

SUNDERLAND URGENT CARE STRATEGY MOBILISATION UPDATE

REPORT OF THE EXECUTIVE DIRECTOR of NURSING, QUALITY AND SAFETY

1. PURPOSE OF THE REPORT

- 1.1 This is an update to the Health and Wellbeing Scrutiny Committee on the planned changes to urgent care in Sunderland.

2. BACKGROUND

- 2.1 Following the Governing Body decision in January 2019 where it agreed a number of changes designed to make it easier to use urgent care services and ensuring the CCG provides the best possible healthcare with the resources it has, an Urgent Care (UC) Mobilisation Group has been established with all providers and commissioners to ensure delivery of the new urgent care model for Sunderland.
- 2.2 The UC Mobilisation Group reports on progress to both the Sunderland A&E Delivery Board and the All Together Better Alliance program for intermediate and urgent care.
- 2.3 The UC Mobilisation Group consists of providers across the whole Sunderland urgent care system and is responsible for the planning and delivery of the urgent care strategy for April 2019. As set out in the urgent care business case, the UC Mobilisation Group is delivering the reformed models for;
- Recovery at Home Service (RaH)
 - General Practice and Sunderland Extended Access (SEAS)
 - Urgent Treatment Centre (UTC)
 - Emergency Department (ED) Interface
 - Integrated Urgent Care Service (111)
 - Workforce
- 2.4 Workforce, communications and patient access is key across all these reforms.

3. CURRENT UPDATE ON MOBILISATION

- 3.1 Following the period of public consultation, the CCG agreed to make a number of changes to its plans in response to comments from patients, including offering minor injuries services by appointment at the extended access services in

Houghton and Washington as well as the Urgent Treatment Centre in Pallion as originally proposed.

- 3.2 The CCG is taking a closer look at concerns about parking and reception facilities at Pallion and as a result, has now arranged to delay the changes to urgent care services in Sunderland so that the local NHS can take extra steps to address these issues. This will allow time for improvements to the reception area, look at better arrangements for car parking at the new Urgent Treatment Centre at Pallion and create a better reception space, including a waiting area for children.
- 3.3 The UC Mobilisation Group has considered and discussed delivery of the urgent care strategy in detail and, as a result of some delay and enabling works at Pallion Health Centre, has identified the need to extend the current urgent care centres as they are until 31 July 2019. This has been discussed and agreed by all partners involved in the urgent care system. This extension will ensure mobilisation of the new model is undertaken safely and communicated effectively to the public and all stakeholders within a reasonable timeframe.
- 3.4 As a result, the changes to urgent care services will now take place on 1 August 2019 instead of 1 April as planned. Urgent care services will therefore continue in their current form until 31 July 2019.
- 3.5 A summary of key milestones from the mobilisation plan leading up to the 31 July 2019 are proposed within table one below. Extending delivery of the UC strategy until 1 August 2019 has been subject to further cost which has been agreed by the CCG and neighbouring commissioners.

Table One - Mobilisation Plan (high level summary)

Service	Action	Timeframe
Urgent Care Centres (UCC)	Extend UCC contracts until 31 July 2019 to allow building work at Pallion to be completed and a clear communications plan for public and stakeholders	April – July 2019
Workforce	Workforce consultation to take place to review staff placements across RaH, SEAS, ED, and UTC.	April - July 2019
Pallion UTC	NHS Sunderland CCG Governing Body to receive a recommendation to award a contract for the UTC in May 2019	June 2019
	CHS Choice and NHS Property services to undertake building work to waiting area, implement a parking system and additional ambulance bay and ramp	April – June 2019
ED Interface	Allow further time for reforms to be delivered including	April – July

	streaming between ED and UTC. 'Perfect system' project taking place in May 2019	2019
Extended Access Minor Illness	Illness provision for extended access will continue to expand from April 2019, with full service provision for illness planned in advance of July 2019	April – July 2019
Extended Access Minor Injury	Injury provision for extended access will be developed from April to July in line with UCC workforce arrangements into Pallion UTC and Extended Access Hubs (Houghton and Washington)	April – July 2019
Integrated Urgent Care Service (111)	Full service provision from April and outcomes to be monitored alongside delivery extension to July 2019	April 2019
Communications	Planned communications to take place across all services and media	April 2019 ongoing
Travel and Transport	Continued work with Path to Excellence regarding improvement of travel and transport links for UC services across the city.	March 2019 ongoing

3.6 The CCG will carry out a range of promotional work in the run-up to the changes, which is likely to include online, newspaper and social media advertising, text messaging and printed materials delivered to households and made available in public spaces. Posters will also be on display in the Urgent Care Centres keeping patients up to date with the timing of the changes.

4. RECOMMENDATION

4.1 The Health and Wellbeing Scrutiny Committee are requested to note the update report and continue to receive regular updates on urgent care mobilisation and progress.

Contact: A Fox
Executive Director of Nursing, Quality and Safety
NHS Sunderland Clinical Commissioning Group