

Special Adults Wellbeing and Health Overview and Scrutiny Committee

1 September 2016



Durham Dales, Easington and Sedgefield Clinical Commissioning Group (DDES CCG) – Consultation Feedback in respect of a proposed review of Urgent Care Services

Joint Report of Lorraine O'Donnell, Director of Transformation and Partnerships, Durham County Council and Stewart Findlay, Chief Clinical Officer, Durham Dales Easington and Sedgefield Clinical Commissioning Group

Purpose of the Report

- 1 To provide members of the Adults Wellbeing and Health Overview and Scrutiny Committee with details of the consultation feedback received from the public consultation exercise undertaken in respect of the three proposed options for Urgent Care Services in Durham Dales, Easington and Sedgefield (DDES) from April 2017.

Background

- 2 At its meeting held on 9 October 2015, the Adults Wellbeing and Health Overview and Scrutiny Committee considered a report and presentation detailing the development of the County Durham and Darlington Urgent Care Strategy 2015-20.
- 3 At the meeting the Committee endorsed the County Durham and Darlington Urgent Care Strategy 2015-20 and also asked for further detailed reports from the Systems Resilience Group and CCGs outlining detailed proposals for implementation of the strategy and any service changes and associated consultation and engagement plans to be brought back to future meetings of this Committee.
- 4 At meetings of the Adults Wellbeing and Health Overview and Scrutiny Committee held on 1 March 2016 and 24 May 2016, members were provided with the proposed options for Urgent Care Services within the DDES CCG locality that were to be subject to statutory public consultation and engagement. Members also considered and commented upon DDES CCG's proposed consultation, communications and engagement plans.
- 5 The formal consultation commenced on Monday 14 March 2016 and concluded on Monday 6 June 2016.
- 6 The models for the future provision of Urgent Care services within the DDES are set out below:

These are the scenarios that were taken forward as options for consultation

Option 1:

- retain two Minor Injuries Units (MIUs) for 12 hours per day, 8am-8pm these are currently based at Peterlee Urgent Care Centre and Bishop Auckland Urgent Care Centre
- retain the number of out-of-hours services, currently these are based at Peterlee Urgent Care Centre and Bishop Auckland Urgent Care Centre
- **extended GP opening times** in hub arrangements. These would be new hubs and provide up to three in each locality area, opening Monday to Friday 6pm-8pm and 8am-1pm Saturday and Sunday
- **existing GP services** to manage demand for minor ailments during the day (instead of urgent care centres) in every practice
- encouraging use of NHS 111 triage to co-ordinate access to appropriate care, first time



Minor Injury Units

8am-8pm



GP Out-of-hours service

Mon-Fri
8pm-8am
Sat-Sun
24/7



Existing GP services

Mon-Fri
8am-6pm



Extended GP opening times (Hub)

Mon-Fri
6pm-8pm
Sat-Sun
8am-1pm

Option 2:

- retain two Minor Injuries Units (MIUs) for 12 hours per day, 8am-8pm these are currently based at Peterlee Urgent Care Centre and Bishop Auckland Urgent Care Centre
- retain the number of out-of-hours services, currently these are based at Peterlee Urgent Care Centre and Bishop Auckland Urgent Care Centre
- **extended GP opening times** in hub arrangements. These would be new hubs and provide up to three in each locality area, opening Monday to Friday 6pm-8pm and 8am-1pm Saturday and Sunday
- **enhanced GP services** to manage demand for minor ailments during the day and same day urgent requests (instead of urgent care centres) either in every GP practice or in hubs
- encouraging use of NHS 111 triage to co-ordinate access to appropriate care, first time



Minor Injury Units

8am-8pm



GP Out-of-hours service

Mon-Fri
8pm-8am
Sat-Sun
24/7



Existing GP services

Mon-Fri
8am-6pm



Extended GP opening times (Hub)

Mon-Fri
6pm-8pm
Sat-Sun
8am-1pm



Enhanced GP services

+ treat minor ailments and same day urgent requests
Mon-Fri
8am-6pm

Option 3:

- retain two Minor Injuries Units (MIUs) for 24 hours per day, these are currently based at Peterlee Urgent Care Centre and Bishop Auckland Urgent Care Centre
- retain out-of-hours services, currently these are based at Peterlee Urgent Care Centre and Bishop Auckland Urgent Care Centre
- extended GP opening times in hub arrangements. These would be new hubs and provide up to three in each locality area, opening Monday to Friday 6pm-8pm and 8am-1pm Saturday and Sunday
- enhanced GP services to manage demand for minor ailments during the day and same day urgent requests (instead of urgent care centres) either in every GP practice or in hubs
- encouraging use of NHS 111 triage to co-ordinate access to appropriate care, first time



- 7 Following the Committee's meeting on 24 May 2016, the Chair wrote to Stewart Findlay, Chief Clinical Officer, DDES CCG setting out a range of issues and concerns raised by members and which was submitted as the Committee's formal response to the consultation process. A copy of the letter is attached to this report (Appendix 2) and the DDES CCG representatives have been invited to respond specifically to these issues.

Consultation Feedback

- 8 Durham Dales, Easington and Sedgfield CCG commissioned Proportion Marketing Ltd to produce an independent report detailing the findings of the consultation exercise. The report is attached to this report (Appendix 3).
- 9 Representatives of DDES CCG will be in attendance to present the key findings from the consultation exercise and address those issues identified by this Committee in its formal response to the Consultation exercise.

Next Steps

- 10 The purpose of this report is to allow the Committee to consider all of the consultation feedback, determine whether the consultation and engagement process has met the statutory requirements of section 244 of the NHS Act 2006 and agree any final representations it wishes to make to DDES CCG prior to its Governing body agreeing its preferred option.
- 11 DDES CCG Governing body will meet on 13th September 2016 to agree its preferred option for implementation on 1 April 2017.

Recommendation

12 The Adults Wellbeing and Health Overview and Scrutiny Committee is recommended to:-

1. receive this report;
2. note and comment on the consultation feedback, determine whether the consultation and engagement process has met the statutory requirements of section 244 of the NHS Act 2006 and agree any final representations it wishes to make to DDES CCG prior to its Governing body agreeing its preferred option.

Background papers

DDES CCG Urgent Care Strategy and service review reports to and minutes of the Adults Wellbeing and Health Overview and Scrutiny Committees held on 9 October 2015, 19 January 2016, 1 March 2016 and 24 May 2016

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Appendix 1: Implications

Finance - None

Staffing - None

Risk - None

Equality and Diversity / Public Sector Equality Duty – As part of the consultation approach, the CCG will report upon the feedback received following the engagement activity undertaken with protected groups.

Accommodation - None

Crime and Disorder - None

Human Rights - None

Consultation – The supporting documents set out the responses received as part of the statutory consultation exercise undertaken in respect of the proposed future models of Urgent Care Services across the DDES CCG locality.

Procurement - None

Disability Issues - None

Legal Implications – None