

Briefing Paper on County Durham Urgent Treatment Centres
Public Engagement on Proposed Changes to Overnight Service Delivery at
Peterlee Urgent Treatment Centre

Briefing paper for:
Durham Health Overview and Scrutiny Committee –June 2019

May 2019

Purpose of Report

1. The purpose of the report is to update the committee on the proposed public engagement in the Easington Locality area, to gain the views and preferences of the local residents and service users, on the overnight service provided from Peterlee Urgent Treatment Centre between the hours of midnight – 8.00am.

Background and update

2. The CCGs implemented “Urgent Treatment Centres – Principles and Standards” as published by NHS England July 2017, in January 2018. The services have been fully compliant with the Urgent Treatment Centre (UTC) standards since April 2018. The CCG’s approach to service development, in order to meet the key national standards has been endorsed via NHS England and our Local A&E Delivery Board.
3. Currently Peterlee Urgent Treatment operates 24 hours per day, is GP-led, and offers appointments that can be booked through NHS 111 or through a GP referral, with patients attending the site for their appointment.
4. CCG recommendations are that the midnight – 8.00am element is replaced by a home visiting model, sending clinicians to care for patients at home out of hours rather than bringing them in to a centre. UTC clinicians will be equipped to diagnose and deal with many of the most common ailments people attend A&E for, the same as they would in the centre.

Engagement Plan

5. It is proposed that the CCGs carries out 4 weeks of public engagement starting Monday 3rd June 2019 – Monday 1st July 2019. Looking at the activity for this site there is steady usage across all ages so we have planned engagement in areas we will think we will capture a wider range of people.
6. We plan to:
 - Attend Peterlee UTC site to speak to current users (and parents) of the service
 - UTC staff will ask patients attending to complete surveys – A copy of the proposed survey is attached to this paper (Appendix 1)
 - Carry out face to face engagement around local shopping centres to obtain people’s views, with the hope of also capturing views of those who may not have used the service before
 - Carry out face to face engagement in the local supermarkets
 - Discuss within the local Area action Partnership meeting for support in feeding back to the communities
 - Work closely with East Durham Health Trust Network to work with targeted audiences
 - Liaise with local parish/town councilors about community events we can attend
 - Report engagement outcome findings back to Overview & Scrutiny in September 2019

UTC Engagement	
Targeted engagement	Community Hospital, Peterlee
Face to face engagement	Asda /Peterlee
Face to face engagement	AAP – East Durham
Face to face engagement	Share & Support Health Event, Blackhall Community Centre, Heselden Road Blackhall TS27 4LG
Face to face engagement with targeted audiences based on data	<ul style="list-style-type: none"> • East Durham Trust health network • Knit and natter group at Easington Welfare Hall on a Friday morning • Friday coffee morning at Easington Welfare Hall • Luncheon clubs in Easington Village
PRGs members speaking to patients (face to face)	GP practices in the East Durham area
Face to face engagement	Byron Shopping Centre, Seaham
Face to face engagement	Peterlee Town Centre
Face to face engagement	Dalton Park, Murton
Face to face engagement	Healthworks Easington