

NHS North Tyneside Clinical Commissioning Group (CCG)

Briefing note – 25 October 2016

NHS urgent care services in North Tyneside

The review of NHS urgent care in North Tyneside has moved forward as the Governing Body of NHS North Tyneside Clinical Commissioning Group (CCG) has met today to consider a recommendation on the best way to replace existing centres at Battle Hill, North Tyneside General Hospital and Shiremoor Paediatric Minor Injuries Unit.

The Governing Body, which met in a public session in North Shields, agreed to replace the existing facilities with a single, integrated service with effect from 1 October 2017.

The CCG will now start a formal procurement process, which will decide on both an appropriate location and provider for the new integrated service. The existing services at North Tyneside General Hospital, Battle Hill Health Centre and Shiremoor Health Centre will be decommissioned by 30 September 2017.

This important step will improve care by bringing facilities together in one place as a 24-hour service while cutting out duplication and making efficient use of our resources.

More than 700 people took the time to share their views on a range of different scenarios for the future, and their feedback played a big part in shaping the CCG's thinking. It was important to recognise that the current system, with services providing similar care in several locations, is not the best use of resources at a time when the NHS is under increasing pressure.

This feedback included some positive responses to the concept of a single, 24/7 urgent care centre, as well as raising a number of issues around things like transport and facilities. All the feedback was analysed by an independent organisation, and the findings considered in detail alongside other clinical, financial and legal evidence before the recommendation was put forward.

The next step will be a procurement process with the aim of securing the best possible service and the best possible value for the people of North Tyneside. The consultation showed an overall preference for Rake Lane, and this will be considered

alongside other factors like quality and value for money as the CCG considers tenders to provide the service.

Earlier this year, the CCG and its partners put forward four alternative scenarios for the future shape of urgent care services:

- 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)

Urgent care is any form of medical attention that people need to access quickly but that is not serious enough to need a visit to the Emergency Department (A&E). This could include injuries, an illness or medical condition which needs advice from a GP, pharmacist, NHS 111, a walk-in centre or the out-of-hours GP service.

The consultation process, which got underway early last year, has been independently reviewed by The Consultation Institute and found to be consistent with recognised standards of best practice. All the evidence and papers relating to the consultation process and findings are available at www.norhtynesideccg.nhs.uk.

The CCG will now move to prepare its procurement and evaluation strategy before the end of the year, with procurement taking place in the first three months of 2017.

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