

Making urgent care **work better** in Sunderland

Have **your** say



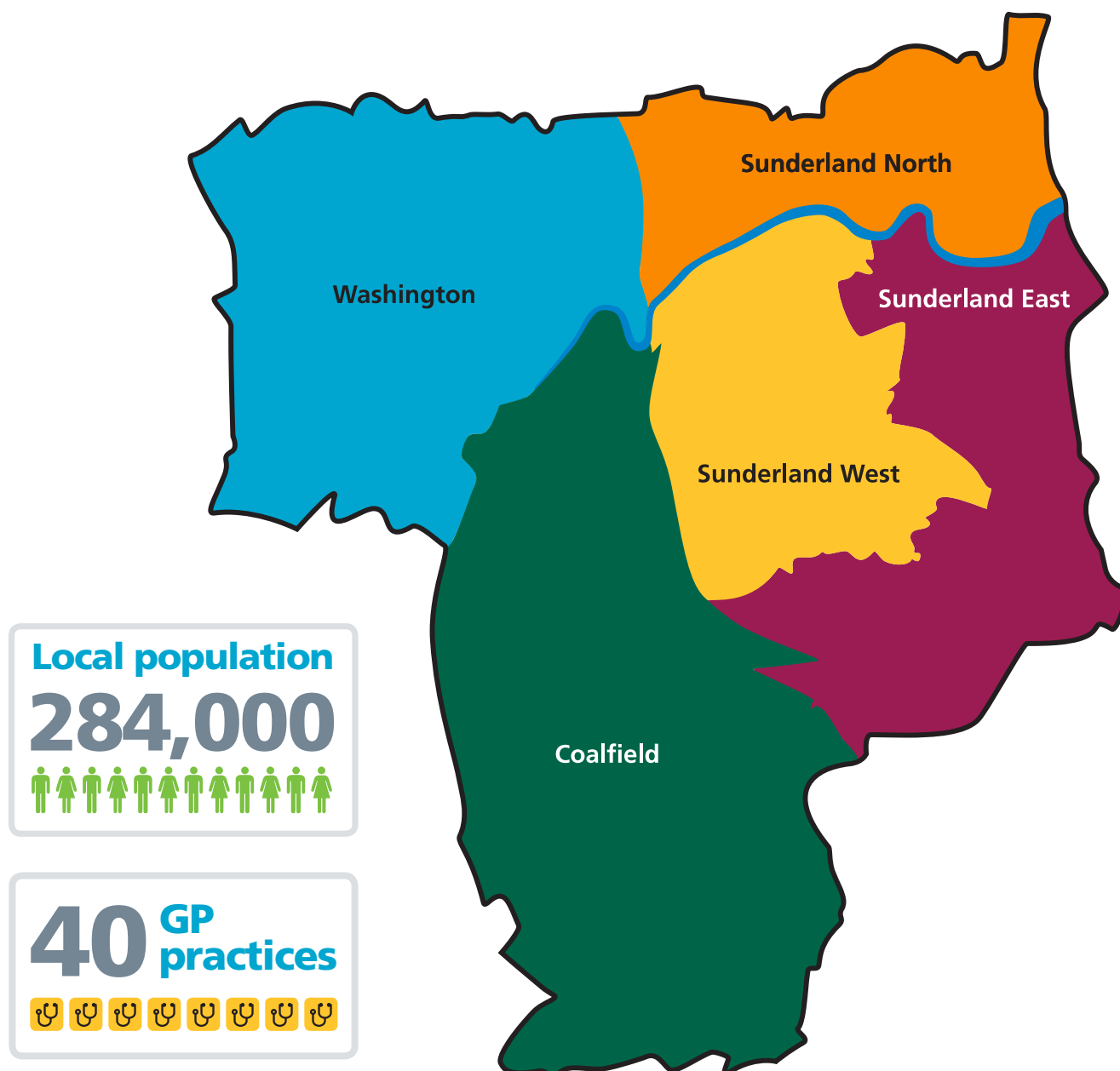
Wednesday 9 May to
Sunday 12 August 2018



About us

We are NHS Sunderland Clinical Commissioning Group (CCG) and are made up of local doctors, nurses, and other healthcare professionals. We are responsible for planning, developing and funding NHS healthcare and health services so that people living in the area have access to the best possible care.

For more information about the CCG you can visit www.sunderlandccg.nhs.uk



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Making urgent care work better in Sunderland

Thank you for taking the time to read this booklet, which provides you with an opportunity to have your say about some important changes we want to make to urgent care services in Sunderland.

This consultation document will set out how urgent care services in Sunderland could look in the future.

Over the past two years, we have talked to hundreds of local people about urgent care. People have told us overwhelmingly that they find the current system confusing and are not always sure where to go to get the care they need. Many people have also told us that they find it hard to get an urgent appointment with their GP or feel they have to wait too long.

Combine this with the latest national guidance and it shows that the current arrangements are not working for patients.

We want to make it easy and simple to access NHS services wherever you live in Sunderland as part of our vision, achieving 'Better Health for Sunderland'.

To do this, we need to make some changes to the current services to make sure people get the right care as quickly as possible.

We also want to improve access to GP appointments so everyone who needs an urgent appointment can do so quickly.

We have developed a different way of arranging services, shown from page 12, and would like your views on this. We believe that this will make urgent care in Sunderland work better and we would like to know what you think. The closing date for comments is Sunday 12 August and no decision will be made until we have reviewed all the feedback that we receive.

The ongoing Path to Excellence programme will also continue during 2018 and 2019. This focuses mainly on services provided in hospitals.

This review of urgent care services in Sunderland is an opportunity to have your say on potential changes to services provided outside of hospital. It is important that you get involved in this urgent care work.

We look forward to hearing what **you** think.



Dr Ian Pattison,
clinical chair



David Gallagher,
chief officer

What is urgent care?

Urgent care means 'when you suddenly become unwell and need to see a healthcare professional the same day but is not an emergency'. This includes urgent care for both mental and physical health.

In Sunderland, this currently includes:



NHS 111 - the number to dial for non-life threatening medical concerns. It is a national telephone number, where healthcare professionals are available to provide telephone-based clinical advice, access to out-of-hours doctors and wider medical services when they are needed.

There will be an improved service in place from October 2018. More healthcare professionals will now be available to give advice to patients. This means that more people can call to get health advice without the need to travel to an appointment. This will be known as the 'Integrated Urgent Care Service'.



Pharmacies – they offer advice for minor illnesses and injuries as well as advice on the safe use of medicines. Lots of pharmacies are open late and at weekends. There are 63 pharmacies in the Sunderland area, so it is never far to travel to one. Pharmacists are experts in the use of medicine and able to diagnose and treat many common illnesses.



GP services during normal working hours

The GP is where most people go when they have a health problem. In Sunderland there are 40 GP practices, mostly open Monday to Friday, 8am to 6.00pm.



GP services during evenings and weekends (extended access)

– since 1 September 2017, GP appointments have been available weekday evenings from 6.00pm to 8.30pm, and on weekends and bank holidays. GP practices have come together to offer these appointments and the service is available in up to five locations to all patients in the city. Appointments are made via your own practice and NHS 111.



GP services out of normal working hours

The GP out-of-hours service aims to provide accessible urgent care when GP practices are closed. Depending on the severity of the healthcare issue, patients may be offered telephone advice, an appointment or a home visit.



Urgent Care Centres

– At Sunderland's four urgent care centres (sometimes known as walk-in centres), GPs and nurses see patients who have a health issue which is not life threatening but needs to be seen that day. They are open Monday to Friday 10am to 10pm and from 8am to 10pm, Saturday, Sunday and bank holidays.



Why do we need to change?

People are confused about where to go

NHS services in Sunderland are too complicated and people often tell us that they do not know where to go.

People want joined up care and they would prefer to see their GP for same day urgent appointments.

Demand keeps on growing

Over the last ten years, demand for health services has continued to grow. Historically additional services were opened one by one to cope with increasing demand – and this is why the urgent care centres were opened.

Urgent care centres were designed to take the strain away from accident and emergency (A&E) but this is not working. More and more people are still going to A&E (now called the emergency department). Two in three people who go to A&E, either don't need treatment or are transferred back to their GP (using data from January to December 2017).

We need to do something different, as we cannot keep services as they are now. The A&E emergency department needs to be kept free so people with life threatening emergencies can be seen quickly. This is one of the reasons why the name A&E has been changed to emergency department.

We need to spend our money more wisely

We have too many services that are providing similar services at the same time.

This causes confusion about the best place to go and is not a good use of our limited NHS resources.

We need to make sure that we spend money wisely across the NHS system in order to secure NHS services for the future. We believe that we can get greater value for money if we invest more of this money supporting GP practices and other services outside of hospitals.

There are now more services available in your community

The NHS and social care services have been working more closely together in Sunderland to provide better services in the community. Called 'All Together Better', this approach is making sure services delivered out of hospital are joined up and deliver effective, seamless care that the people of Sunderland deserve.

Examples of this work include:

- **Recovery at Home Service:** this team responds quickly to provide intensive support to those who need more help while they are getting back to normal after a short term illness or injury in their own home, a care home or on discharge from hospital
- **GP home visiting service:** from 1 October 2018, GPs will also be part of the Recovery at Home team. They will visit people who need a home visit and support the nurses when people visit when they are unable to get to their GP practice. This service will free up GP time so they can focus on patients with complex health needs
- **Mental health services:** a crisis team visits people in their homes when they are experiencing a mental health crisis. Services are also available at Sunderland Royal Hospital

We are recruiting and training more GPs and nurses

Like many other areas, Sunderland has a shortage of GPs and nurses, but we are working hard to attract more GPs and nurses to the city and encourage them to stay.

Examples include:

- **GP career start scheme:** newly qualified GPs can get extra peer support when taking on their first job in a practice
- **Practice nurse career start scheme:** this scheme is similar to the GP career start scheme
- **Working with universities:** developing training programmes with placements in GP practices. These are now taking place in Sunderland to help staff understand the benefits of working in GP practices. Also the University of Sunderland is to open a school of Medicine in 2019

National policy

As a CCG, we have to follow national guidance and policies, set by NHS England. NHS England has said that urgent and emergency care must be reviewed to ensure:

- Care is suitable for people of all ages with physical and mental health issues
- Each area must have an urgent treatment centre (more information on page 17). This service needs to be easy for people to access and joined up with other services. This is why it is recommended that these should be located alongside the emergency department (A&E) because it means it is easier to work together more effectively
- The improved NHS 111 service (available from 1 October 2018) which includes a team of clinicians working together to give advice for physical and mental health needs. Giving advice over the phone will free up face-to-face appointments in GP practice
- GP practices are working together to provide more GP appointments. Our proposals build upon the work already being delivered by local GP practices



What have people told us so far?

This work started in 2016 when we began reviewing the ways people use urgent care services in Sunderland.

In November and December 2016, we asked over 800 people how they used urgent care services and what they thought about them. The full report of this is available at: www.sunderlandccg.nhs.uk/get-involved/urgent-care-services. If you would like a printed version or this document in another format such as large print, easy-read, braille, audio, please call **0191 217 2670**.

People told us that:

- The system is confusing
- They want to see their GP first when they have an urgent care need
- If they have a long term condition they want to ensure that they receive the same care from healthcare professionals who know about their needs and health issues

People made suggestions for improvements:

- Wanting to understand what services are for, what their opening times are and improve communication about these
- More staff and training are required
- One place to access services
- Opening other services for longer would reduce people going to the emergency department

We have continued to ask people what they think about NHS services to help us to develop our options.



How we developed our options

We started by developing a large number of potential options to make urgent care services better. We did this through talking to patients, the public and lots of staff who currently work in urgent care

Throughout December 2016 onwards, we worked closely with partners and providers of NHS services to develop these options. We also made sure we took into account what patients were telling us.

In developing these options, we have worked with representatives from:

- City Hospitals Sunderland NHS Foundation Trust
- Local Medical Committee
- NHS England
- North Durham and Durham Dales, Easington and Sedgefield CCGs (via NHS North of England Commissioning Support Unit)
- North East Ambulance Service NHS Foundation Trust
- NHS North of England Commissioning Support Unit
- Northern Doctors Urgent Care (Vocare)
- Northumberland, Tyne and Wear NHS Foundation Trust
- South Tyneside NHS Foundation Trust
- Sunderland Care and Support
- Sunderland City Council
- Sunderland GP Alliance (a federation of GP practices in Sunderland)
- The Multispecialty Community Provider Executive Team (made up of lots of health and social care providers in Sunderland)



The process we went through to look at the options

At seven workshops over 18 months, which included representatives from health and social care, we looked at all the possible options that could work in Sunderland.

We also agreed five key principles to guide us.

When developing the options we made sure they fitted with what patients told us (page 8) as well as fitting the five key principles.

5 key principles:

1 **Be safe, sustainable and provide responsive, high quality care**

It is important that people who need medical care have access to the most appropriate level of care to meet their needs.

We want to put a system in place where patients are seen when they need medical help, at the best location for their needs and by a healthcare professional with the specialist skills to treat their condition.

Any improvements that are suggested need to be managed within the resources that are available to us.

2 **Help people to increase self-care (looking after yourself) through access to appropriate medical advice**

Many minor illnesses or injuries get better without the need for professional medical help. For healthy people most common illness, such as coughs, cold and flu, will clear up in a few days with a combination of rest and medication from a well-stocked medicine cabinet.

By giving people information about their own healthcare needs, this will help people develop the knowledge, skills and confidence to manage minor healthcare issues themselves. With the right information, many people can also monitor and control long-term conditions such as diabetes or asthma. This will allow more people to live their normal day-to-day lives without requiring emergency appointments. This in turn helps free up resources so that medical professionals are available for those who really need medical help.

3 Ensure appropriate access to treatment as close to home as possible

Many straightforward healthcare issues are treated using local services such as pharmacies and GPs. But there is a greater range of services currently carried out in hospitals that could be treated in a GP practice or in the community.

We need to focus on patients receiving the right care at the right time, in the right place.

4 Simplify access by improving integration (making sure everything is joined up) across health and social care and reducing duplication of services

We would like all of the NHS services and systems to be joined up so that people can move between hospital and community services quickly and easily.

5 Meet national requirements (this includes an urgent treatment centre, the improved NHS 111 service, GP appointments available on evenings and weekends)

We have to follow national guidance and policies set by NHS England. NHS England has stated that urgent and emergency care has to be reviewed so that it is suitable for people of all ages with physical and mental health problems.

We have outlined the options which did not meet the key principles in appendix one. Further detail and information can be found in the 'Urgent Care Strategy Outline Business Case' document online at: www.sunderlandccg.nhs.uk/get-involved/urgent-care-services

Why we think this could work for Sunderland

Improving the way you access services

An improved system where you can contact NHS 111 and be assessed over the phone, which can:

- Give advice on how to look after yourself (if required from a nurse, GP, consultant or other healthcare professional)
- Send an electronic prescription to your nearest pharmacy (if required)
- Book an appointment into the best service for your health issues if you need to have a face-to-face appointment

If you have a long-term condition or you still want to contact your GP practice directly, then you still will be able to.

Changing the way you get urgent GP appointments

Groups of GP practices are working together to offer urgent appointments on evenings and weekends. People will be assessed by their practice or 111 to decide if they need to be seen at their own practice for continuity of care or if they can be seen at the Sunderland Extended Access Service.

Changing where people would go for minor illnesses and injuries

The urgent care centres (walk-in centres) at Bunny Hill Primary Care Centre, Houghton Primary Care Centre and Washington Primary Care Centre will be replaced with better access to GP practices.

There will also be an urgent treatment centre located at Pallion Health Centre. This means:

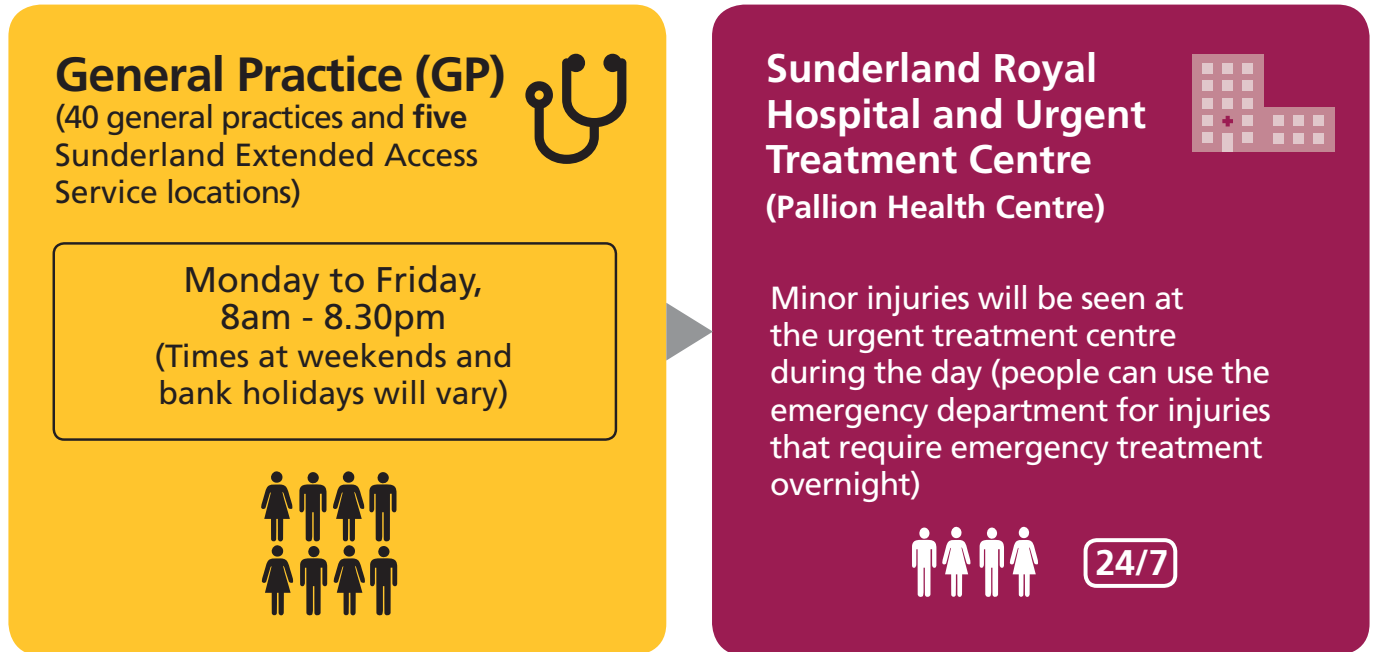
- The service would offer booked appointments as well as walk-in appointments
- It would be easier for people to know where to go rather than the current four urgent care centres
- It will deal with minor injuries with access to x-ray facilities as well as minor illness
- With the service being next to the hospital, it means that if you need more serious treatment then you will be transferred to the hospital
- Equally if you go to the hospital (emergency department) and, following an assessment, you need urgent but not emergency care then you can be transferred to the urgent treatment centre. This will free up more capacity for life threatening cases at the emergency department

Using money more wisely

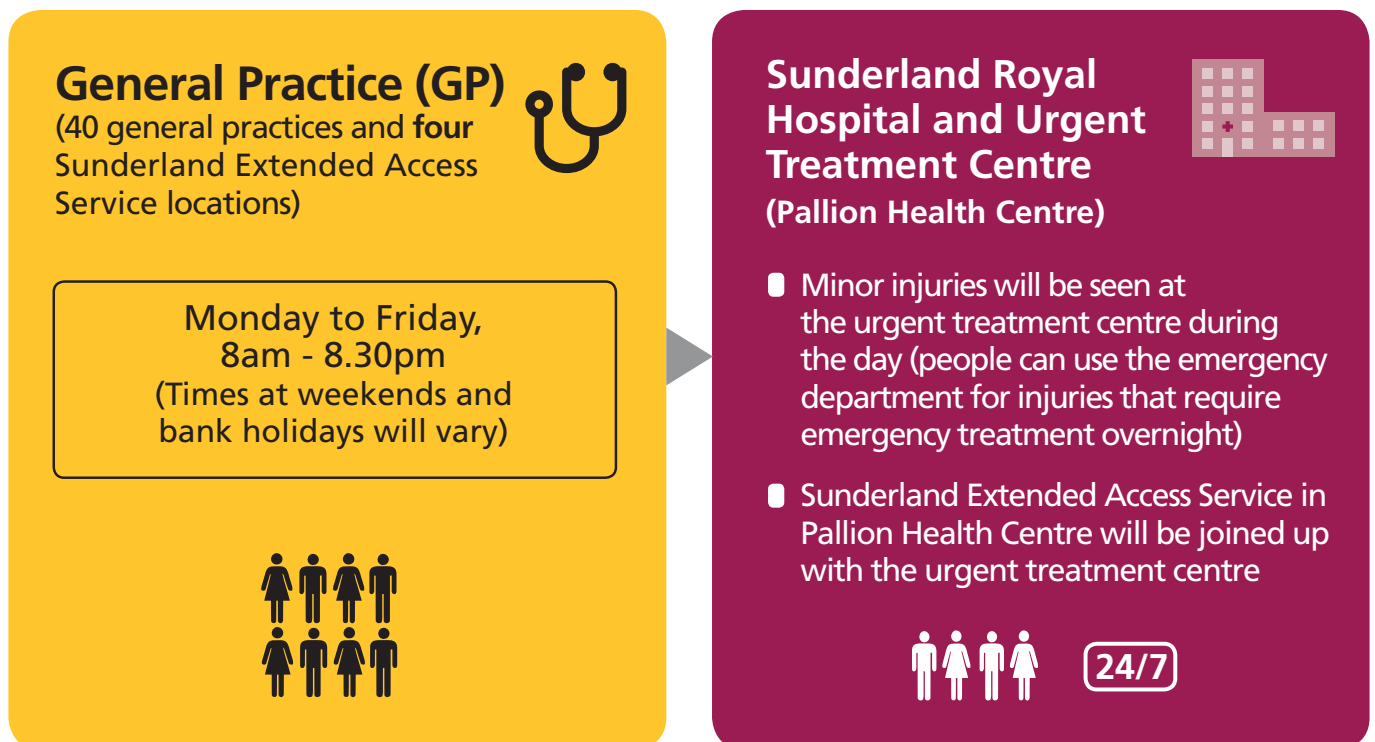
By investing money in a different way, we can provide NHS services that make it easier for people to get the right treatment in the right place. There will also be more appointments available in GP practices because of the improvements that we are planning on making (improved 111 service, changes to the home visiting services, evening and weekend appointments available in the Sunderland Extended Access Service). This is aimed at freeing up GP practice time for those who need to be seen urgently. Delivering care in a better way means that we can use the money that we have more wisely.

How it could work:

Option A:



Option B:



Improved Information Technology (IT)

Improved IT means doctors can see your patient details wherever you access NHS services.

What's the biggest proposed change?

Urgent care services will be provided in a different way with more GP appointments across the city.

What's the difference?

Option A: If the urgent treatment centre and the Sunderland Extended Access Service are joined up.

If the urgent treatment centre and Sunderland Extended Access service are both in Pallion Health Centre, GPs and nurses from the two services could work more closely together. This would mean that more people should be able to see a GP or nurse quickly as the service would be more efficient.

What's the difference?

Option B: If the urgent treatment centre and the Extended Access Service are not joined up.

If these services are not joined up, there would be an urgent treatment centre on the ground floor at Pallion Health Centre, and a separate Sunderland Extended Access Service, which may be upstairs in Pallion Health Centre, or could be somewhere else in the area. The services would therefore work independently from each other.

Proposed options

The proposed options meet all of the key principles. Doctors, nurses and healthcare professionals are confident that the options below would meet the urgent care requirements of NHS healthcare in Sunderland.

		Be safe, sustainable and provide responsive, high quality care	Help people to increase self-care (looking after yourself) through access to appropriate medical advice	Ensure appropriate access to treatment as close to home as possible	Simplify access by improving integration across health and social care and reducing duplication of services	Meet national requirements
No.	Option details	All of the key principles met?				
A	Replace current services with: <ul style="list-style-type: none"> General Practice (GP) and Sunderland Extended Access Service evening and weekend GP appointments in 5 'locality' hubs; Mon – Fri 8am – 8.30pm, time will vary at weekends and bank holidays Emergency department will remain the same Minor injuries will be seen at the urgent treatment centre located at the Pallion Health Centre 	✓	✓	✓	✓	✓
	Replace current services with: <ul style="list-style-type: none"> General Practice (GP) and Sunderland Extended Access Service evening and weekend GP appointments in 4 'locality' hubs; Mon – Fri 8am – 8.30pm, time will vary at weekends and bank holidays Extra 'locality hub' within the urgent treatment centre Emergency department will remain the same Minor injuries will be seen at the urgent treatment centre located at the Pallion Health Centre 	✓	✓	✓	✓	✓

What is the Sunderland Extended Access Service?

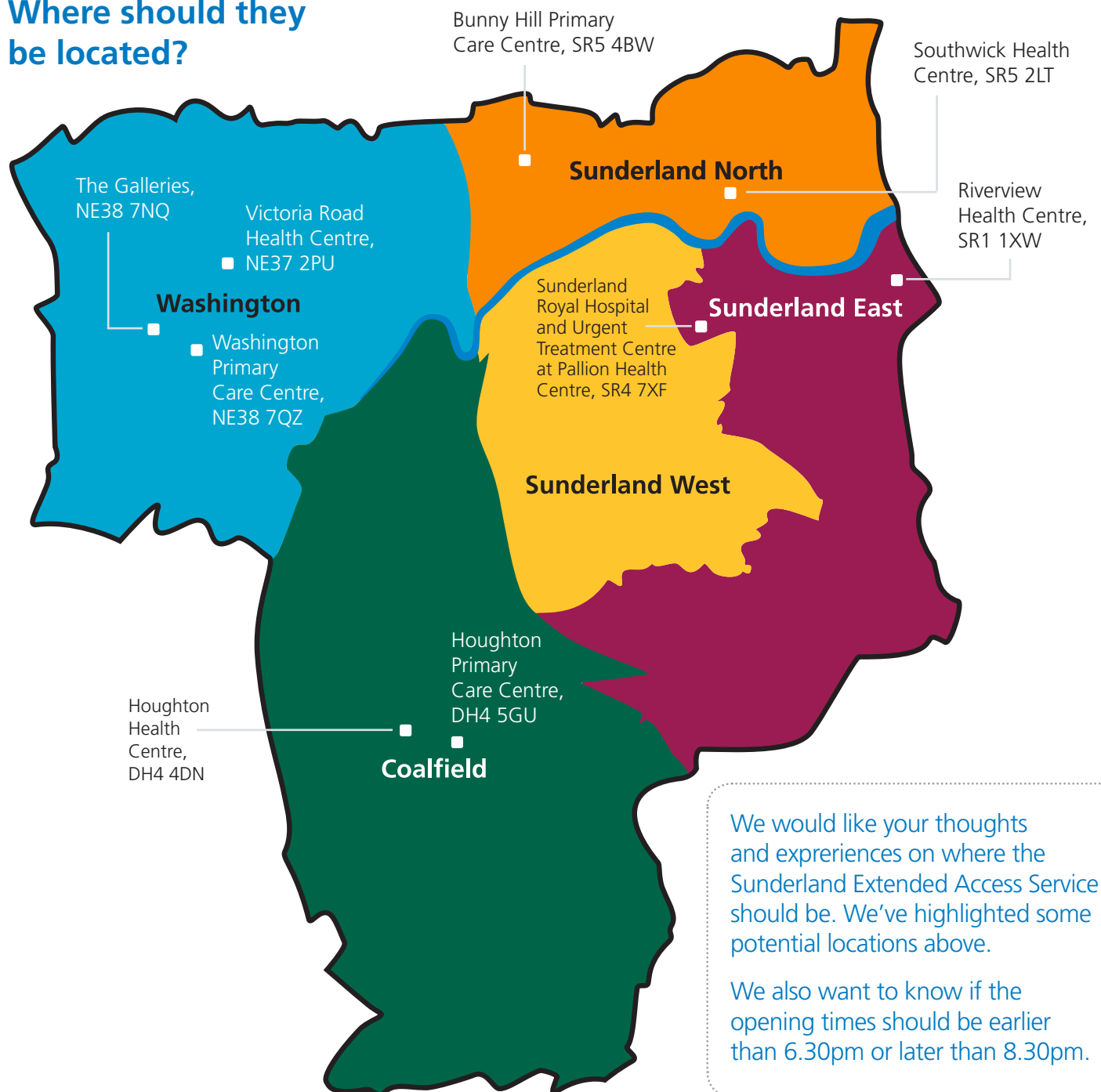
It is a national requirement to provide extended access in GP practices, although this can be provided by practices working together rather than in every practice.

This means people could access urgent appointments because GP practices will work together to manage these types of

appointments. The Sunderland Extended Access Service will be able to see your medical history. These appointments are available by calling 111 or through your GP practice.

We haven't decided the final opening times and locations so would like your views on this.

Where should they be located?





What is an urgent treatment centre?

It is a national requirement to provide an urgent treatment centre and we need to introduce this in Sunderland. It will:

- Be led by GPs who oversee a range of primary care health professionals
- Ideally be located near the emergency department so that people can be transferred between services quickly if needed
- If someone turns up at the emergency department with a minor injury or illness, the right professionals are close by to help so people are treated by the right healthcare professional and the emergency department can focus on people with life threatening conditions
- Treat minor physical and mental health illness and injuries
- Provide direct access to simple diagnostics such as x-rays, blood tests and emergency contraception
- Be open 365 days a year
- Offer both pre-booked and 'walk-in' appointments

What we want your views on

We want your views to make sure that we have got it right.

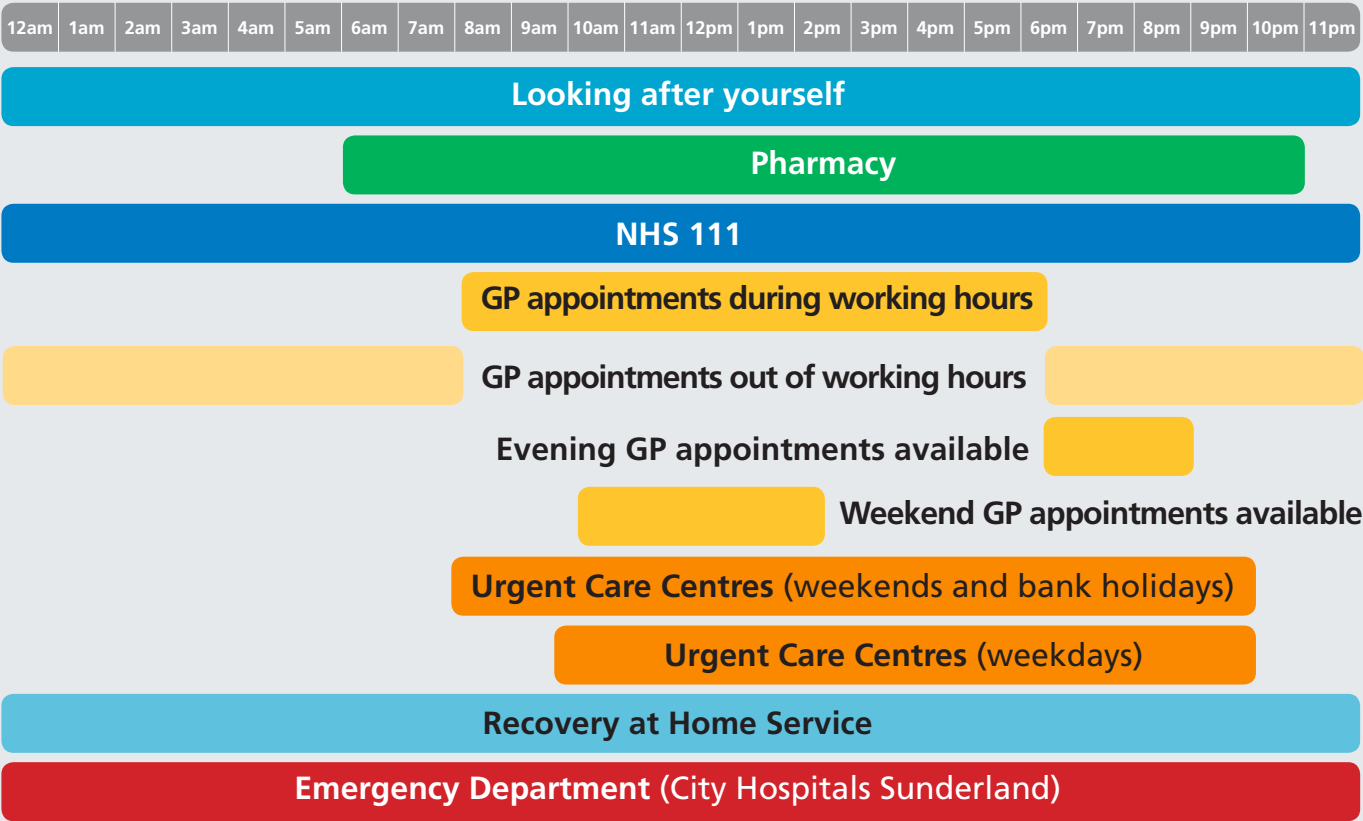
We want to know:

- Where you think the Sunderland Extended Access Service should be located?
- Whether or not the urgent treatment centre and Sunderland Extended Access Service should be joined up
- What should the opening times be for the urgent treatment centre and the Sunderland Extended Access Service?
- Can you think of any options or ideas that we might have missed?

How things might look in the future?

By proposing this new model, we have tried to make NHS services easier to understand.

Current situation



Potential future situation

12am 1am 2am 3am 4am 5am 6am 7am 8am 9am 10am 11am 12pm 1pm 2pm 3pm 4pm 5pm 6pm 7pm 8pm 9pm 10pm 11pm

Looking after yourself

Pharmacy

Improved NHS 111 service (available by calling or online from October 2018)

GP appointments and Sunderland Extended Access Service (times to be confirmed)

Recovery at Home Service (including 24/7 home visiting)

Sunderland Royal Hospital and Urgent Treatment Centre (Pallion Health Centre):









- **Urgent Treatment Centre**
- **Emergency Department**
(inc. mental health rapid assessment service)



Have your say

If you live in the area or use services in Sunderland, it is important that you have your say. It is the only way we will understand how you feel about the proposed improvements to urgent care services.

There are plenty of ways to get involved:

-  Complete the online survey – available at: www.sunderlandccg.nhs.uk
-  Phone 0191 217 2670 for a copy of the survey and we will post one out to you or we can help you complete it over the phone
-  Email us at SUNCCG.sccg@nhs.net
-  Get in touch via social media:
 -  @SunderlandCCG or
 -  @Sunderlandhealth
-  Watch our YouTube channel by searching for 'Sunderland CCG'
-  Write to us at NHS Sunderland Clinical Commissioning Group, Pemberton House, Colima Avenue, Sunderland, SR5 3XB

Attend an event in person

There are a number of events you can attend in person or engage with through social media.



Consultation launch

Join us at the consultation launch on:

**Wednesday 9 May, 2 - 4pm
at Bede Tower, Burdon Road,
Sunderland SR2 7EA.**

If you cannot make this event in person, you can also join us online to have your say.

You can follow us on:

-  @SunderlandCCG or
-  @Sunderlandhealth

to watch this event live or it will be saved so you can watch it later.

Discussion events

We will also be holding nine discussion events in Durham, South Tyneside and Sunderland. At these events you will be able to have your say on the urgent care services in Sunderland. We want to know your thoughts on the proposals, or if there are other solutions we haven't thought about. These events will be held on:

Tuesday 15 May, 10 - 12pm,
Washington Arts Centre, Biddick Lane.
Washington, NE38 8AB

Wednesday 23 May, 5 - 7pm, (dedicated
Travel and Transport event) Bede Tower,
Burdon Rd, Sunderland, SR2 7DZ

Thursday 24 May, 12 - 2pm,
The Hetton Centre, Welfare Road,
Hetton-le-Hole, DH5 9NE

Thursday 7 June, 12 - 2pm,
Enterprise Suite, Hope Street Exchange,
1 - 3 Hind Street, Sunderland, SR1 3QD

Wednesday 13 June, 2 - 4pm,
North East Business and Innovation
Centre (BIC), Enterprise Park East,
Wearfield, Sunderland, SR5 2TA

Monday 18 June, 12:30 - 2:30pm,
Sunderland Bangladeshi International
Centre, 30 Tatham Street, Sunderland,
SR1 2QD

Saturday 23 June, 10 - 12pm,
Bede Tower, Burdon Road, Sunderland,
SR2 7DZ

Monday 2 July, 5 - 7pm,
The Glebe Centre, Durham Place,
Murton, SR7 9BX

Mon 16 July, 6 - 8pm, Roberts Lounge,
Baldon Community Association,
New Road, Baldon Colliery NE35 9DS


Online question and answer events

If you cannot make an event, you can join us online and have your say. Two dedicated online sessions have been arranged for:

- Thursday 21 June 6:30 – 7pm
- Thursday 28 June 6:30 – 7pm

These have been arranged in partnership with Sun FM. You can take part by following us on

 @Sunderlandhealth or Sun FM

 @1034SunFM to let us know any comments or questions you may have.



What happens next?

Milestone

Public consultation

Feedback available from the consultation

Improved NHS 111 service goes live*

24/7 Home Visiting Service goes live

Decision made

New Urgent Care system goes live

* this is the go live date for the North East

Deadline

9 May to 12 August 2018

October 2018

1 October 2018

1 October 2018

December 2018

1 April 2019

You have until Sunday 12 August 2018 to provide **your** feedback

Glossary

Emergency department (A&E)

The emergency department is a service available 24 hours a day, seven days a week where people receive treatment for life-threatening emergencies. This includes severe pneumonia, diabetic coma, bleeding from the gut, complicated fractures that need surgery, and other serious illnesses.

Emergency care

Lifesaving treatments and care that is provided in an emergency department.

General Practitioner (GP)

Your local doctor, who can help you with a whole range of health problems and refer you for specialist care or assessments if you need it. GPs usually work in practices as part of a team that includes nurses and other healthcare professionals, such as pharmacists.

Healthcare professional

Someone that is qualified to diagnose, treat and prevent illness, injury and other physical and mental conditions. Doctors, nurses, physiotherapists, healthcare assistants and pharmacists are all known as healthcare professionals.

Integrated Urgent Care Service

This is the improved 111 service and will go live in the North East from October 2018.

NHS England

NHS England leads the National Health Service (NHS) in England. They set the priorities and direction of the NHS and encourage and inform the national debate to improve health and care. They hold CCG organisations to account for spending local money effectively for patients and efficiently for the taxpayer.

NHS Sunderland Clinical Commissioning Group

An organisation led by local doctors, nurses, and other healthcare professionals. We are responsible for planning, developing and funding NHS healthcare and health services in order to improve health and reduce inequalities.

Path to Excellence

If you live in Sunderland and have experience of, or an interest in, local hospital services you may be aware of the Path to Excellence programme. The Path to Excellence is a five-year programme set up to secure the future of local hospital-based NHS services.

A public consultation on phase one of the programme has already been undertaken and further consultation will follow in phase two.

NHS Sunderland CCG are part of the South Tyneside and Sunderland NHS Partnership leading the Path to Excellence programme, which also includes NHS South Tyneside Clinical Commissioning Group, City Hospitals Sunderland NHS Foundation Trust and South Tyneside Hospital NHS Foundation Trust. All four NHS organisations are committed to delivering the best possible NHS services for the future through the Path to Excellence programme which focuses on hospital services.

However, the consultation described in this booklet focused on 'out of hospital' urgent care services but it is important that we link these two transformation programmes.

Primary care

Care provided by GP practices, dental practices, pharmacies and high street optometrists. It is many people's first (primary) point of contact with the NHS. Around 90% of patient interaction is with primary care services.

Sunderland Extended Access Service

Provides the opportunity to access additional GP appointments at evenings, weekends and bank holidays. This is a national requirement, although the final locations are still to be decided.

Urgent care

When you suddenly become unwell and need to see a healthcare professional the same day but it is not an emergency. This includes urgent care for both mental and physical health.

Urgent Care Centres (walk in centres)

Walk-in services (or you can book appointments) to treat minor illnesses and injuries.

Urgent treatment centre

The new name for an urgent care centre. This is a national requirement and it will be led by GPs. It needs to be located near to the emergency department so that people can be transferred between services if needed.



Appendix: options which did not meet the five key principles

These are the options that we considered that didn't meet the five key principles. Further detail and information can be found in the 'Urgent Care Strategy Outline Business Case' document online at www.sunderlandccg.nhs.uk/get-involved/urgent-care-services

		Be safe, sustainable and provide responsive, high quality care	Help people to increase self-care (looking after yourself) through access to appropriate medical advice	Ensure appropriate access to treatment as close to home as possible	Simplify access by improving integration across health and social care and reducing duplication of services	Meet national requirements
Did not meet all of the key principles		Main reason for not meeting the key principles – they did not meet the national requirements				
No.	Option details					
1	Do nothing and retain all services	X	X	X	X	X
2	Replace current services with: <ul style="list-style-type: none"> General Practice (GP) Evening and weekend GP appointments in 'locality' hubs Emergency department with streaming to GP led primary care service and minor injuries (8am – midnight) Think Pharmacy First service in pharmacies 	✓	X	✓	✓	X
3	Replace current services with: <ul style="list-style-type: none"> General Practice (GP) Evening and weekend GP appointments in 'locality' hubs Emergency department with streaming to GP led primary care service and minor injuries (8am – midnight) More services in pharmacies Minor injury all day in 5 hubs 	X	X	✓	✓	X

4

Replace current services with:

- General Practice (GP)
- Evening and weekend GP appointments in 'locality' hubs
- Emergency department with streaming to GP led primary care service and minor injuries (8am – midnight)
- Think Pharmacy First service in pharmacies
- Minor injury all day in 5 hubs
- One hub / urgent care centre with equipment for diagnosis (8am – midnight)

X

X

✓

✓

X

5

Replace current services with:

- General Practice (GP) and evening and weekend GP appointments in 'locality' hubs (8am – 8pm)
- GP out of hours service (8pm – 8am) at the hospital site
- Minor injuries are seen at the hospital
- More services in pharmacies

X

X

✓

✓

X

6

Replace current services with:

- General Practice (GP) and evening and weekend GP appointments in 'locality' hubs (8am – 8pm)
- GP out of hours service (8pm – 8am) at the hospital site
- Minor injuries are seen at the hospital
- One additional 'locality' hub located at the hospital
- Think Pharmacy First service in pharmacies

✓

X

✓

✓

X

7

Replace current services with:

- Patients seeing their GP practice first and they refer patients to weekend/evening appointments, minor injuries service, emergency department
- When GP practice not open people can call 111 and they refer patients to weekend/evening appointments, minor injuries service, emergency department

✓

X

X

✓

X

		Be safe, sustainable and provide responsive, high quality care	Help people to increase self-care (looking after yourself) through access to appropriate medical advice	Ensure appropriate access to treatment as close to home as possible	Simplify access by improving integration across health and social care and reducing duplication of services	Meet national requirements
		Did not meet all of the key principles				
No.	Option details	Main reason for not meeting the key principles – they did not meet the national requirements				
8	<p>Replace current services with:</p> <ul style="list-style-type: none"> Patients seeing their GP practice first and they refer patients to weekend/evening appointments, minor injuries service, emergency department When GP practice not open people can call 111 and they refer patients to weekend/evening appointments, minor injuries service, the emergency department Acute home visiting service 	✓	✗	✗	✓	✗
		Main reason for not meeting the key principles – not sustainable because didn't have the workforce for GPs 24/7				
9	<p>Replace current services with:</p> <ul style="list-style-type: none"> GP led 'locality hubs' (8am – 8pm) GP out of hours service (8pm – 8am) at the hospital site <p>Minor injuries are seen at the hospital</p>	✗	✓	✓	✓	✓



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Have **your** say



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