



Right care,
time and place

Consultation

on urgent care in North Tyneside

How to get involved and have your say:
7 October 2015 to 21 January 2016



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Welcome

At NHS North Tyneside Clinical Commissioning Group (CCG) we are 100% committed to providing the best possible patient care to our community. We want to provide lasting, effective healthcare services both inside and outside of hospital and make it easier for our community to get the right advice or treatment in the right place, first time.



The CCG and partners are constantly looking for ways to improve care services available for people living in North Tyneside. As part of this process, we recently began a review into local urgent care services.

We started this process during May to July 2015, where we asked local people to have their say on urgent care across the borough. Feedback on this can be viewed at: northtynesideccg.nhs.uk/get-involved/your-views/urgentcare/introduction

Now we want your views on the different scenarios that we have developed as part of the feedback, which will form part of the formal consultation.

Depending on the outcome of this consultation, it may mean that we need to close the current urgent care services in North Tyneside so that new services can be established in their place. This isn't something we would do lightly and we will make sure that we have robust plans in place before any changes take place.

We simply cannot afford to run the services that are available now. The NHS is under financial pressure all over the country, and North Tyneside is no exception. We need to identify efficiencies in the way we organise

all health care services, including urgent care. Currently, there are multiple services that provide similar care for your 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. We think that we could join these services together to make a more efficient and improved urgent care system in North Tyneside.

On page 14-17, you will see a number of scenarios that set out what the future for urgent care services might look like. Any one of these scenarios could replace the current urgent care services in North Tyneside.

Your input into this process is vital. All the responses we receive will be considered and reviewed, alongside other information and feedback, to help us make the right decision about how services should look in the future. Following the consultation, we will share the results and we will inform you of the outcome in April 2016.

Your comments will play a vital part in helping us to plan and deliver urgent care services to meet the needs of North Tyneside more effectively in the future.

Dr Shaun Lackey,

North Tyneside GP and
chair for the Urgent Care Working Group

NHS North Tyneside Clinical Commissioning Group pays for healthcare for the borough's 215,602 residents. We are a membership organisation led by North Tyneside GPs, nurses, and support staff to deliver the right care for our local people.



Why are we consulting?

Healthcare needs are changing across the UK. Pressure on services is increasing at a rapid rate which means that NHS services can sometimes struggle to cope with demand. As part of a five-year plan, the NHS is taking action to review urgent and emergency care services across the country, aiming to take the pressure off A&E departments and meet increasing healthcare needs.

Nationally, over the next five years, the NHS is aiming to reshape urgent care services with a focus on joined-up, continuous care and a simpler, more organised and responsive system. A system that moves away from the traditional 'surgery hours' and 'out of hours' format to provide high-quality healthcare services where they're needed and whenever they're needed.

22 million VISITS

Did you know?

Nationally, more and more people are using A&E with 22 million visits a year. This means that there are an extra 3,500 attendances every single day than there were five years ago. In many places, A&E is running at full capacity.

The local picture

In our area, NHS healthcare needs are increasing as people live longer lives. More and more people are using urgent care and emergency services every year, increasing the pressure on an already overloaded system.

We buy the urgent care services for local people and we can't afford to buy the services in the current form as there is a lot of duplication.

Added to this, we are facing increasing financial pressure generally as more of our patients attend local hospitals compared to other areas nationally, and a growing elderly population needing comprehensive community-based care for complex health needs.

In May 2015, we started talking to patient groups, healthcare providers, local authorities and community and voluntary organisations to build an understanding of the views of service users and to find out what local people wanted from urgent care services.

What's important to you?

- Convenient services: people want access to care whenever they need it, in a location that is easy to reach
- Better access to services: longer opening hours of GP practices, pharmacies and walk-in centres
- More information about the range of healthcare services and how to make best use of them, through information booklets/leaflets, social media, posters and online
- More home visits and district nurses
- Improved and quicker access to mental health services
- Improved access to services, including online support and consultations, drop-in clinics, one-stop-shops, telephone appointments and helplines for non-urgent conditions

38%
required no further treatment

Did you know?

In North Tyneside, 38% of A&E attendances in 2014/15 required no further treatment, that's around 24,500 visits to emergency services

- The 'Think Pharmacy First' scheme is viewed as a convenient, effective method to access urgent care, but feel it could be better promoted and used
- Information about waiting times and delays
- Better end-of-life care

Current services providing urgent care

- **GP services**
- **Walk-in-services:** Battle Hill, Shiremoor Paediatric Minor Injuries Unit, 24 hour walk-in service at Rake Lane, non-local walk-in services, eg Ponteland Road walk-in centre and Molineux Primary Care Centre, Newcastle
- **Community pharmacy** (including Think Pharmacy First)
- **GP out-of-hours**
- **A&E:** Northumbria Specialist Emergency Care Hospital at Cramlington and the Royal Victoria Infirmary, Newcastle
- **NHS 111**



Developing the plans together

Working with a range of local healthcare partners and patient groups, we have developed the following plan to consult local people about current services:

Planning stages

During the planning stages, we have looked at local healthcare needs in North Tyneside, and identified some of the biggest priorities. We think the scenarios set out in this document will focus on delivering the best possible patient care.

May to July 2015:

Listening phase

We contacted the local community via mail, e-mail, social media, surveys, focus groups, events, the website and the press, reaching an estimated 174,439 local people, or 87% of the population of North Tyneside.

774 people completed a survey designed to understand patients' experiences and opinions about North Tyneside's urgent care services.

August 2015:

Analysing feedback

We reviewed information about local priorities and the ways in which people use our services.

August 2015:

Compiling the feedback report

Based on feedback from the listening phase, we proposed a number of key areas on which we needed to focus.

August - September 2015:

Decision on proposed areas

The Urgent Care Working Group met to start to develop the potential scenarios. A panel of clinical leads, commissioning managers and clinical experts from outside our organisation met to assess the suitability of the scenarios.

Proposal approved

We presented the different scenarios to the clinical executive, who discussed and approved these to go out to consultation.

Informing Governing Body

We presented the different scenarios to the CCG's Governing Body for approval.

October 2015 – January 2016

Public consultation

From 7 October 2015 to 21 January 2016 we will consult with the public to gather feedback and opinions on the different scenarios and hopes for the future.

What is urgent care?

Urgent care means any form of medical attention that you need quickly but is not serious enough for a visit to hospital. This could include injuries, an illness (ailment) or any other medical condition where you seek advice from a GP, pharmacist, NHS 111, a walk-in centre or the out of hours GP service when your local doctor's surgery is closed.

What are we trying to achieve?

We are working towards developing joined up care services which will focus on:

- Helping people look after themselves
- Helping those with urgent care needs to access the right advice or treatment in the right place, first time
- Providing a highly responsive urgent care service outside of hospital so people have a range of alternatives to A&E
- Providing responsive, personalised services in, or as close as possible to people's homes
- Providing consistent high quality care seven days per week
- Ensuring that serious and life-threatening conditions are treated in the right environment by staff with the expertise to meet patient needs

£18.7m
on urgent care services

Did you know?

We spent £18.7m on urgent care services in North Tyneside in 2014/15



What the future of urgent care in North Tyneside could look like

In August 2015, members of the Urgent Care Working Group and other stakeholders came together to start work on developing different scenarios for what urgent care in North Tyneside could look like, based on the feedback that we had received.

This included looking at keeping services the way they are at the moment, which we know is unaffordable and does not help us to achieve the ambitions of the North Tyneside Urgent Care Strategy.

It also included looking at a scenario where there would be four identical urgent care services in each locality in North Tyneside, which is also not affordable.

Therefore, the following four scenarios were identified as being viable. These are the scenarios on which we are asking your views through this consultation.

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:

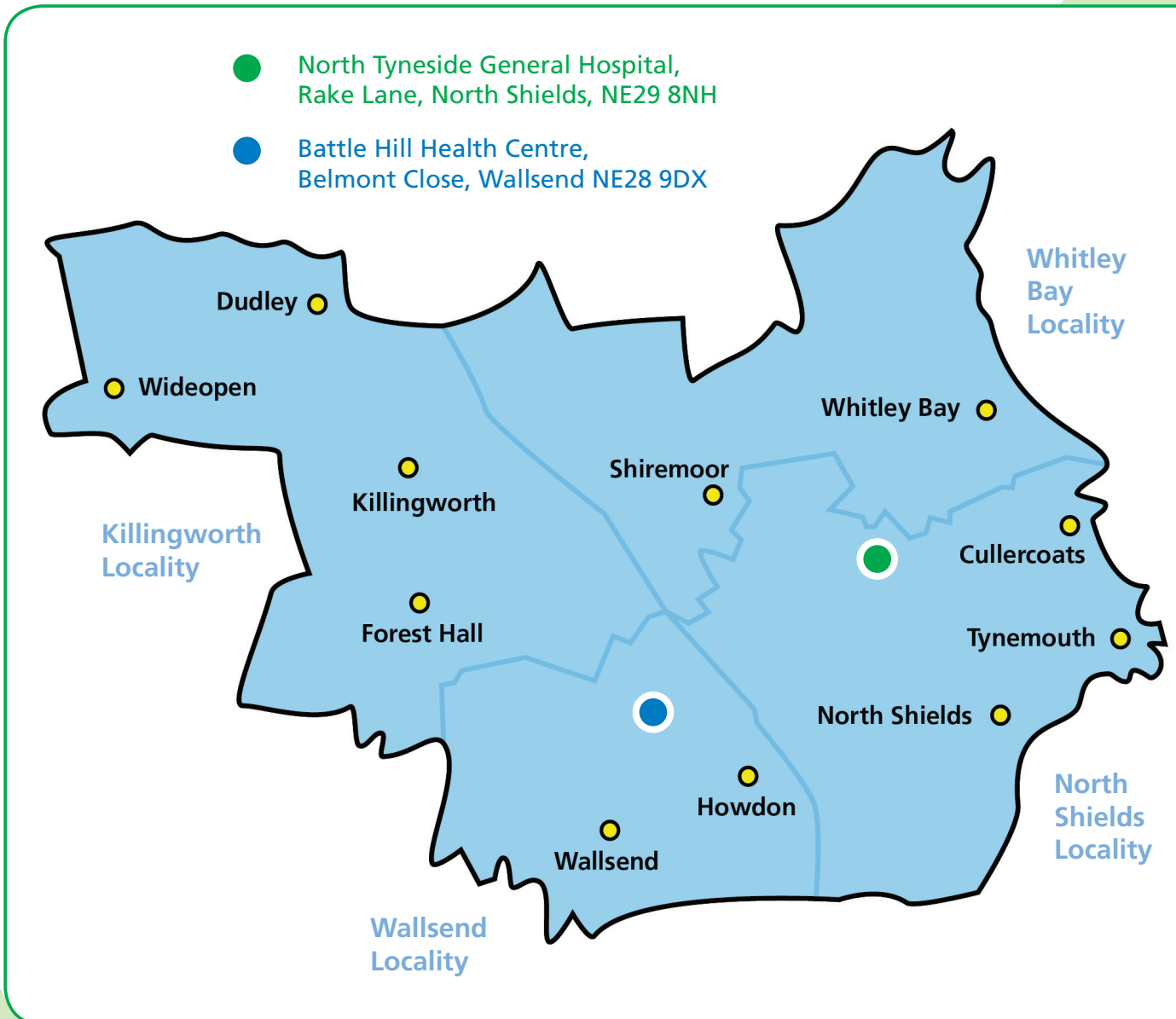
A single North Tyneside Urgent Care Centre based at North Tyneside General Hospital (Rake Lane) supported by locally based minor ailments services in the other three areas (Killingworth, Wallsend, Whitley Bay).

Scenario 4:

A single North Tyneside Urgent Care Centre based at Battle Hill supported by locally based minor ailments services in the other three areas (Killingworth, North Shields, Whitley Bay).

The map below illustrates the four North Tyneside localities and pinpoints the two main sites where urgent care could be

delivered in the future as set out in the scenarios shown opposite and detailed on pages 14-17.



Considering the scenarios

A panel made up of our clinical leads, commissioning managers and external experts from outside of our organisation then met to discuss each scenario based on strategic alignment, integration, affordability, and deliverability.

The following tests were used to assess the scenarios.

You can read more detail about this in our case for change document.

Strategic alignment

This tests the scenarios against the CCGs seven key priorities as set out in the CCG's urgent care strategy which is captured in the phrase right care, time and place.

1. **Better support for people to self-care**
2. **Right advice, first time**
3. **Responsive urgent care services out of hospital**
4. **Specialist centres to maximise recovery**
5. **Connecting urgent and emergency care services**
6. **High quality and affordable care within the resources available**
7. **Integrating care along the pathway**

Integration

Service integration is a central theme in national urgent care policy, and is a central theme to our North Tyneside Urgent Care Strategy. It takes into account priority five and seven above.

Affordability

These four tests were applied to the scenarios and each scenario has been assessed in terms of affordability, which is important because the Clinical Commissioning Group cannot afford to sustain services in their current form – we need to be looking for efficiencies in how we design and organise urgent healthcare services.

Deliverability

If the services are deliverable.

The result is shown opposite.

- **All of the scenarios would mean closing some services in order to set up the new service. If this happens, we will make sure there is a clear plan in place to ensure that care is not affected (though it may happen at a different place)**
- **Further information about these changes are in the case for change which is available online at: northtynesideccg.nhs.uk/urgentcare**
- **These scenarios would also require changes to the way other NHS services are delivered across the borough. This is covered in the next section**

Does it meet the health needs of North Tyneside?

Scenario	Strategic alignment	Integration	Affordability	Deliverability	Viable?
Maintain the current service for urgent care - two urgent care walk-in services located at the existing sites at North Tyneside General Hospital (Rake Lane) and Battle Hill Walk-in Centre, as well as the Shiremoor Paediatric Minor Injuries Unit	●	●	●	●	●
Locally based urgent care centres (located in each of the four areas in Killingworth, Whitley Bay, North Shields and Wallsend)	●	●	●	●	●
Single North Tyneside Urgent Care Centre (located at the existing North Tyneside General Hospital (Rake Lane) site)	●	●	●	●	●
Single North Tyneside Urgent Care Centre (located at the existing Battle Hill Walk-in Centre site)	●	●	●	●	●
Single urgent care hub supported by locally based minor ailments services (urgent care hub located at the existing North Tyneside General Hospital (Rake Lane) site)	●	●	●	●	●
Single urgent care hub supported by locally based minor ailments services (urgent care hub located at the existing Battle Hill Walk-in Centre site)	●	●	●	●	●

Yes



Maybe



No



How NHS services could be arranged

People told us during May to July 2015 that you wanted a service that is a real alternative to attending A&E. We've called this the North Tyneside Urgent Care Centre.

What is an Urgent Care Centre?

- It's a service that provides quick, simple access to see a GP or a nurse
- A minor injuries service for injuries from simple cuts and scrapes to fractures
- It would have access to appropriate diagnostics, such as x-ray and simple blood analysis
- It would be open 24/7 and would provide appointments for everyone attending the service
- Will be able to see children of all ages
- It would refer into other services including dentist, pharmacy, emergency centres
- It supports your local GP service - it doesn't replace it



The role of pharmacy

People told us in May to July 2015 that you think pharmacists should become more involved in providing urgent care due to its low costs, combined with the convenience.

With this in mind, we are committed to developing the role of community pharmacy. This will initially be through enhancing the current minor ailment scheme, Think Pharmacy First, which provides free advice and treatment to patients who can get free prescriptions or for their children under 16 years old. We will look to promote this scheme to increase awareness across the borough.

We will also continue to work with our pharmacy colleagues and the Local Pharmaceutical Committee in order to help pharmacists to play an increasingly proactive role in urgent care within the community.

The role of GP practices

In May to July 2015, our survey told us that 7% of people had experienced difficulties trying to make an appointment to see their GP and only 25% could get an appointment on the same day. This is very similar to the National GP Survey (January 2015) findings for North Tyneside, which showed that 93% said it was easy to get an appointment.

We will continue to work with GPs and NHS England (as we don't buy these services) to make access to your GP as easy as possible. Also in two of our scenarios, we have looked at creating locally based minor ailments services (see pages 17-18 for more information) which will provide local services that you can book appointments for via NHS 111 for minor ailments such as stomach pains, flu symptoms, vomiting, and unwell children.

The role of GP out-of-hours services

We want access to urgent care services to be completely integrated in the future. We think this will mean incorporating the staff and services provided in current out-of-hours services into a future Urgent Care Centre. This would mean that all access to all urgent care, at any time of the day, co-ordinated through the same service. National guidance is under development that will help provide some clarity about how this might happen.

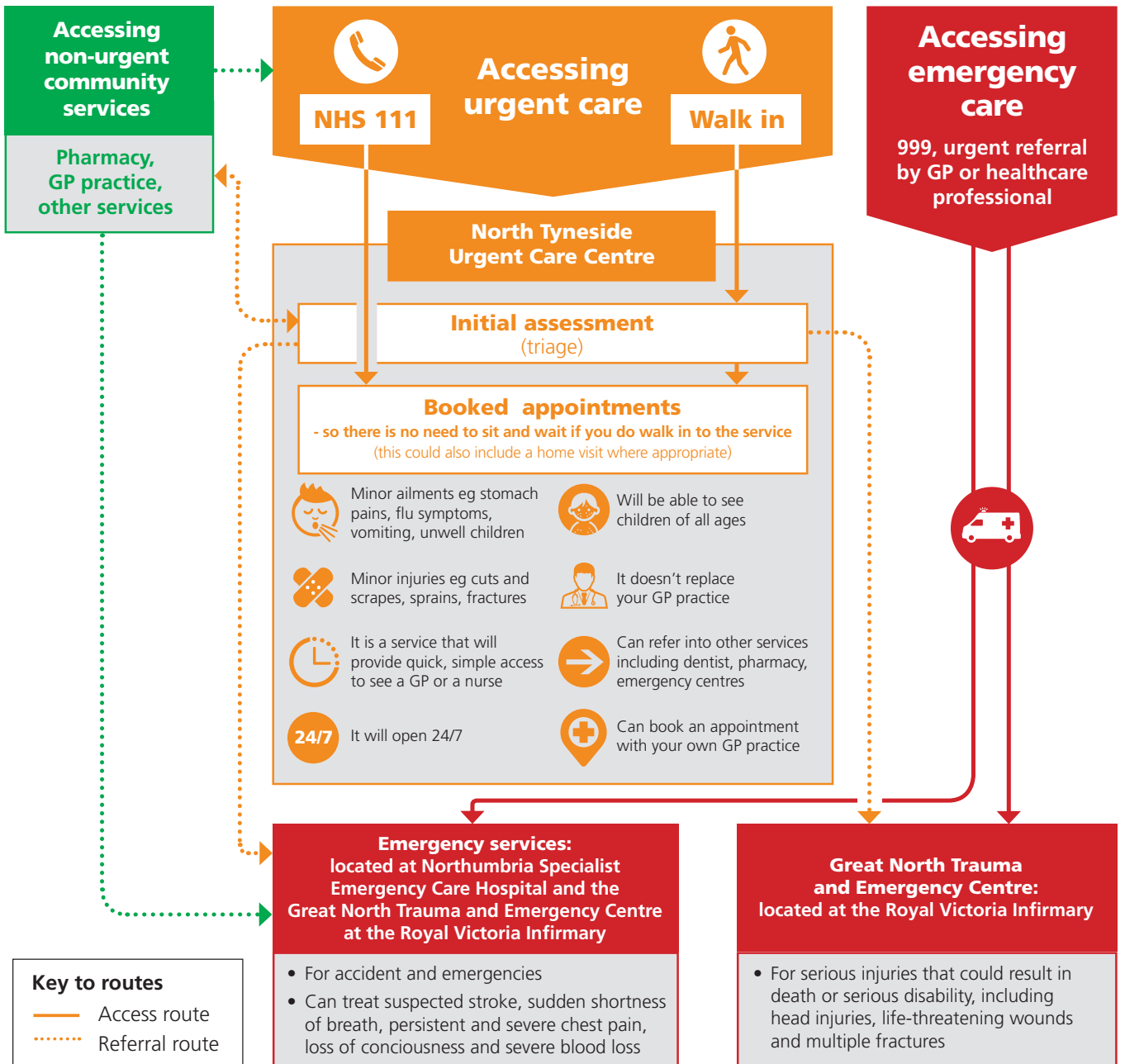
A&E services

A&E services will continue to be provided in Cramlington at the Northumbria Specialist Emergency Care Hospital and in Newcastle at the Royal Victoria Infirmary. Major trauma and emergency services are available at the Great North Trauma and Emergency Centre, located at the Royal Victoria Infirmary

More information about the different scenarios can be found in the Case for Change which is available online at: northtynesideccg.nhs.uk/urgentcare



The changes we are proposing for urgent care



'Non-urgent care' involves services that are available in the community such as your GP or local pharmacy services. They are available for the public to access to discuss any concerns about health problems and will not necessitate an immediate resolution.

'Urgent care' involves services that are available for the public to access where there is an urgent actual or perceived need for intervention by a health or social care professional.

'Emergency care' is an immediate response to a time critical health care need. A small number of people suffer from serious illness or have a major injury which requires swift access to highly skilled, specialist care to give them the best chance of survival and recovery.

1

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

All of the current local urgent care services (Rake Lane, Battle Hill, Shiremoor Paediatric Minor Injuries Unit) would be replaced by the North Tyneside Urgent Care Centre **based at North Tyneside General Hospital (Rake Lane)**. This would provide all of the urgent care need across the whole of the borough.

Benefits and challenges

This scenario could provide a simple and affordable service that removes duplication and makes it easy for people to know where to go for their urgent care needs. However, this scenario will not provide multiple points of access that may be closer to home for some patients across the borough.

Benefits

- Easy for people to understand where to go (and answers what people are telling us)
- On the same site as a hospital which provides a range of other services
- Plenty of parking available
- We know that people will travel further to access Rake Lane

Challenges

- There could be travel problems for people who previously used Battle Hill
- Parking charges currently apply
- The location means that there will be no improvement to access for some parts of the borough
- A single point of access could be challenging for people who are used to using services such as Battle Hill
- Need to review public transport options

2

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

All of the current urgent care services (Rake Lane, Battle Hill, Shiremoor Paediatric Minor Injuries Unit) would be replaced by the North Tyneside Urgent Care Centre **based at Battle Hill**. This would provide all of the urgent care need across the whole of the borough.

Benefits and challenges

Just like scenario 1, this scenario could provide a simple and affordable service that avoids duplication. The only difference is the geographical location of the service, which means some different benefits and challenges.

Benefits

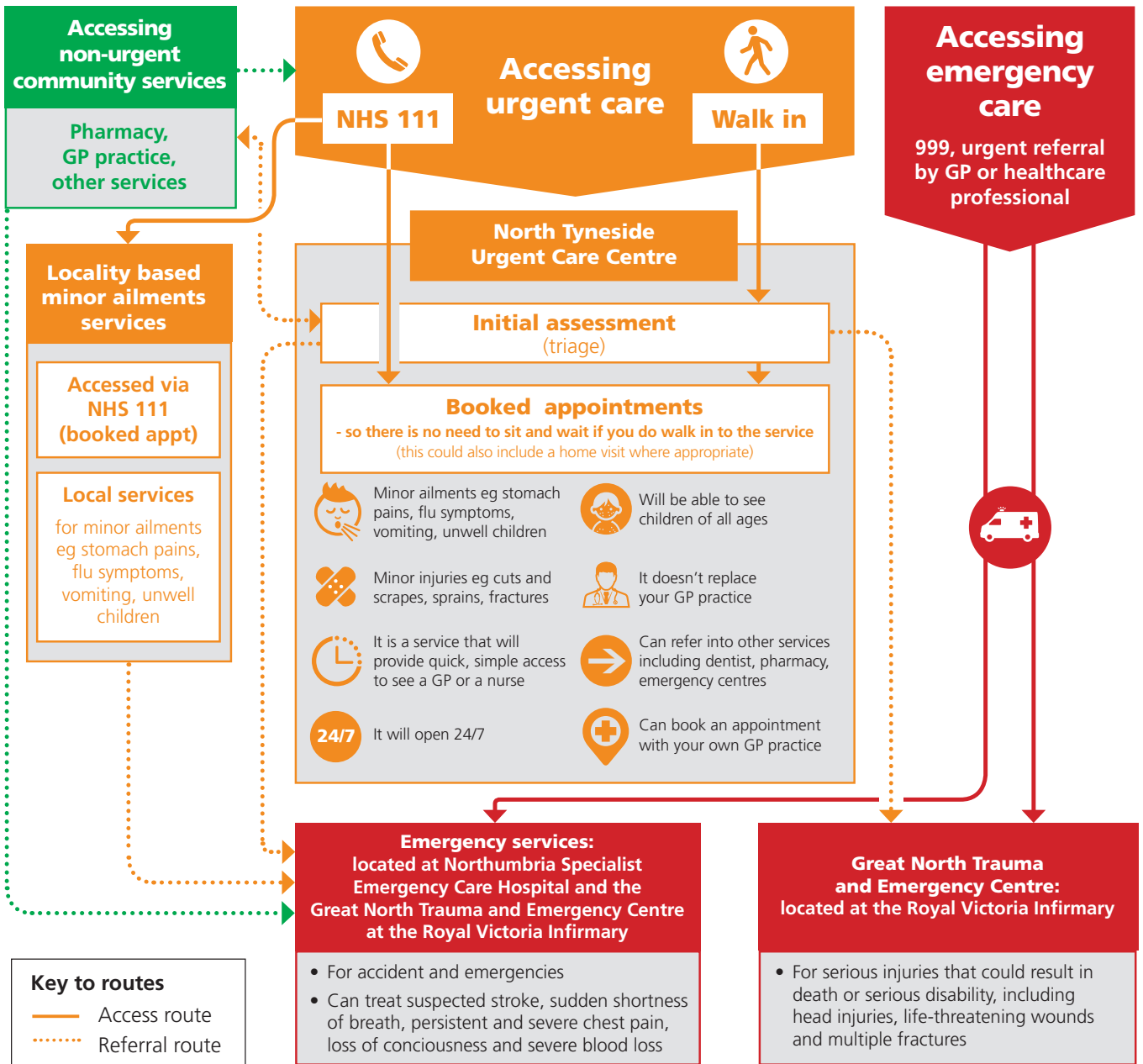
- Easy for people to understand where to go (and answers what people are telling us)
- Parking is free at Battle Hill
- More accessible to people living in the Killingworth area

Challenges

- It would require closing the existing walk-in service for urgent care at Rake Lane
- There are travel implications for people who have previously access Rake Lane
- Parking is limited
- Need to review public transport options
- A single point of access could be challenging for people who are used to using services at North Tyneside Hospital



The changes we are proposing for urgent care



'Non-urgent care' involves services that are available in the community such as your GP or local pharmacy services. They are available for the public to access to discuss any concerns about health problems and will not necessitate an immediate resolution.

'Urgent care' involves services that are available for the public to access where there is an urgent actual or perceived need for intervention by a health or social care professional.

'Emergency care' is an immediate response to a time critical health care need. A small number of people suffer from serious illness or have a major injury which requires swift access to highly skilled, specialist care to give them the best chance of survival and recovery.

3

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 the other three areas (Killingworth, Wallsend, Whitley Bay)

All of the current urgent care services (Rake Lane, Battle Hill, Shiremoor Paediatric Minor Injuries Unit) would be replaced by the North Tyneside Urgent Care Centre **based at North Tyneside General Hospital (Rake Lane)**. There will also be locality based minor ailments services located at Killingworth, Wallsend, and Whitley Bay to provide additional urgent care support in other areas.

Benefits and challenges

This scenario could provide a range of urgent care services across the borough. However, this scenario could be potentially confusing with multiple points of access meaning that there will be an element of duplication of services in the borough.

Benefits

- Addresses people's preference for locally based services
- On the same site as a hospital which provides a range of other services
- Plenty of parking available
- We know that people will travel further to access Rake Lane

Challenges

- Organising locality based minor illnesses services isn't something that will happen straight away as it requires practices working together to form groups in each area
- Multiple points of access could be difficult to understand where to go
- There could be travel problems for people who used Battle Hill
- Parking charges currently apply
- Need to review public transport options

4

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

All of the current urgent care services (Rake Lane, Battle Hill, Shiremoor Paediatric Minor Injuries Unit) would be replaced by the North Tyneside Urgent Care Centre **based at Battle Hill**. There will also be locality based ailments services located at Killingworth, North Shields, and Whitley Bay to provide additional urgent care support in other areas.

Benefits and challenges

Just like scenario 3, this scenario could provide a range of urgent care services across the borough, although this may mean a more confusing system with an element of duplication. The only difference is the geographical location of the services, which means some different benefits and challenges.

Benefits

- Addresses people's preference for locally based services
- Parking is free at Battle Hill

Challenges

- Organising locality based minor illnesses services isn't something that will happen straight away as it requires practices working together to form groups in each area
- Multiple points of access could be difficult to understand where to go
- It would require closing the existing walk-in service for urgent care at Rake Lane
- There are travel implications for people who have previously accessed Rake Lane
- Parking is limited
- Need to review public transport options
- A single point of access could be challenging for people who are used to using services at North Tyneside Hospital



How to have your say

We are keen to hear your views, experiences and ideas about how we can improve urgent care services across North Tyneside. There are lots of ways to get involved. To make sure your voice is heard, you can share your views in the following ways:

Online survey:

- Visit: northtynesideccg.nhs.uk/urgentcare
- A paper version is also available by calling 0191 217 2670

Launch event:

- Wednesday 7 October, Linskill Centre, North Shields, 11am-1pm
- A light lunch will be provided
- Please register at: www.nturgentcare.eventbrite.co.uk or call 0191 217 2670

Drop-in events:

- Wed 4 November, 6-7pm, Linskill Centre, North Shields
- Wed 18 November, 10-11am, Oxford Centre, Longbenton
- Wed 2 December, 6-7pm, Wallsend Customer First Centre
- Wed 9 December, 10-11am, Whitley Bay Customer First Centre

 **Email us:** contactus@northtynesideccg.nhs.uk

 **Twitter:** @NTyneCCG

 **Facebook:** www.facebook.com/NTurgentcare

 **Write to us:** NHS North Tyneside Clinical Commissioning Group,
12 Hedley Court, Orion Business Park, North Shields, NE29 7ST

 **Call us:** 0191 217 2670



How will we use your comments?

We know it is really important to keep you updated, especially when you have taken the time to share your thoughts and views with us.

At the end of the consultation, we will write a report. The CCG Governing Body will look at the report and use the information and views to decide how best improve urgent care services across the borough.

We will share the report with you and make sure it is available on our website. Please remember to leave your contact details with us if you would like a copy.

Questions and answers

How will my views help?

Your views are very important to help us understand what the people of North Tyneside want for urgent and emergency care in the future.

Will the final decision be made on the public view alone?

Your views will form part of the information we use to make a decision in April 2016 on the longer term plan and the more immediate changes that are needed.

Will I get the same level of service that I do now?

Our aim is to give local people a better service than they have now. With the range of choices now available to people – to self care, call NHS 111, go to a local pharmacy, a GP, the GP out of hours service, two walk in centres or A&E, or dial 999 – people don't always go to the right place for their care.

We'd like to create a single system in which community and hospital services work together to give patients the right care, the first time. We believe that these scenarios will improve the care provided in a simpler system.

Is this just about closing services?

We want to improve urgent care services in North Tyneside as people told us that it's confusing deciding where you should go and that many services are being duplicated. Depending on the outcome of this consultation, we may need to close some services so that the new services can be established (depending upon the scenario chosen).

However, this will only happen if there are clear and robust plans in place so that care for patients isn't affected, it might just mean you need to go to a different location.

How will I know where to go in the future?

You can call NHS 111 for help and advice about where to go, when it isn't life-threatening. Staff can advise you to self care or go to a pharmacy, your GP or a walk-in centre.

Is this really a cost-cutting exercise?

This isn't about cost-cutting but about us using the resources we have in the best possible way. We can fund any of the four different scenarios within our current resources; it's the current system we can't afford. Patients are at the heart of what we do and any changes must benefit them.

We now have an opportunity to improve and simplify urgent and emergency care services in North Tyneside.

Could you increase GP opening hours?

Whilst we don't commission GP services directly, we understand that GP access is a problem for some people. We'll continue to work with our local GP members and NHS England to help make it easier for people to reach their doctor when they have an urgent care need.

However, we are looking at different initiatives to increase access to GPs during busy periods. For example, last winter we added an extra 560 GP appointments between Christmas and New Year.



Right care, time and place



This document is available
in large print and other
languages on request:
telephone: 0191 217 2670

NHS
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12 Hedley Court, Orion Business Park, North Shields, NE29 7ST