

Key Points for Sunderland CCG Urgent Care Consultation

Proposed changes:

- The proposed urgent care changes are intended to provide more access to GP led care, closer to home in each of the five areas in the city. Patients will only have to remember to call their own practice or the 111 number, making urgent care simpler to access and primary care led
- We are proposing to replace the urgent care centres services at Bunny hill, Houghton and Washington with improved access to GP appointments and an urgent treatment centre based at Pallion providing minor injury services
- There will be four or five Sunderland Extended Access service hubs with GP appointment based in each locality around the city, alongside our 40 general practices in the city. These hubs are open evenings, weekends and bank holidays
- There will be a new clinically led 111 service regionally from October 2018 and it is intended that patients will be able to access these services via 111 or their own GP practice, ensuring that they get to see the right person, at the right time, in the right location. It may be that they simply need clinical advice and this will be available through each of these options.
- Only the minority of people currently attending the urgent care centres have minor injuries with the majority presenting with minor illness which will be dealt with by a GP led service closer to home
- The buildings that Houghton, Bunny Hill and Washington urgent care centres are currently provided in are not going to close and all the other services within them will not be affected
- We are expanding the number of GP appointments available in the extended hours services by a further 42,000 per year from September 2018 and it has successfully been running and has been fully staffed by local GPs already in all 5 areas from September 2017
- Housebound patients and those very vulnerable patients with complex needs will be supported to remain at home by our improved Recovery at Home service. This team responds quickly to provide intensive support to those who need more help while they are getting back to normal after a short term illness or injury in their own home, a care home or on discharge from hospital.

What we are seeking views on:

- Where the Sunderland Extended Access Services should be located in each area within the available and suitable buildings in each area?

- What the opening hours of the Sunderland Extended Access Service hubs and Urgent Treatment Centre should be?
- Whether the west Extended Access Service and Urgent Treatment Centre should be joined up at Pallion or remain separate?
- Anything else that people think has been missed?

Why do urgent care services need to change?

- More people than ever before are using urgent care services and attendances are rising at the accident and emergency department despite all of the current services which were originally put in place to reduce this demand . This is a non-sustainable situation and no change is not an option in terms of workforce, quality or affordability. We have one clinical workforce that is being stretched across several services doing similar things. This current situation of duplication of services has developed over many years but has not reduced demand overall
- The proposed changes can help us to use resources and workforce more efficiently in the interests of patients, taking into account the wider range of services now available in the community. As you know, there are pressures on the NHS workforce nationally and we are facing the same challenges locally. These proposals aim to sustain our general practices and ensure that urgent and planned care is primary care led .We have developed our Recovery at Home service with a GP working within this at all times from October this year which means that some of the current GP home visits could be done by this new service, thus freeing up time within practices
- The new clinically led 111 service will ensure that patients will receive clinical advice more often and more consistently when they contact the service with an urgent care need.

How to give your views

You can give their views in a number of ways, which include:

- Filling in the online survey (at www.surveymonkey.co.uk/r/SunderlandUrgentCare2018)
- Attending an event: www.sunderlandccg.nhs.uk/get-involved/urgent-care-services/events/
- Phoning 0191 217 2670 for a paper copy of the survey if preferred
- Emailing us at SUNCCG.sccg@nhs.net
- Getting in touch via social media: [@SunderlandCCG](https://twitter.com/SunderlandCCG) or [@Sunderlandhealth](https://twitter.com/Sunderlandhealth)
- Watching our YouTube channel by searching for '[Sunderland CCG](https://www.youtube.com/channel/UC...)'
- Writing to us at NHS Sunderland Clinical Commissioning Group, Pemberton House, Colima Avenue, Sunderland, SR5 3XB