

Making urgent care work better in Sunderland

What is urgent care?



Urgent care means when you suddenly become unwell and need to see someone like a doctor or nurse as soon as you can.

This can be an illness or injury but not an emergency where you would need to go straight to hospital.

How urgent care is currently provided in Sunderland

NHS 111



NHS 111 helpline has trained advisors and health professionals who give health advice.

They also arrange for you to see someone like a doctor or nurse if needed.

Pharmacies



Pharmacies offer advice on the safe use of medicines and can treat many common illnesses, such as earache, upset stomachs or colds.

GP services during normal hours



Most GP surgeries are open Monday to Friday 8 am to 6 pm.



GP services on evenings and weekends

Currently, GP appointments are available between 6pm and 8:30pm Monday to Friday from 5 locations, and from up to 3 locations on a weekend. If you think you need an urgent appointment, call your GP practice or NHS 111



GP services when your doctors is closed

When your GP practice is closed, you can call NHS 111 for advice or an appointment with a doctor or nurse if you need it.

Urgent care centres

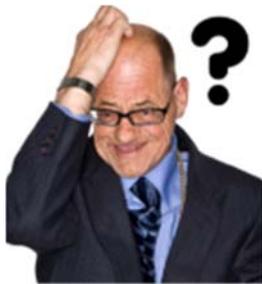
There are 4 urgent care centres – sometimes called walk-in centres.



These are at:

- Bunnyhill
- Houghton
- Washington
- Pallion

Why do services need to change?



People said that they are confused about where to go if they need help when they are ill.



People said they had to wait too long to get a GP appointment.



Most people said that they would like to see their GP for an appointment on the same day.



People with long-term health conditions said that they would like to see someone who knew their needs.



We would like to make it simpler for people to know where to go.

Why do we need to change how people use emergency services?



People are using emergency services when they don't need to. Hospitals are becoming too busy with people who could be seen somewhere else.



Emergency services should only be used by people who really need them.

A & E

ED



This is one of the reasons we are changing the name of the Accident and Emergency Department (A & E) to the Emergency Department (ED).



Sometimes you might just need advice from someone like a doctor, nurse or pharmacist to look after yourself until an illness gets better on its own.



GP Practices could safely carry out some treatments which hospitals offer. This would make it easier for a lot of people, especially older people.



If GP and community services are used in a better way, less people will need to use hospital services.



What we are doing to provide more services in the community



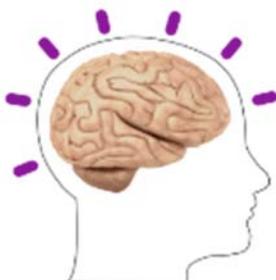
All Together Better

The NHS and social care in Sunderland are working together to provide better services in your community. We call this **All Together Better**.



Recovery at home

This looks after people where they live. It helps people to get back to normal after an illness or injury.



Mental health services

Mental health services can visit people in their homes when people need it.

What we are doing to employ more doctors and nurses in Sunderland



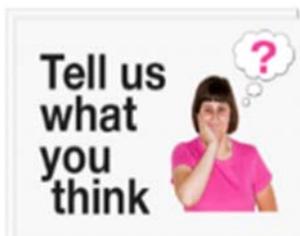
GP practices in Sunderland are helping to train more GPs and Practice nurses to increase the numbers of doctors and nurses working in Sunderland.



Working with universities

University students are working in GP practices in Sunderland as part of their training.

We want your views



Sunderland health services want your views about urgent health care.



We want to make some changes so it is quicker and easier for people to get an urgent appointment with a doctor or health professional.



We have made some plans about how we think we could do this.



We would like you to tell us what you think of these plans.



We will be asking people what they think of these plans between Wednesday 9 May and Sunday 12 August 2018.

What people said



Make it easier for people to know where to go for urgent care.

OPENING HOURS				
MON	TUE	WED	THU	FRI
06	FROM		TO	
06	FROM		TO	
06	FROM		TO	
06	FROM		TO	
06	FROM		TO	
06	FROM		TO	
06	FROM		TO	

Make it clear what each service is for and the opening times.



Have better trained and more staff.



Open other services for longer so people don't go to the Emergency Department (ED) when they don't need to.

Our plans for urgent care in Sunderland

Supporting more people to look after themselves



People will be helped to look after themselves better.



This includes managing common illnesses such as coughs, colds and flu, and even some long-term conditions such as diabetes or asthma.



Help and support will also be available through pharmacies.

An improved NHS 111 Service

NHS 111 service is being improved to include:



- Advice from someone like a doctor or nurse on how to look after yourself.
- Sending a prescription to your nearest pharmacy.
- Making a medical appointment for you.

Changing where people go for minor illnesses and injuries



Urgent care centres (walk-in centres) will be replaced.



They will be replaced with more appointments with GPs through an **urgent treatment centre** and the **Sunderland Extended Access Service**.

Providing urgent treatment centres



The urgent care centre (walk-in centre) at Pallion will change its name to the **urgent treatment centre**.



The hospital is near the Pallion Urgent Treatment Centre, so if people need to be taken to hospital this can be done quickly.



Urgent treatment centre

The urgent treatment centre will be led by GPs and will offer a range of health services.



If someone turns up at the Emergency Department (ED) when it is not an emergency, they will be sent to the urgent treatment centre.



The urgent treatment centre will treat illnesses and injuries, including head injuries.



The urgent treatment centre will offer services such as x-rays, blood tests, emergency contraception and mental health advice.



OPENING HOURS			
DAY	FROM	TO	
MON	FROM	TO	
TUE	FROM	TO	
WED	FROM	TO	
THU	FROM	TO	
FRI	FROM	TO	
SAT	FROM	TO	
SUN	FROM	TO	

It will be open for at least 12 hours every day.



At night time if you need your minor injury seeing and it cannot wait until the next day, the services will be provided at the hospital Emergency Department..

Sunderland Extended Access Service



Groups of GP practices will work together to offer urgent appointments.



During the day, you can go to your GP practice. Most GP practices in Sunderland are open between 8 am and 6 pm.



The Sunderland Extended Access Service is currently open between 6.00 pm and 8.30 pm on Monday to Friday.



The Sunderland Extended Access Service is currently open between 9.00 am and 5.30 pm on weekends. It is also open on bank holidays.

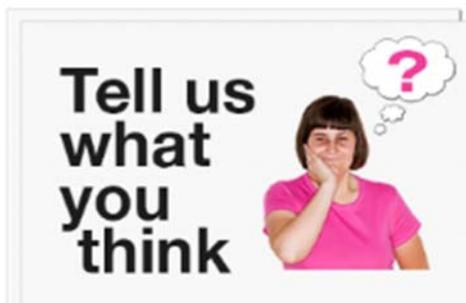
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The Sunderland Extended Access Service is currently in 5 locations across Sunderland. You access this through your own GP practice or NHS 111.

We would like to know what you think



- Do you think the plan will work?
- Are the Sunderland Extended Access Services in the right place?
- Should one Sunderland Extended Access Service be joined up with Pallion Urgent Treatment Centre?
- The opening times should be for the urgent treatment centre and the Sunderland Extended Access Service?
- Is there anything else you would like us to think about?



How you can have your say



We want to know what you think about our plans so that we can get things right.



There are lots of ways you can let us know your thoughts.

Survey



- You can complete a survey. You can do this on paper or online.



- You can also call us on 0191 2172670 and we can help you complete it over the phone

Email or write to us



You can email us on:

SUNCCG.sccg@nhs.net

You can write to us at:

Sunderland Clinical Commissioning
Group,

Pemberton House,

Colima Avenue,

Sunderland

SR5 3XB



Follow us on social media



- **Twitter** @SunderlandCCG



- **Facebook** [@Sunderlandhealth](https://www.facebook.com/Sunderlandhealth)



- **YouTube** SunderlandCCG

Public Events



There will be 12 public events that you can either attend in person or some you will be able to watch online.

To register to attend an event or watch one online go to:

<http://www.sunderlandccg.nhs.uk/>

Consultation Launch



Join us at our Consultation Launch on:

Wednesday 9 May
2.00 – 4.00 pm



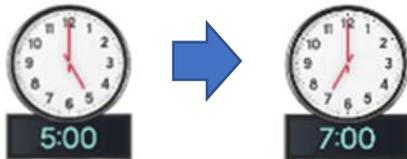
Bede Tower
Burden Road
Sunderland
SR2 7TE

Travel and Transport Event

A travel and transport event will be held on:



Wednesday 23 May
5.00 – 7.00 pm



Bede Tower
Burden Road
Sunderland
SR2 7TE



At this event we will talk about:

- How people will travel to the new urgent care services in Sunderland.
- If there is anything else we need to think about.

Online Question and Answer Events

We will be holding 2 online events



Thursday 21 June

6.30 pm to 7 pm



Thursday 28 June

6.30 pm to 7 pm



These have been arranged with Sun fm.

You can take part on Facebook

[@Sunderlandhealth](#)

or

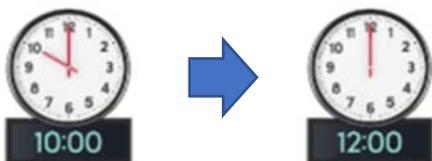
[@1034SunFm](#)

Other events you can attend:

There will also be 8 other events you can attend in Sunderland, Durham and South Tyneside



Tuesday 15 May 2018
10.00 – 12.00 pm



Washington Arts Centre
Biddick Lane
Washington,
NE38 8AB



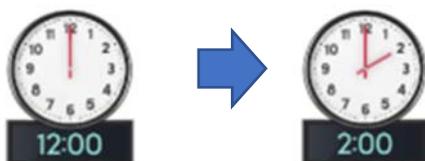
Thursday 24 May 2018
12.00 – 2.00 pm



The Hetton Centre
Hetton-le-Hole
Houghton-le-Spring
DH5 9NE



Thursday 7 June 2018
12.00 – 2.00 pm



Hope Street Xchange
1 – 3 Hind Street
Sunderland
SR1 3QD



Wednesday 13 June 2018
2.00 – 4.00 pm

North East BIC
Enterprise Park East
Wearfield
Sunderland, SR5 2TA



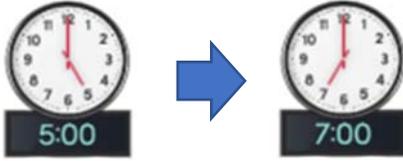
Monday 18 June 2018
12.30 – 2.30 pm

Sunderland Bangladeshi
International Centre,
30 Tatham Street
Sunderland,
SR1 2QD



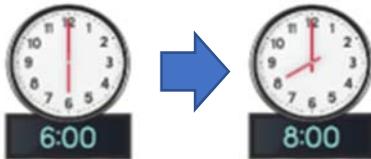
Saturday 23 June 2018
10.00 – 12.00 pm

Bede Tower
Burden Road
Sunderland
SR2 7TE



Monday 2 July 2018
5.00 - 7.00 pm

Glebe Centre
Durham Place
Murton, Seaham
SR7 9BX



Monday 16 July 2018
6.00 – 8.00 pm

Boldon Community Association
New Road
Boldon Colliery
NE35 9DS

What happens next



The consultation will close on 14 August 2018.



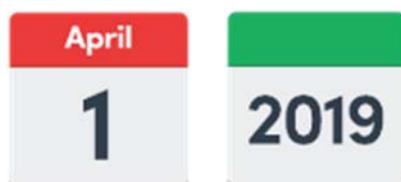
We will give feedback in September and October 2018.



The improved NHS 111 service and improved home visiting service will start on 1 October 2018.



We will make decisions about urgent care services in December 2018.



The changes will start on 1 April 2019.

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