

**MAKING URGENT CARE WORK BETTER IN SUNDERLAND – CONSULTATION
ANALYSIS**

REPORT OF NHS SUNDERLAND CCG

1. Purpose of Report

- 1.1 The report and presentation provide a detailed overview of the feedback from Sunderland CCG's consultation around Urgent Care which was launched on Wednesday 9 May 2018.

2. Background

- 2.1 Urgent care is 'a sudden healthcare problem that needs an appointment within 24 hours with a healthcare professional but is not a life-threatening illness or injury'. This includes urgent care for both mental and physical health.
- 2.2 The consultation was launched on Wednesday 9 May 2018 and ended on Sunday 12 August 2018.

3. Feedback from the Urgent Care Consultation

- 3.1 In summary a total of 2,219 people or organisations participated during the consultation period as patients, members of the public, elected officials, officials of public bodies, trade unions, political parties, and campaigning bodies.
- 3.2 The responses provided to the CCG were independently analysed by ASV Research Limited on behalf of Sunderland CCG. The full feedback report is attached at **Appendix 1** of this report for Members information.
- 3.3 A presentation, also attached at **Appendix 2**, will be provided at the meeting to provide a detailed overview and analysis of the findings from the consultation, this will include:
- Background and context
 - The proposals for urgent care
 - Locations for the Sunderland Extended Access Service (SEAS)
 - Opening hours for urgent care services
 - Decision making criteria
 - Written, verbal, and other submissions
 - Summary of outcomes.

4. Recommendation

- 4.1 The Health and Wellbeing Scrutiny Committee are requested to note the content of the report and presentation.
- 4.2 The Health and Wellbeing Scrutiny Committee is requested to consider the provision of a formal response to Sunderland CCG in response to the public consultation on urgent care services in Sunderland.