

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

Date: 2nd June 2016

Title: Urgent Care - update on the public consultation

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Service: NHS urgent care services

Wards affected: All

1. Purpose of Report

This is to provide an update on the public consultation into the future of urgent care services in North Tyneside. The consultation, which was led by NHS North Tyneside Clinical Commissioning Group (CCG), asked people to have their say about existing services and consider a range of different ways in which urgent care services could be arranged in the future.

Formal consultation was conducted over a three-month period, between 7 October 2015 to 21 January 2016, in which local people were invited to provide their views, experiences and ideas about urgent care services across North Tyneside. A full overview of the consultation is available at: [Right care, time and place: Consultation on urgent care in North Tyneside](#).

2. Recommendations

- 2.1 To give feedback on progress to date
- 2.2 To understand the feedback that has been given from members of the public for urgent care within North Tyneside
- 2.3 To understand the next steps as part of this consultation

3. Details

Why the CCG needed to consult

The CCG cannot afford to run the services that are available in their current form. The NHS is under financial pressure all over the country, and North Tyneside is no exception. The CCG needs to identify efficiencies in the way it organises all health care services, including urgent care.

Currently, there are multiple services that provide similar care for people's urgent care needs. These are the walk-in services at Battle Hill and North Tyneside General Hospital, and the Shiremoor Paediatric Minor Injuries Unit as well as the GP out of hours services.

Developing the scenarios for formal consultation

During the months of May to July 2015, local people were asked to provide their feedback with regard to urgent care across the borough. Based on the findings of this engagement, the CCG and partners in the North Tyneside Urgent Care Working Group developed four scenarios which outlined how future urgent care services in North Tyneside could be delivered:

Scenario 1: A single North Tyneside Urgent Care Centre based at North Tyneside General Hospital (Rake Lane)

Scenario 2: A single North Tyneside Urgent Care Centre based at Battle Hill

Scenario 3: A single North Tyneside Urgent Care Centre based at North Tyneside General Hospital (Rake Lane), supported by locality-based minor ailments services in three other areas (Killingworth, Wallsend, Whitley Bay)

Scenario 4: A single North Tyneside Urgent Care Centre based at Battle Hill, supported by locality-based minor ailments services in three other areas (Killingworth, Wallsend, Whitley Bay)

Members of the public were also invited to comment on any other options they thought may be appropriate.

Promotion of the consultation

In order to establish high levels of public awareness, promote public involvement, and ensure clear communication various mechanisms were used. As part of the analysis, figures suggest that 852,362 were reached via the following methods (caution must be applied as some people will have seen/heard about the consultation multiple times).

Media – press, supplements, digital and press advertising

Social media – Twitter, Facebook and via videos

North Tyneside CCG website

Leaflets and flyers distributed to community venues and key events

Briefing emails/letters were sent to key stakeholders and providers, MY NHS members and those that have expressed an interest in urgent care, attended an event or completed a survey

Methods of engagement

A variety of engagement methods were employed to allow different stakeholders and groups to get involved in the way most suited to them.

In total, 768 people took part in the consultation either through answering the survey, attending a focus group, roadshow or drop-in event, responding via email or social media - providing a good representation of the population within the borough.

Engagement method	Number of attendees / participants
Consultation launch event	26
Public meetings/drop-in sessions (x 4 events)	16
Survey (available online & in printed format)	317
Roadshows (x 3 events)	126
Focus groups with members of the general public (x 6 groups)	54

Focus groups with hard-to-reach and protected groups (x27 groups; 23 were conducted by Community and Health Care Forum & 4 by Healthwatch North Tyneside)	191
Focus groups with Patient Participation Groups (PPGs)/CCG Patient Forum (x 7 groups)	17
Focus groups with the Voluntary and Community Sector (x 1 group)	3
Additional methods; social media and responses via email/in writing	18
Total number	768

Analysis of the feedback

All of the feedback gathered during the consultation process was collated by an independent data analyst from outside of the area and is presented herein. The CCG Governing Body will look at this report and use the information and views to decide how best to proceed with the future structure of urgent care services across the borough. This will also be considered with the clinical evidence base, the health policy, resources that are available and the financial resources.

This report is available as appendix of this briefing and is also available online at www.northtynesideccg.nhs.uk/urgentcare from 9 May.

Next steps

Date	Item
May 2016	Analysis of people's feedback by an independent organisation has concluded and the feedback report is available online at www.northtynesideccg.nhs.uk/urgentcare from 9 May Further analysis was undertaken to understand the clinical evidence, the travel implications, financial challenges and the resources that we have available
11 May 2016	Public feedback event at Linskill Centre, Linskill Terrace, North Shields NE30 2AY, at 6pm on Wednesday 11 May Please register to attend this event - http://northtynesideccg.nhs.uk/get-involved/your-views/urgentcare/feedbackevent/
May - June	CCG governing body and Council of Practices (made up of GP practices) review the information received during intelligent consideration period
22 June 2016	NHS North Tyneside CCG completes the full 'business case' document
6 July 2016	Council of Practices meet to review business case and makes decision
26 July 2016	Governing Body approves decision

The decision will be made by the CCG Governing Body on 26 July 2016 following consideration of the evidence from the public feedback, the clinical evidence base, the travel analysis, the resources available and finance throughout May to June.

On 26 July, the decision will be communicated out to all key stakeholders and members of the public.

The chosen scenario would be scheduled to take place from October 2017 but it's important to recognise that any changes will only take place when robust plans are in place to ensure that patient care isn't affected.

4. Appendices

The full feedback report is available online at <http://northtynesideccg.nhs.uk/wp-content/uploads/2016/05/Right-care-time-and-place-Urgent-Care-Consultation-Final-Report-14.2.16.pdf>

5. Background Information

More information is available online at www.northtynesideccg.nhs.uk/urgentcare