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Dr. Stewart Findlay,
 Chief Clinical Officer,
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24 May 2016

Dear Stewart,

Durham Dales, Easington and Sedgefield Clinical Commissioning Group (CCG) – Review of Urgent Care Services

At a special meeting of Durham County Council's Adults Wellbeing and Health Overview and Scrutiny Committee on 24 May 2016, members considered the current proposals being consulted upon in respect of the Urgent Care Services across the DDES CCG locality.

The Committee examined the full and abridged consultation documents associated with the proposals and also received a presentation by Sarah Burns, Director of Commissioning, DDES CCG which set out what steps the CCG were taking to address those issues previously identified by the Committee and set out in its previous letter to you on 9 March 2016. Members also viewed the video being used within the public consultation meetings and welcomed the clear way in which the proposals were set out within the video. In considering the consultation and engagement process and associated materials, the Committee considered these to be robust, extensive and inclusive.

The Committee raised the following issues that were to be fed back to DDES CCG as part of its formal response to the consultation exercise:-

- (i) The Committee noted that all of the proposed options will place a continued reliance on the NHS 111 service. In view of this, the CCG needs to ensure that current concerns of members and their constituents in respect of their experiences with the 111 service concerning the patient assessment process; the use of the default triage algorithm and

Members

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the need for clinical expertise to be available during the assessment process are addressed.

- (ii) The Committee suggest that the CCG should consider how it will market and publicise the new Urgent Care service, ensuring that the public know exactly which part of the Health service to access in which circumstances. Suggested ways forward included fridge magnets and business cards.
- (iii) The Committee supports the need to address as a matter of priority the reduction of “did not attend” occurrences for GP appointments.
- (iv) The Committee supports the principle that pharmacy provision must be located close to the GP Hubs that are established as part of the current consultation.
- (v) The Committee would seek assurances that, given the increase in usage of GP practices for Urgent Care under the new model, GP practices must take all reasonable steps to ensure that their reception areas allow for patient privacy and confidentiality.

I would like to thank Sarah and DDES CCG colleagues on behalf of the Adults, Wellbeing and Health OSC for their attendance and reiterate the Committee’s view that the consultation and engagement process for the DDES CCG Review of Urgent Care Service has been extensive.

Members have also agreed that a special meeting of the Committee will be held on 1 September 2016 to allow the members to consider the results of the consultation process and associated feedback received and I look forward to DDES CCG’s input at that meeting.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'John Robinson', with a long horizontal stroke extending to the right.

Cllr John Robinson
Chair of the Adults, Wellbeing and Health Overview and Scrutiny Committee
Durham County Council