

# Health and Wellbeing Board

9 September 2016



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

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### **Report of Stewart Findlay, Chief Clinical Officer, Durham Dales Easington and Sedgefield Clinical Commissioning Group**

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#### **Purpose of the Report**

- 1 To provide members of the Health and Wellbeing Board 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.
- 2 Joseph Chandy, Director of Primary Care, Partnerships and Engagement, NHS North Durham and Durham Dales, Easington and Sedgefield CCGs will attend the meeting of the Health and Wellbeing Board on the 9 September 2016 to present the key findings from the consultation exercise.

#### **Background**

- 3 The Health and Wellbeing Board received a report on the Durham Dales, Easington and Sedgefield Clinical Commissioning Group's (DDES CCG) review of urgent care services and proposed new service models in January 2016.
- 4 The formal consultation commenced on Monday 14 March 2016 and concluded on Monday 6 June 2016.
- 5 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



- 6 The Chair of the Health and Wellbeing Board wrote to Sarah Burns, Director of Commissioning, DDES CCG, as the Board's formal response to the consultation process. A copy of the letter is attached to this report (Appendix 2).

### Consultation Feedback

- 7 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 available [here](#).

### Next Steps

- 8 The purpose of this report is to allow the Board to consider all of the consultation feedback.
- 9 DDES CCG Governing body will meet on 13<sup>th</sup> September 2016 to agree its preferred option for implementation on 1 April 2017.

### Recommendations

- 10 The Health and Wellbeing Board is recommended to:
- Receive this report
  - Note and comment on the consultation feedback.

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**Contact:** Sarah Burns, Director of Commissioning, Durham Dales, Easington and Sedgfield CCG  
**Tel:** 0191 371 3234

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## **Appendix 1: Implications**

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**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**

## Appendix 2

Contact: Cllr Lucy Hovvels  
Direct Tel: 03000 268 801  
email: [lucy.hovvels@durham.gov.uk](mailto:lucy.hovvels@durham.gov.uk)  
Your ref:  
Our ref:



Sarah Burns,  
Head of Commissioning,  
DDES CCG  
Sedgefield Community Hospital,  
Salters Lane,  
Sedgefield,  
TS21 3EE.

25 May 2016

Dear Sarah

Thank you for the opportunity to comment on the Durham Dales, Easington and Sedgefield (DDES) Clinical Commissioning Group (CCG) Public Consultation on the future of urgent care services in the DDES area. The County Durham Health and Wellbeing Board appreciate this transparency and would like to provide the following comments on the consultation.

We acknowledge the need to offer high quality and safe services which provide the right care, at the right time according to people's needs and support the redesign of services as part of a wider systems reconfiguration which is fit for the future, in order to better meet the health and wellbeing needs of local people.

It is noted that extending and / or enhancing existing GP provision is included in all of your proposed options. Within your consultation you note a number of people visited urgent care as they were unaware that they could get an appointment with a GP, resulting in the use of more costly services. The Health and Wellbeing Board look forward to hearing about DDES CCG plans regarding retention and recruitment of GP's in taking these models forward through the development of your Primary Care Strategy.

Given the geographical spread of the DDES area, parity of access to services will also require significant consideration and community reassurance. Adequate transport has previously been raised as a concern by the public in accessing healthcare services and it is understood the DDES will continue to support transport services in any future reconfiguration.

Whilst it is acknowledged the three models under consideration are financially viable, there is concern regarding the recent announcement by the Department of Health of the £170 million national reduction in funding for pharmacies and any impact this may have on the model taken forward by DDES.

Continued.....

The Health and Wellbeing Board would advocate for clear and simple communications with the public following the consultation period, in order to ensure the public are clear as to what services are available and their opening times within their locality. Many of the terms such as Extended GP Services, GP Hubs, Minor Injuries Unit, Self-Care and the 111 service may also require clarifying to the public. Without this, there may be continued over-reliance on Accident and Emergency Departments if the public lack confidence in, or knowledge of, the range of care available to them.

It is noted the proposed Urgent Care model for DDES CCG aligns to the Joint Health and Wellbeing Strategy 2016-19 and the regional ongoing work regarding urgent and emergency care vanguard.

We thank you again for the opportunity to comment on the future of urgent care services in DDES and would welcome an update at a future Health and Wellbeing Board meeting.

If you require further information, please contact Andrea Petty, Strategic Manager – Policy, Planning & Partnerships, on 03000 267312 or by email at [andrea.petty@durham.gov.uk](mailto:andrea.petty@durham.gov.uk).

Yours sincerely

A handwritten signature in black ink that reads "Cllr Lucy Hovvels, M.B.E." The signature is written in a cursive style with a large, sweeping initial 'L'.

Councillor Lucy Hovvels  
Cabinet Portfolio Holder for Adult and Health Services