

UPDATE ON IMPROVING URGENT CARE IN SUNDERLAND

REPORT OF SUNDERLAND CLINICAL COMMISSIONING GROUP

1. Purpose of this report

- 1.1 The purpose of this report is to provide an overview of the background as to why NHS Sunderland Clinical Commissioning Group will be entering into consultation and the methodology that it will be using.
- 1.2 The report sets out why urgent care needs to change, the engagement we have done to date and the methods that Sunderland CCG will be using for formal consultation. The consultation will be taking place on Wednesday 9 May to Sunday 12 August 2018.

2. What is urgent care

- 2.1 Urgent care means '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.

3. Why does urgent care in Sunderland need to change

3.1. People are confused about where to go.

- 3.1.1 NHS services in Sunderland are too complicated and people often tell us that they don't know where to go. People want joined up care and they would prefer to see their GP for same day urgent appointments.

3.2. Demand keeps on growing

- 3.2.1 Over the last few 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.
- 3.2.2 Urgent care centres were designed to take the strain away from accident and emergency (A&E) but this isn't working. More and more people are going to A&E with two in three people who go to A&E either not needing treatment or being transferred back to their GP (Jan 17 to Dec 17).

3.3. We need to spend our money more wisely

- 3.3.1 We have too many services that are providing similar services at the same time. This not only causes confusion about the best place to go but also is not good use of NHS resources.

- 3.3.2 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 in GP and community services.
- 3.3.3 There are more services available in your community
- 3.3.4 The NHS and social care services are working more closely together (since 2014) 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 delivers effective, seamless care that the people of Sunderland deserve.

3.4. National policy

- 3.4.1 We have to follow national guidance and policies, set by NHS England. NHS England has said 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.
- 3.4.2 Each area must have an urgent treatment centre and this service needs to be easy for people to access and joined up with other services. This is why a number of professional health bodies recommend that these should be located alongside the emergency department (A&E) because it means it is easier to work together more effectively.
- 3.4.3 We also need to use the improved NHS 111 system (available from 1 October 2018) which includes a team of clinicians working together to give health advice for physical and mental health.
- 3.4.4 National guidance recommends that GP practices work together to help improve access to GP appointments by 2020. Our proposals consider this and build upon the work already being delivered by local GPs.

4. What people have told us so far

- 4.1 This work started in 2016 and we began reviewing the ways people use urgent care services in Sunderland.
- 4.2 In November and December 2016, we asked over 800 people how they used and what they thought about them. The full report of this is available at <http://www.sunderlandccg.nhs.uk/get-involved/urgent-care-services/>
- 4.3 In summary, 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 are always going to receive the same care from healthcare professionals who know about their needs/health issues

4.4 Engagement continued through 2017 with the Path to Excellence work as well as the engagement via All Together Better.

5. Methods for engagement to use in the formal consultation

5.1. Consultation launch event – Wednesday 9 May 2018

Taking place at Bede Tower, 2-4pm

The launch event will take place on the first day of the consultation period and will provide an opportunity to gain publicity for the consultation issues, and encourage people to take part.

The format is: theatre style two hour event which will be streamed live on the CCG's twitter and Facebook pages

- Presentation introduction led by CCG clinical leader to explain the background to the process and outline each of the scenarios
- Expert panel question time, independently chaired, cross section of experts to field questions and comment
- Notes taken of questions and comments people make and report written
- Promotion of other ways to get involved to feedback views

Promotion of event will need to be a minimum of two weeks (preferably four-weeks) before launch.

5.2. Public meetings/drop in sessions/deliberative sessions

There will be five day-time sessions in each locality of Sunderland to discuss the proposals. The sessions will also be streamed live across the CCG's platforms. The format of the sessions will depend on the number of people registered. There will be information available along with clinical leaders present to discuss the options.

Dates of events:

Date	Time	Type of event	Venue
Thursday 10 May	12-2pm	Discussion event	The Hetton Centre,
Tuesday 15 May	10am-12pm	Discussion event	Washington Arts Centre
Wednesday 23 May	5-7pm	Travel and transport	Bede Tower
Thursday 24 May	12-2pm	Discussion event	Hope Street Exchange

Thursday 7 June	12-2pm	Discussion event	North East BIC
Monday 18 June	12.20-2.30pm	Discussion event	Bangladeshi Centre
Saturday 23 June	10am-12pm	Discussion event	Bede Tower
Monday 2 July	5-7pm	Durham event	Glebe Centre, Durham Place
Monday 16 July	6-8pm	South Tyneside	Boldon Community Association

The different ways to get involved will also be promoted as well as the opportunity for in-depth interviews and/or surveys available (see options below).

5.3. Online events

Partnership with Sun FM to host online events for specific questions and answers. These events will be publicised in advance and will be dedicated to Q&As.

To help promote these events:

- 90 second promotional video
- 6 week Q and A page on the Sun FM website to encourage people to ask questions
- Email promoting Q and A page and the Facebook sessions from Sun FM
- Social Media to people of Wearside and surrounding areas from Sun FM
- News advertorial from Sun FM

The consultation launch event will also be streamed live on Sunderland CCG's social media channels.

Date	Time	Type of event	How to access
Wednesday 9 May	2-4pm	Consultation launch	Follow us Twitter @sunderlandccg, Facebook @sunderlandhealth to see this event live or it will be saved so you can watch it later

Thursday	6.30-7pm	Questions and answers	In partnership with Sun FM Follow us Twitter @sunderlandccg, Facebook @sunderlandhealth
Thursday 5 July	6.30-7pm	Questions and answers	In partnership with Sun FM Follow us Twitter @sunderlandccg, Facebook @sunderlandhealth

5.4. Survey

A survey provides an easily accessible way for people to give their views. It will be available in both paper form and online.

An independent organisation with expertise in complex survey design will support the survey development. This is also to provide assurance that questions will not be leading. The survey will have its own out-put report of findings.

The same organisation will conduct the full analysis of all the feedback gained from all the methods in this paper for a final consultation feedback report.

There will also be an on-street survey of 600 people which will be demographically mapped across the whole of Sunderland.

5.5. Focus groups delivered by asset based approach to target protected characteristic groups

A focus group pack will include both a discussion guide (the open ended questions to pose) plus a facilitation guide (guidance for the person running the focus group). Also a data monitoring form and a report proforma will be issued.

An event will be held in February (21 February) to enable a co-production approach to take place for the packs.

The discussion guide will be structured in line with the survey, and will allow a more deliberative qualitative discussion to take place. Using a structured discussion guide means that more depth can be added to the survey responses. Data monitoring must be requested from all participants. Organisations must also return a completed report

The focus group offer includes:

- Focus group pack
- Payment of £[to be discussed at the event in February] plus reasonable event expenses
- Output report of each focus group feedback
- Data monitoring information

Invitations to complete the focus groups will be sent through Healthnet, the equality and diversity group and via CVS organisations.

Focus groups will be mapped against the protected characteristics to ensure maximum coverage.

5.6. Focus groups for GP participation groups

Many GP practices in Sunderland have patient participation groups. The pack will be circulated to these groups within Sunderland via practice managers and locality managers.

A focus group pack will include both a discussion guide (the open ended questions to pose) plus a facilitation guide (guidance for the person running the focus group) and a data monitoring form.

The discussion guide will be structured in line with the survey, and will allow a more deliberative qualitative discussion to take place. Using a structured discussion guide means that more depth can be added to the survey responses which are usually more qualitative than quantitative. Data monitoring must be requested from all participants.

The focus group offer includes:

- Focus group pack
- Output report of each focus group feedback
- Data monitoring information
- Report proforma

5.7. CCG run focus groups

The CCG will run five focus groups within each locality to ensure a cross-representation of the population of Sunderland.

The discussion guide will be structured in line with the survey, and will allow a more deliberative qualitative discussion to take place. Using a structured discussion guide means that more depth can be added to the survey responses which are usually more qualitative than quantitative. Data monitoring must be requested from all participants.

5.8. Briefings for providers/stakeholders

Briefings for key stakeholders and providers will be issued at least once per month with the Urgent Care Working Group updated of progress

5.9. Roadshows in shopping centre

Roadshows will be set up in the main shopping areas of Sunderland.

It will be set up so that potential discussions can take place along with distribution of material.

5.10. Attendance at relevant existing meetings, groups and networks

Existing meetings are currently being mapped out and requests will be made for the consultation to be highlighted and appear as an agenda item. Below is an example of some relevant meetings.

• Health scrutiny	28 March at 5.30pm
• Area committee	Dates still need to be set

5.11. Attendance at events in Sunderland

To ensure maximum awareness, attendance at major events will be investigated. The following events have been highlighted:

- Jurassic Gardens, at Sunderland Museum and Winter Gardens – ensure leaflets are available
- Sunderland Race for Life – 3 June
- Sunderland Airshow – 27 July – 29 July

5.12. Submissions received from groups, teams and individuals

All of the above does not preclude the right of groups, individuals and groups to make their own submission. The CCG recognises that not everyone will confine their comments to the structured groups and the survey. Any submissions received will be incorporate into the feedback report.

6. Next steps

Milestone	Deadline
Public consultation	9 May to 12 August 2018
Feedback available from the consultation	Sept / Oct 2018
Improved NHS 111 service goes live*	1 October 2018
24/7 Home Visiting Service goes live	1 October 2018
Decision made	December 2018
Urgent Care system goes live	1 April 2019

* this is the go live date for the North East