



**Sunderland
Clinical Commissioning Group**

Sunderland Urgent Care Consultation

Travel and transport event

23 May 2018, 5 – 7pm

Date	23		May		2018	Time	5 – 7PM
Event	Travel and Transport						
Venue	Bede Tower						
No. people			Males			Females	
Room facilitator	Helen Fox / Ann Fox						
Scribe	Lisa Anderson / Daisy Barnettson / Anisah Sharmeen / Michael Barlow						

Attendance and reach

Total number of people who attended in total: 19

- Public – 7
- VCSO – 0
- Other organisation – 5
- Sunderland CCG – 4
- Sunderland City Council –
- NECS – 3
- Did not identify a group –
- Registered but did not attend -

Discussion

Proposals for Urgent Care

Like
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Missing
<ul style="list-style-type: none">• High areas of deprivation – The cost for people to travel• Bunny hill accessible and people can travel. People may also have to travel with children. See a lot of sick children• GP number gone down and not been replaced• Nexus would be able to give time – accurate• Also depends where bus stops are from people + walk

Other comments / questions
<ul style="list-style-type: none">- People understand where they are at the moment- Is there a doctor at walk in centre?- The service is currently good- These centres have other facilities available – physiotherapy, podiatry, x-rays- Concerned that This Company is doing the public transport analysis. I'm not happy with the P2E – figures wrong in this.- Pallion – Can't see logic of this for Houghton centre, when we already have Houghton PCC- Parking – massive car park at walk in centre – bus stop at walk in.- Easier to use walk in centre because of facilities and services- Parking spaces are there later on. Access to health Centre is going to be difficult- Most car routes go to PC centre- Later on people will have to ask relatives to access walk in centre- Vulnerable people (Single Parents) at a loss- Don't know how some people would access service if they are far away- Primary care centre – Public transport access parking- People are currently aware of the location, changing will increase confusion- Existing pathways – joining to confusing elderly population- Are we going to have the GP's do it?

Should the services be joined up?

Thoughts for no
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Other comments
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Location of the Sunderland Extended Access Service

Which locations are good and why

- Excellent provision from DR WEATHERHEAD and partners
- Mainly with coalfields
- Southwick as there are lots of buses
- Galleries – Good travel links and drivers
- Primary care centre
- Walk in centre – parking + public transport good
- Accessibilities
- All as discussed

Which locations are not good and why

- Time to travel
- Children who take ill during the night
- People can't afford taxi's
- Only 30% have access to vehicle = Townend farm cast ward
- Would depend on which doctor will see
- Galleries – parking is bad
- Not big enough
- Parking problems
- Needs more doctors
- Lower awareness
- Public transport – where the rates from

Opening hours

SEAS

-

UTC

-

Key principles

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Travel and Transport

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Final comments

- Is extended access phone calls going to put more pressure on receptionists
- We have problem getting GP appointments – when I call can't get a same day appointment
- Public transport – we cannot get there
- Car traffic – using busy roads e.g. A690
- Where are you going to park at Pallion?
- No Direct bus to pallion from coalfields
- Bus available at 10pm end – if you are injured/ill you aren't getting there
- Not using direct rates anyhow
- After hours – bus timings get worse
- Hard to access
- 40mins on the 35 bus – to get to city centre is additional timing. Over an hour to get there
- Evening bus service - if you miss the bus you will be worse off
- Certain areas in coalfields worse off depends on area they are in (fencehouses takes you 5 buses) to get to pallion
- Parking facilities + payment (pay for parking and then need to walk to pallion anyhow)
- People who won't have money, will struggle
- Knock on effect of urgent care directing people down to the UCC.

Question and Answers

Q. How do you define 67 - 47 as slight

A. Significant drop – smaller proportions of people that use UC centres

What does the 30mins in value?

A. Software uses pt timetables. Average case of normal journey – time comes from timetables. If you're within 400m, you can get to the service, but infrequent times may be different timings.

C- Coalfields – non-existent busses after 6pm. We are losing service. Walk in centre – very valued in area. New building, why are you closing it

A - Not closing building it's about changing the service You can get appointment at GPs.

A – We have worked with GP's to develop these proposals and nurses across the city. No plans of privatisation.

It needs to be sorted at the GP's first but your just closing services down

Q - Is accessibility model purely desk top. Times we need at

We have good public transport but evening it goes from good to bad.

Q - Where are you consulting with people? Mainly online? No info anywhere.

A - Available online, community venues, support groups, info parcels shared with patients too.

C - NE BIC venue – Totally inaccessible

C -Timing of session – working people can't access

A - Working on this – 5 event dates has been organised

- Further away travel venue.

Location of this event – poor – Should have been somewhere you were going to speak to people where they would be affected.

A - Specific concerns around venue, great feedback

- Difficult to register also

Q. Can we stop talking in terms of %? Want to know numbers of people affected. Some people will not make move. If people don't know where to go now, how will they know when it changes?

Q. Where is GP's going to come from to deliver extended access service?

Q, Will X-Ray facilities stay at Pallion?

Urgent care – percentages prove that people won't seek treatment when they need it if they can't access it

Q. Why are you offering 'golden hello's' and is everyone offering it? Is it to get people in/people to stay?

Q. Where are you based? (To T&T company)

Q. Can we have a meeting at Townsend Farm?

Q. Would have been nice to have bus companies here

Changes massively affect Coalfields - Main worry is for most vulnerable people in community – e.g. single mother on benefits in most deprived area

Will they have means to get through to Sunderland?

Will take longer than 30 minutes?

Will peoples situation get worse because they have to change how they access urgent care (Money, will they go)

Environmental concerns – encouraging people to use cars more? Will have worse health outcomes over time

Q. What is the plan if projected numbers don't happen – are you planning for that?

Q. Was 10am – 12pm slides deliberate? I could not get to Pallion at 8am or after 12. 12-12 is the easy transport time. Can't cherry pick time slot.

Q. Recent visit to A&E – was only assessed at A&E because walk-in centre sent them

Recent visit to A&E – was only assessed at A&E because walk in centre sent them – if no walk in centre then people won't have anywhere to go to get referred to A&E.

Can't get GP appointment for UC

Q. Parking at Pallion – Where is everyone going to park? If three centres are going to close – may have people parking far away and have to walk.

Q. GP practices will only be open until 8:30pm, then you need to travel to Pallion – No way can people in Houghton access services at Pallion.

Q. Home visits like gold – can only get one with a serious health case – where will we get GP's for home visits as GP's currently stretched

Q. NHSIII – has procurement been completed and who will run it?

Q. Where will you get GP's for NHSIII?

Q. SEAS – Southwick – Will people from town hall go to this location? – Can we have one in my location?

Q. Who will run the SEAS? – Do VOCARE fit with this?

Q. In four years, 40% of GP's going to retire – has this been future proofed?