

Briefing for urgent care consultation

Wednesday 7 October 2015 to Thursday 21 January 2016



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.



Background – why are we consulting?

- National drivers:
 - Keogh Review of Urgent and Emergency Care (2013)
 - NHS England Five Year Forward View (2014)
- Local drivers:
 - Rising demand
 - Duplication in existing service delivery
 - Financial pressures



Early engagement (January – March 2015)

- Waiting room surveys of c.200 people attending urgent care centres
- Mixed media public survey of c.100 members of the public
- Members of North Tyneside Urgent Care Working Group (UCWG) participated in two workshops to design future scenarios for the delivery of urgent care



Pre-consultation (May – July 2015)

- 774 residents of North Tyneside were surveyed
- *Spending the Urgent Care Pound* participatory budgeting workshops
- 3 participatory events in which the public was invited to share their views on urgent care services
- 3 participatory events targeted at ‘hard to reach’ and protected groups



What we found...

- Easier access to urgent healthcare services
- Knowing where to go first time
- Being seen by the right person, first time at the right place
- Having a service that can respond to all patients
- Getting accurate information about the local services that are best suited to your needs



Developing our proposals (August – Sept 2015)

- UCWG workshop to consider the pre-engagement findings and further develop the consultation scenarios
- Desktop review of the 6 UCWG scenarios
- Meeting with the Consultation Institute to review consultation plans and documentation



What are we proposing?

North Tyneside CCG will decommission the existing urgent care services at North Tyneside General Hospital, Battle Hill Health Centre and the Paediatric MIU at Shiremoor and commission a new integrated urgent care service to replace them from 1st April 2017.

However we wouldn't do this lightly and we would ensure that there was a robust plan in place before any potential changes took place so that patient care would never be affected.



The future scenarios for urgent care

- Single North Tyneside Urgent Care Centre (located at the existing NTGH site)
- Single North Tyneside Urgent Care Centre (located at the existing Battle Hill Health Centre site)
- Single urgent care hub supported by locally based minor ailments services (urgent care hub located at the existing NTGH 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)



Proposed service principles

- 24/7 access with medical cover at all times
- Open to all ages
- Clinical triage before access with active redirection to alternative sources of care for minor ailments
- Bookable slots for all patients
- Removal of service duplication
- Emphasis on promoting self-care as appropriate



Public consultation activity

- Ensured that there is a representative sample of N Tyneside – 427 people have been involved so far
- Activity has included:
 - Events – launch event and drop-in sessions
 - Survey – online and paper
 - Focus groups with protected characteristics
 - Focus groups with VCS eg Carers Centre
 - Focus groups which have been demographically mapped



Public consultation activity

- Activity continued
 - Opportunity for in-depth interviews
 - Roadshows in shopping centres
 - Attendance at existing meetings
 - Distribution to community venues (146)
 - All supported by PR and social media
- Mid-consultation review by Consultation Institute has taken place and review processes – assessed as following good practice



Next steps



Questions and answers

