



## Focus on...

Bringing urgent care closer to patients' homes and unlocking potential system savings in Widnes, Cheshire

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### Building / Location:

Widnes Health Care Resource Centre, North West

### Organisations Involved:

- NHS Halton CCG
- Community Health Partnerships
- Renova Developments Ltd

### Expected Benefits:

- £150,000 savings to local health economy
- 15% reduction in A&E attendance over five years
- 15% reduction in non-elective admissions through A&E
- 23% reduction in attendances over time

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### The challenge:

Widnes in Cheshire has one of the lowest levels of car ownership in the country. In addition, the closest Accident and Emergency department is over eight miles away.

Coupled with the general call to help reduce the pressure on the acute sector and cut Accident and Emergency admissions by 15 per cent over five years, Halton CCG identified a need to create a new Urgent Care Centre; thereby creating a real primary care-facing alternative to A&E.

### The opportunity:

The Widnes Health Care Resource Centre (an existing LIFT building) was identified by Halton CCG as a key site to support their commissioning plans. With available capacity in the building, CHP and the local LIFT Company - Renova – seized the opportunity to work with the CCG to put more services in there, get best value and use the building to its full potential.

As part of the building's reconfiguration, services including mental health, wellbeing and social activities have been implemented and opportunities for evidence-based brief interventions have also been provided.

The reconfiguration work has included:

- A single new reception and waiting room, consolidating the six spread throughout the building.
- New X-ray facilities with leaded rooms.
- Imaging and ultrasound facilities.
- Diagnostics and an on-site pharmacy.
- Widening doors and corridors to accommodate trolleys.
- Children's areas with soft play equipment.

The top floor of the Widnes Health and Resource Centre was also previously home to 25 offices which were underused and inefficient, so plans also included work to return these spaces to clinical use with sinks and beds.

In addition, the space has been redesigned so it adapts to future needs and meets the demands of those currently using the building.



*Above: Widnes Health Care Resource Centre*

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### **Expected benefits and service improvements:**

The proposed reconfiguration and creation of an Urgent Care Centre at Widnes will help deliver:

- £150,000 savings to the health system annually.
- 15% reduction in A&E attendances over five years.
- 15% reduction in non-elective admissions through A&E.
- 23% reduction in A&E attendances over time.

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### **Implementation:**

The Urgent Care Centre opened its doors to patients in the Summer of 2015.