

Stakeholder briefing:

Sunderland Clinical Commissioning Group (CCG) Sunderland Urgent Care Review – stakeholder update May 2018

This is to provide an update on the current and future provision of urgent care services in Sunderland. Urgent care services provide access to medical care to **minor** injuries and **minor** illness and are separate from A&E services which provide emergency care for people with life-threatening conditions. This includes urgent care for both **mental** and **physical health**.

NHS Sunderland CCG is now launching a consultation to gather the public's views on:

1. Where do you think the Sunderland Extended Access Service should be located
2. What should the opening times be for the urgent treatment centre and the Sunderland Extended Access Service
3. Whether or not the urgent treatment centre and Sunderland Extended Access Service should be joined up
4. If there are any options or ideas that we might have missed

What people have told us so far:

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

In summary:

- 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. Taking into consideration their feedback and adhering to national requirements has helped us to develop our options. In developing our options we have worked with lots of staff who currently work in urgent care so doctors, nurses and healthcare professionals are confident that these proposals would meet the urgent care needs of Sunderland residents.

Why we think this could work for Sunderland

1. 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.

2. 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.

3. 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

4. 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.

In the meantime the CCG will continue to work with its existing service providers and partners to ensure that the residents of Sunderland continue to receive high quality healthcare both now and in the future.

How things might look in the future?

Current situation



Potential future situation



Public consultation

The public consultation will consist of:

- Consultation launch – **Wednesday 9 May, 2-4pm** at Bede Tower, Burdon Road, Sunderland, SR2 7EA.
- Printed or online survey, further details can be found at www.sunderlandccg.nhs.uk, for a paper copy please call 0191 217 2670
- Online question and answer events, **Thursday 21 June 6.30pm – 7pm, Thursday 28 June 6:30pm – 7pm**
- Nine public discussion events taking place:
 - **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, Boldon Community Association, New Road, Boldon Colliery NE35 9DS

Further activity includes; on-street research, roadshows in shopping centres and giving out information at major events.

For further information:

To get more information on the consultation, please download the consultation document here – www.sunderlandccg.nhs.uk or contact Helen Fox, Senior Communications and Engagement Manager on 07789 062 721 or via helen.fox6@nhs.net

Following feedback from the public, five additional events are being arranged 6pm-8pm, with one additional event in each Locality. Further details will be announced shortly.