshire West Joint Local Health and Wellbeing Strategy - to 'reduce the differences in health between different groups of people' and to 'support individuals at high risk of bad health outcomes to live healthy lives.' Data referenced in the report notes that patients were able to access the service despite not being registered with a GP, for example, and were redirected to the UCC from Royal Berkshire NHS Foundation Trust's Emergency Department, to enable them to receive appropriate primary care-led care in a timely manner.

4.2. In addition the pilot has aimed to influence the following principles set out in the strategy:

4.2.1. Recovery from Covid-19: supporting equity of access to health services.

4.2.2. Prevention and early intervention: supporting people to access health services rapidly.

5. Environmental and Climate Implications

Not applicable.

6. Community Engagement

6.1. As part of the evaluation, engagement through user and primary care surveys took place to inform the evaluation and emerging conclusions.

7. Equality Implications

7.1. Considered within the evaluation report.

8. Other Relevant Considerations

8.1. Not applicable.

9. Legal Implications

9.1. Not applicable.

10. Financial Implications

10.1. Not applicable.

11. Timetable for Implementation

11.1. Not applicable.

12. Background Papers

12.1 None

Appendices

Appendix A – Data on impact on Royal Berkshire NHS Foundation Trust Emergency Department of UCC activity