

Consultation on urgent care extended until September

NHS Sunderland Clinical Commissioning Group (CCG) have extended the consultation until Sunday 2 September as we want to allow people more time to give their views on the urgent care consultation.

Our focus since the start of the consultation has been on ensuring that as many people as possible know about the consultation taking place and publicising the ways that people can get involved.

As of 2 July 2018, **over 1,678 people** have shared their views or been in touch with the urgent care review.

What we have heard so far:

Likes	Dislikes
"It seems simpler than before."	"Services will not be local."
"This proposal gives me and my family the flexibility to see a GP at a time to suit my needs."	"Further to travel, parking very difficult at Pallion, if not impossible, especially in the afternoon when visitors to the hospital use the centres carpark."
"I like the idea of being able to see your GP out of hours as a lot of people nowadays work shift work so cannot always get out of work to see the GP."	"It still isn't straight forward and patients will still be confused about who to go to or who to ring."
"It does encourage people to start using pharmacies and 111. It also sounds as though the availability will cover a larger geographical area."	"No continuity of care."

Quick facts about the urgent care consultation

- This consultation is **NOT** about closing buildings
- It is about **PROPOSED CHANGES** to urgent care services, which include:
 - No longer providing urgent care **SERVICES** in Houghton, Bunny Hill and Washington
 - Replacing these with appointments in our existing 40 GP practices and Sunderland Extended Access Service
 - An urgent treatment centre located at Pallion Health Centre
- This consultation does **NOT** affect other services that are currently based in these buildings
- Most people will be treated closer to home; and that this is part of a wider range of changes (Sunderland Extended Access Service, home visiting, enhanced NHS 111 and **42,000 extra GP appointments** per year)

Additional information about the consultation has also been published on the CCG website - <http://www.sunderlandccg.nhs.uk/get-involved/urgent-care-services/>

What is urgent care?

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

Why does the urgent care system need to change?

The current system is under increasing pressure with the NHS seeing more patients than ever before and demand continuing to rise. We only have one workforce which means we need to use those nurses, doctors and other clinicians in the right places.

The NHS needs to take action now to improve services for patients to ensure those who need urgent care get what they need, reduce the pressure on services and create a sustainable solution for the future.

No change is no longer an option.

Why is the CCG making these changes now?

The CCG has to follow national guidance and policies set out by NHS England and as services have developed over time we now have duplication and services doing the same things, at the same time using one workforce.

Over the last two years, NHS Sunderland CCG has heard from over 900 local people about how they currently use urgent care services.

The overwhelming response was that many people find the current system **confusing**, ‘they want to see a GP first when they have an urgent care need’ and if they have a long term condition they want to ensure that they receive the care from healthcare professionals who know about their needs and health issues.

Dr Tracey Lucas of Sunderland CCG said: “People have told us they find the current system confusing and are not always sure where to go to get the care they need.

“Many have also said they find it hard to get an urgent appointment with a GP or feel they have to wait too long.

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

“We want to make it easy and simple to access NHS services wherever you live in Sunderland. To do this we need to make some changes to current services to make sure people get the right care as quickly as they need. We only have one workforce which means we need to use those nurses, doctors and other clinicians in the right places”

What is the CCG proposing?

Under the proposals, urgent care services would be provided closer to home most of the time through our existing 40 GP practices and up to five Sunderland Extended Access Service hubs, plus one Urgent Treatment Centre in Pallion. A newly improved NHS 111 service with more clinical input will help people get the right service first time and reduce the need to be transferred from one service to another.

Please give your views

NHS Sunderland CCG is particularly keen to hear local people's thoughts on:

- Where should the Sunderland Extended Access Service be located?
- What should the opening hours of the Sunderland Extended Access Service and Urgent Treatment Centre be?
- Whether the Extended Access Service and Urgent Treatment Centre should be joined up at Pallion?
- Do you think there is anything we have missed?

Results from the public consultation period will be used to shape the new service and inform decisions.

Where can you share your views?

Get involved in the public consultation and help shape future health care services in Sunderland. For more information visit: <http://www.sunderlandccg.nhs.uk/get-involved/urgent-care-services/public-consultation-get-involved/>

You can fill in the online survey here:

<https://www.surveymonkey.co.uk/r/SunderlandUrgentCare2018>

Or attend one of our public consultation events and have your say in person. Events are being at the following times and venues: (Following feedback from the public, the CCG has put on an additional six consultation events across Sunderland.

- Wednesday July 11, 6-8pm, Bunny Hill Centre, Hylton. (additional event)
- Thursday July 12, 6-8pm, Washington Arts Centre, Biddick Lane, Washington. (additional event)
- Monday July 16, 6–8pm, Roberts Lounge, Boldon Community Association, New Road, Boldon Colliery.
- Thursday July 19, 6-8pm, Hope Street Xchange, 1-3 Hind Street, Sunderland. (additional event)
- Monday August 6, 6-8pm, The Hetton Centre, Welfare Road, Hetton-le-Hole. (additional event)
- Tuesday August 7, 6-8pm, Bede Tower, Burdon Road, Sunderland. (additional event)
- Wednesday August 8, 6-8pm, The Hetton Centre, Welfare Road, Hetton-le-Hole. (additional event)

If you need further information, you can download the full consultation document here: <http://www.sunderlandccg.nhs.uk/wp-content/uploads/2018/05/Sunderland-urgent-care-consultation-doc-FINAL-1.pdf>

Next steps

Sunderland CCG will be making a decision in December 2018 when they have reviewed all the feedback received.

Key dates are:

- Public consultation – 9 May to 2 September 2018
- Feedback available from the consultation – From 1 October 2018 to 15 October 2018
- Improved NHS 111 service goes live* – 1 October 2018
- 24/7 Home Visiting Service goes live – 1 October 2018
- Decision made – December 2018
- New Urgent Care system goes live – 1 April 2019

* this is the go live date for the North East