

URGENT CARE FEEDBACK

REPORT OF HEAD OF MEMBER SUPPORT AND COMMUNITY PARTNERSHIPS

1. Purpose of Report

- 1.1 The Health and Wellbeing Scrutiny Committee to consider and agree their response to the Urgent Care decision taken by Sunderland CCG Governing Body.

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 Sunderland Clinical Commissioning Group embarked on a public consultation on a number of issues as follows:
- Where do you think the Sunderland Extended Access Service should be located;
 - What should the opening times be for the urgent treatment centre and the Sunderland Extended Access Service;
 - Whether or not the urgent treatment centre and Sunderland Extended Access Service should be joined up;
 - If there are any options or ideas that we might have missed.
- 2.3 The consultation was launched on Wednesday 9 May 2018 and ended on Sunday 2 September 2018. 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.
- 2.4 The responses provided to the CCG were independently analysed by ASV Research Limited on behalf of Sunderland CCG. The Health and Wellbeing Scrutiny Committee also provided a formal response to Sunderland CCG in response to the public consultation on urgent care services in Sunderland.
- 3. Governing Body Decision**
- 3.1 The decision will be taken by Sunderland CCG's Governing Body at a meeting held in public on Tuesday 29 January 2019. The consultation concluded with the decision to have an urgent treatment centre located at Pallion Health Centre with five Sunderland Extended Access services located throughout the Sunderland.
- 3.2 The Sunderland Extended Access service will be available at:
- ☐ Pallion Health Centre (this will be joined up with the urgent treatment centre)
 - ☐ Bunny Hill Primary Care Centre
 - ☐ Houghton Primary Care Centre
 - ☐ Riverview Health Centre
 - ☐ Washington Primary Care Centre.

- 3.3 Opening times for the urgent treatment centre will be 10am to 10pm, Monday to Friday and 8am-10pm weekends and bank holidays. The Sunderland Extended Access Services will be open 6pm-8.30pm, Monday to Friday, 9am-5.30pm weekends and 10am-2pm on bank holidays.
- 3.4 The clinical model has changed following the consultation to address concerns voiced by people living in the Coalfields and Washington area. This means people will be able to use the Sunderland Extended Access Service at Houghton Primary Care Centre and Washington Primary Care Centre for both minor illnesses and injuries.

4. Health and Wellbeing Scrutiny Committee Response

- 4.1 The Health and Wellbeing Scrutiny Committee must give consideration to a response to Sunderland CCG in respect of this decision. The committee have a number of options available as follows:
- Acknowledge the decision and take no further action.
 - Acknowledge the decision and maintain a monitoring role over a number of the key areas of concern.
 - Referral to the Secretary of State.
- 4.2 It is important to note that in considering any referral to the Secretary of State the Committee may do so only on certain grounds as detailed below:
- It is not satisfied with the adequacy of the content of the consultation;
 - It is not satisfied that sufficient time has been allowed for consultation;
 - It considers that the proposal would not be in the interests of the health service in its area;
 - It has not been consulted, and it is not satisfied that the reasons given for not carrying out consultation are adequate.
- 4.3 The Committee will also need to be clear, in terms of any referral, on what grounds the referral is made and also provide clear evidence to support this action.
- 4.4 If the committee considers there are no strong grounds for referral then the committee could provide a formal response to Sunderland CCG acknowledging the decision and highlighting key areas of concern to ensure a monitoring role is maintained through mobilisation and beyond. This could include:

Communication Plan – the committee highlighted, in their formal response, the importance of an effective communication plan that provides a clear and concise way for these changes to be communicated to patients and residents. The committee are pleased to note that this is recognised as a key consideration in moving forward and would welcome feedback on implementation and outcomes of the plan. The committee would also appreciate a better understanding of the patient journey and how this would look in relation to the new service.

Travel and Transport – clearly concerns remain around the impact of the changes on travel and transport arrangements for patients. Members also remain concerned at the lack of progress on travel and transport issues across a number of health service reconfigurations. However the committee does welcome the continued commitment to working with the local authority, transport providers and the Health and Wellbeing Scrutiny Committee. The committee would request updates from the

CCG on any developments and would also welcome the opportunity to be involved in any field testing or working group related to travel and transport issues.

Pallion Building – Members of the committee would also request continued assurances from the CCG in relation to Pallion Health Centre as it becomes the designated Urgent Treatment Centre. The committee would request updates on developments around some of the key issues raised during the consultation process including patient waiting areas, access and car parking.

Opening Hours – the Health and Wellbeing Scrutiny Committee accepts that there is the possibility to modify opening and closing times as the new model embeds within Sunderland. The committee would request that any such changes are clearly communicated to the public and also that information is provided to the committee on any such changes to opening times and the rationale supporting this.

GP Workforce – there still remain some concerns, from the committee, over the continued recruitment and retention of GP's in Sunderland and the pressures on practices to support the implementation of the new urgent care model. Members would welcome continued assurances and evidence from the CCG and GP practices on meeting and coping with the additional appointments created through the extended access service.

Pharmacy Access – Members of the Committee raised issues with patient access to pharmacies at out of hours times and would request some clarification on how patients access prescribed medications following appointments at out of hours times. The committee would also request further clarification in terms of self-medicating advice to patients and the impact of this on low income families.

NHS111 Service – both the committee and CCG are committed to monitoring the performance of the NHS111 service, which was launched prior to the urgent care service decision and mobilisation. The committee believe that the NHS111 Service performance will be pivotal to the success of the new urgent care and extended access arrangements in Sunderland. Members of the committee therefore would request further assurances on the NHS111 service through performance updates to the committee.

- 4.5 The Health and Wellbeing Scrutiny Committee would continue to receive regular update reports and these would be highlighted in the future work programme for the committee. It also worth noting that if any other issues arise, that the committee may become aware of, it would also look into these as a matter of course. The importance of all this monitoring and challenge will be to provide assurances to the Health and Wellbeing Scrutiny Committee on the service changes and implementation.

5. Recommendation

- 5.1 The Committee are requested to note and give consideration to a response to the decision of Sunderland Clinical Commissioning Group's Governing Body decision on urgent care services in Sunderland.

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