

Meeting: Adult Social Care, Health and Wellbeing
Sub-committee

Date: 10 March 2016

Title: Healthwatch North Tyneside –
Emergency Care Feedback

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Service: Democratic Services,
Law and Governance

Wards affected: All

1. Purpose of Report

To provide the sub-committee with the feedback from a consultation exercise carried out by Healthwatch North Tyneside (HWNT), which gathered the views and experiences of local people in relation to the new Northumbria Special Emergency Care Hospital (NSECH).

2. Recommendations

The sub-committee is recommended to;

- (1) note the urgent and emergency care feedback and response provided by Northumbria Healthcare Foundation Trust; and
- (2) decide if there are any areas/topics requiring further investigation and for inclusion on the sub-committee's work programme 2016/17.

3. Background

NHCFT opened the NSECH in Cramlington in June 2015; this changed the structure of A&E in North Tyneside drastically, with all emergency cases going to NSECH and leaving the 'base site' of North Tyneside General Hospital to deal with urgent, but 'non-emergency' care.

Once the new hospital had been open for a number of months, HWNT proactively gathered the views of local people and presented them to the NHS providers. Appendix A, attached with this covering report, provides some analysis of the data gathered by HWNT and illustrative examples of peoples views. Following this a letter was sent from HWNT to NHCFT with some key questions, this is attached at Appendix B, and the response received is attached at Appendix C. Appendix D is a table which outlines supplementary Q&As.

Jenny McAteer, Director of Healthwatch North Tyneside, will attend the meeting to discuss and respond to any questions that members may have about the urgent and emergency care feedback.

The sub-committee are asked to consider the feedback, and decide if there are any areas/topics requiring further investigation and for inclusion on the sub-committee's work programme 2016/17.

4. Appendices

Appendix A – Healthwatch North Tyneside Briefing Note – Northumbria Specialist Emergency Care Hospital – October 2015

Appendix B – Letter to Northumbria Healthcare Foundation Trust - Feedback provided to Healthwatch North Tyneside about NSECH – 19 October 2015

Appendix C – Response letter from Northumbria Healthcare Foundation Trust to Healthwatch North Tyneside – 13 November 2015

Appendix D - Supplementary Questions and Answers: The Northumbria, Specialist Emergency Care Hospital