

NHS North of England Commissioning Support Unit  
Business Information Services Department  
**GP extended access - mapping activity to a new service model**  
Sources and Definitions

**The report includes best, educated estimates of potential future activity, and has not been based on any patient or clinical surveys around where patients/clinicians think patients will go.**

<b>Information Governance:</b>	This report should be shared with NECS and the relevant CCG personnel only. In order to be compliant with CCG data sharing agreements, any values between 1 and 5 MUST be suppressed if shared outside of NECS or the CCG.	
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<b>Recipient Organisation:</b>	Durham Dales, Easington & Sedgefield CCG (DDES CCG)	
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<b>Report Description:</b>	The report shows:	
<b>Period:</b>	1st July 2017 to 30th June 2018 (latest 12 months)	
<b>Coverage:</b>	Patients registered with a GP practice part of Durham Dales, Easington & Sedgefield CCG (DDES CCG)	
<b>Notes:</b>	<p>Activity where the time was unknown was excluded as these are assumed to be telephone contacts.</p> <p>Activity where the site was unknown was excluded as these are assumed to be telephone contacts.</p> <p>Activity on weekdays 8am-6pm when the service was not open (Weardale, Richardson, Bishop Auckland, Sedgefield, Spennymoor and Newton Aycliffe) was added to the weekday evening 6pm-8pm time period, as it was assumed the activity was just before 6pm or data quality errors.</p> <p>Type 1 A&amp;E refers to consultant-led emergency departments only.</p>	
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**GP extended access - mapping activity to a new service model**  
GP extended access hub activity

This report looks at the current level of activity and opening times of the services, and maps the activity to the new potential opening times as well as nearby type 1 A&E services.

### Current state vs. potential future state

#### Current state:

Locality	Hub	Opening times	
		Weekday	Weekend & bank holiday
Durham Dales	Weardale	6pm to 8pm	8am to 1pm
	Richardson	6pm to 8pm	8am to 1pm
	Bishop Auckland	6pm to 8pm	8am to 1pm
Easington	Peterlee	8am to 8pm	8am to 1pm
	Easington	8am to 8pm	8am to 1pm
	Seaham	8am to 8pm	8am to 1pm
Sedgefield	Sedgefield	6pm to 8pm	8am to 1pm
	Spennymoor	6pm to 8pm	8am to 1pm
	Newton Aycliffe	6pm to 8pm	8am to 1pm

#### Potential future state:

Locality	Hub	Opening times	
		Weekday	Weekend & bank holiday
Durham Dales	Weardale	None	None
	Richardson	None	None
	Bishop Auckland	6pm to 8pm	8am to 1pm
Easington	Peterlee	12noon to 8pm	8am to 1pm
	Easington	None	None
	Seaham	None	8am to 1pm
Sedgefield	Sedgefield	None	8am to 1pm
	Spennymoor	6pm to 8pm	8am to 1pm
	Newton Aycliffe	6pm to 8pm	8am to 1pm

#### In summary:

- Weardale, Richardson and Easington services will cease
- Seaham and Sedgefield services on weekdays will cease
- Peterlee will open at 12pm rather than 8am on a weekday, with weekends/bank holidays staying the same
- Bishop Auckland, Spennymoor and Newton Aycliffe services will stay the same

**NB. 'Current activity' is based seen activity at the GP extended access services from the latest 12 months of 1st July 2017 to 30th June 2018.**

### Assumptions

It has been assumed that patients will stick to their own locality's GP extended access hubs or attend local A&E departments, and that they will not attend GP extended access hubs in other localities

It has been assumed that where activity occurred on a weekday in the past, in the future it will remain weekday activity and would not convert to a weekend or bank holiday activity.

It is assumed that the activity which has been assigned to A&E will be patients attending local type 1 emergency departments and the activity will be coded as minor illness activity under HRGs of VB09Z and VB11Z. It is assumed this will cause a low impact on these services.

### Things that have not been taken into account

There is currently a consultation in Sunderland on closing three urgent care centres within the CCG area. The potential impact of this has not been accounted for in this work.

There is a potential in future that patients may be able to pre-book on a weekday for weekend appointments, which may lessen the requirement for weekday opening.

At the point of this report it is not known whether there are any plans in any surrounding CCGs to alter their urgent care, minor injuries, walk-in or GP out-of-hours services in 2019/20 (other than Sunderland).

The report only shows patients from the GP extended access services moving to existing GP extended access services in DDES CCG, or attending type 1 A&E emergency departments. It is possible that patients could also attend other urgent care, minor injuries, walk-in or GP out-of-hours services in surrounding areas, rather than only having the alternative of type 1 A&E.

**The report includes best, educated estimates of potential future activity, and has not been based on any patient or clinical surveys around where patients/clinicians think patients will go.**

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**Locality-level activity**

**Durham Dales locality**

Hub	Current activity	
	Weekday	Weekend & bank holiday
Weardale	81	280
Richardson	178	367
Bishop Auckland	1,176	1,676

Weardale & Richardson:	Activity goes to hub	Activity goes to A&E
	Best case	100%
Worse case	85%	15%
Likely case	95%	5%

Weardale and Richardson services are to close entirely, on weekdays and weekends. The activity is to be absorbed by Bishop Auckland service and Type 1 A&E.  
The table includes 259 contacts (81+178) during the weekday, and 647 contacts (280+367) on weekends and bank holidays to reassign to Bishop Auckland and Type 1 A&E.

	Weekday		Weekend & bank holiday	
	Activity goes to Bishop Auckland hub	Activity goes to A&E	Activity goes to Bishop Auckland hub	Activity goes to A&E
Best case	259	0	647	0
Worse case	220	39	550	97
Likely case	246	13	615	32

	Annual activity		Activity per day (rounded)	
	Weekday	Weekend & bank holiday	Weekday	Weekend & bank holiday
Current	1,176	1,676	5	15
Best case	1,435	2,323	6	21
Worse case	1,396	2,226	6	20
Likely case	1,422	2,291	6	20

**Considerations**

The following considerations were made when determining these proportions:

- The road network between Richardson Hospital (Barnard Castle), Weardale Hospital (Stanhope) and Bishop Auckland Hospital and nearby type 1 A&E departments (University Hospital North Durham, Darlington Memorial Hospital, Hexham General Hospital)
- The known transport links for bus travel
- Bishop Auckland currently has a minor injuries unit and previous an urgent care centre (historically was the site of an A&E department) therefore people use this site regularly for urgent care treatment
- Currently patients seen at Richardson Hospital who require a prescription are sent to Bishop Auckland to get the prescription filled

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**Easington locality**

Hub	Current activity	
	Weekday	Weekend & bank holiday
Peterlee	6,928	2,138
Easington	3,614	1,527
Seaham	2,139	1,098

Hub	Weekday
Peterlee 8am-11am	1,429
Peterlee 12pm-8pm	5,499

All sites are 8am-8pm weekdays, and 8am-1pm weekends.

The scenario shows Easington as closed on weekdays and weekends, so activity will move to Peterlee or A&E on weekdays, and Peterlee, Seaham or A&E on weekends.

The scenario shows Seaham as closed on weekdays, so activity will move to Peterlee or A&E on weekdays.

The scenario shows Peterlee going from 8am-8pm to **12noon-8pm** on weekdays, and it is assumed Peterlee 12noon to 8pm service will absorb this activity.

Easington	Weekday		Weekend		
	Activity goes to hub	Activity goes to A&E	Activity goes to hub (Peterlee)	Activity goes to hub (Seaham)	Activity goes to A&E
Best case	100%	0%	100%	0%	0%
Worst case	90%	10%	90%	7.5%	2.5%
Likely case	95%	5%	95%	2.5%	2.5%

Seaham	Weekday	
	Activity goes to hub	Activity goes to A&E
Best case	95%	5%
Worse case	85%	15%
Likely case	90%	10%

Easington	Annual activity to move sites				
	Weekday		Weekend		
	Activity goes to hub (Peterlee)	Activity goes to A&E	Activity goes to hub (Peterlee)	Activity goes to hub (Seaham)	Activity goes to A&E
Best case	3,614	0	1,527	0	0
Worst case	3,253	361	1,374	115	38
Likely case	3,433	181	1,451	38	38

Seaham	Annual activity	
	Weekday	
	Activity goes to hub (Peterlee)	Activity goes to A&E
Best case	2,032	107
Worse case	1,818	321
Likely case	1,925	214

Easington	Annual activity			Activity per day (rounded)		
	Weekday	Weekend		Weekday	Weekend	
	Activity goes to hub (Peterlee)	Activity goes to hub (Peterlee)	Activity goes to hub (Seaham)	Activity goes to hub (Peterlee)	Activity goes to hub (Peterlee)	Activity goes to hub (Seaham)
Current (Peterlee)	6,928	2,138	1,098	27	19	10
Best case	10,542	3,665	1,098	42	32	10
Worst case	10,181	3,512	1,213	40	31	11
Likely case	10,361	3,589	1,136	41	32	10

Seaham	Annual activity	Activity per day (rounded)
	Weekday	
	Activity goes to hub (Peterlee)	
Current	6,928	27
Best case	8,960	36
Worse case	8,746	35
Likely case	8,853	35

Peterlee	Annual activity	Activity per day (rounded)	Activity per hour (rounded)
	Weekday		
	Activity stays in Easington hub		
Current (Easington 8am-8pm)	6,928	27	2.3
Easington day 12pm-8pm	6,928	27	3.4

Currently Peterlee have 6,928 contacts in a 12 month period on a weekday 8am-8pm. The opening times are reducing to 12pm-8pm and it is assumed the contacts usually in 8am-11:59am will start to attend from 12pm onwards.

If activity stays the same, this will mean an increase from **2.3 contacts** per day per hour to **3.4 contacts** per day per hour.

**Considerations**

The following considerations were made when determining these proportions:

- Seaham is closer to Sunderland A&E department in comparison to Peterlee hub
- Seaham public transport to Sunderland A&E department is more widely available in comparison to public transport to Peterlee hub
- Easington hub around 3 miles from Peterlee hub
- Peterlee hub has large bus station and is easier to get to from Easington hub than Easington patients travelling to Sunderland Royal Hospital
- Easington patients are unlikely to go to University Hospital North Durham (UNHD) A&E due to the road network, and are more likely to go to Sunderland Royal Hospital or University Hospital North Tees (UHNT), this is despite the journey to UHNT being a greater distance as the A19 road is convenient
- Peterlee includes a minor injuries unit which was previously an urgent care centre so patients are familiar with that service being close by

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**Sedgefield locality**

Hub	Current activity	
	Weekday	Weekend & bank holiday
Sedgefield	204	742
Spennymoor	641	1,383
Newton Aycliffe	942	1,528

The only change in Sedgefield locality in the scenario is that the service from Sedgefield on a weekday will cease. The activity has been split between Spennymoor and Newton Aycliffe weekday services.

	Weekday		
	Activity goes to hub (Spennymoor)	Activity goes to hub (Newton Aycliffe)	Activity goes to A&E
Best case	45%	45%	10%
Worse case	40%	40%	20%
Likely case	43%	43%	15%

	Weekday		
	Activity goes to hub (Spennymoor)	Activity goes to hub (Newton Aycliffe)	Activity goes to A&E
Best case	92	92	20
Worse case	82	82	41
Likely case	87	87	31

	Weekday			
	Annual activity		Activity per day (rounded)	
	Activity goes to hub (Spennymoor)	Activity goes to hub (Newton Aycliffe)	Activity goes to hub (Spennymoor)	Activity goes to hub (Newton Aycliffe)
Current	641	942	3	8
Best case	733	1,034	3	9
Worse case	723	1,024	3	9
Likely case	728	1,029	3	9

**Considerations**

The following considerations were made when determining these proportions:

- Public transport and road networks to Spennymoor and Newton Aycliffe to Sedgefield are not as well established and straight forward as Sedgefield to University Hospital North Tees (UHNT)
- The distance from Sedgefield to the other hubs in Spennymoor and Newton Aycliffe exceeds the distance to UHNT and also in terms of the travel time
- The availability of the A177 road between Sedgefield to UHNT
- The Patient Reference Group have said they would travel to UHNT rather than Spennymoor or Newton Aycliffe
- Historically there has never been an A&E or urgent care centre in Sedgefield and it is believed that patients may choose to stay in and around Sedgefield
- The potential future state includes only a small change of removing the Sedgefield service of 6pm to 8pm on weekdays and it is thought this would be easily absorbed by other sites or within GP practice hours

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## CCG-level activity

The following table shows the current, best, worst and likely activity levels by hub and the total for DDES CCG overall, for **GP extended access hub activity**:

GP extended access hubs:	BAGH	Weardale	Richardson	Peterlee	Easington	Seaham	Sedgefield	Spennymoor	Newton Aycliffe	Total
<b>Current (Jul-17 to Jun-18)</b>	2,852	361	545	9,047	5,131	3,224	937	2,013	2,460	<b>26,570</b>
<b>Best future</b>	3,758	0	0	16,210	0	1,085	733	2,105	2,552	<b>26,443</b>
<b>Worst future</b>	3,622	0	0	15,483	0	1,199	733	2,095	2,542	<b>25,673</b>
<b>Likely future</b>	3,713	0	0	15,847	0	1,123	733	2,100	2,547	<b>26,062</b>

The following table shows the current, best, worst and likely activity levels by locality and the total for DDES CCG overall, for **additional activity aligned to type 1 A&E activity**:

A&E:	Dales locality	Easington locality	Sedgefield locality	Total additional A&E activity	Additional A&E attendances per day
<b>Best future</b>	0	107	20	127	<b>0.3</b>
<b>Worst future</b>	136	720	41	897	<b>2.5</b>
<b>Likely future</b>	45	433	31	508	<b>1.4</b>

NB. A&E represents type 1 A&E attendances only, and those achieving the lowest two possibly HRGs of VB09Z or VB11Z where an x-ray or similar diagnostic tests are not required and minimal investigations and treatments are provided. The activity may occur across a number of local A&E emergency departments.

Both data tables represent activity over a 12 month period (1st July 2017 to 30th June 2018) and assumes that activity level will stay the same.

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Impact of changes on Sunderland services

### Activity to Sunderland Royal Hospital type 1 A&E from DDES CCG hubs

The following table shows the activity to Sunderland Royal Hospital type 1 A&E from DDES CCG hubs:

	From Seaham hub weekday closure	From Easington hub closure	Total from hubs	Total contacts per day
Best	107	0	107	0.4
Worst	321	200	521	1.4
Likely	214	110	324	0.9

In the worst case scenario, 521 contacts per year (1.4 contacts per day) will use Sunderland Royal Hospital type 1 A&E.

### Activity from City Hospitals Sunderland type 1 A&E and urgent care centres to DDES CCG hubs

The following table shows the activity from City Hospitals Sunderland type 1 A&E and urgent care centres to DDES CCG hubs:

	Contacts from CHS services to Peterlee	Contacts from CHS services to Seaham	From CHS services to hubs	Contacts from CHS services to Peterlee per day	Contacts from CHS services to Seaham per day	From CHS services to hubs per day
Weekday	3,936	0	3,936	10.8	0.0	10.8
Weekend/bank holiday	481	827	1,308	1.3	7.3	8.6
<b>Total</b>	<b>4,417</b>	<b>827</b>	<b>5,244</b>	<b>12.1</b>	<b>7.3</b>	<b>19.4</b>

A maximum of 5,244 contacts (19.4 contacts per day over a 12 month period) from CHS type 1 A&E and urgent care services would use Peterlee and Seaham hubs. This is based on the fact these services are closer for patients.

### Durham Dales locality

It was estimated that the activity from Weardale and Richardson closures which may go to A&E would be split between Darlington Memorial Hospital (66%) and University Hospital North Durham (33%). The table below shows the distribution of the activity across the two sites, for the worst and likely scenarios. The best case scenario was that no contacts will go to type 1 A&E.

		Best case (n/a, no activity to A&E)	Worst: Darlington Memorial Hospital	Worst: Univ. Hospital North Durham	Likely: Darlington Memorial Hospital	Likely: Univ. Hospital North Durham
Weardale	Weekday	n/a	8	4	3	1
	Weekend/bank holiday	n/a	28	14	9	5
Richardson	Weekday	n/a	18	9	6	3
	Weekend/bank holiday	n/a	36	18	12	6
Bishop Auckland	Weekday	n/a	n/a	n/a	n/a	n/a
	Weekend/bank holiday	n/a	n/a	n/a	n/a	n/a

### Considerations for Durham Dales locality

A previous issue with the directory of services directing patients to Darlington Memorial Hospital rather than the hubs has now been resolved. The transport services from Durham Dales area are better to Darlington than to Durham, meaning Darlington was assigned more of the activity. Parking issues at University Hospital North Durham in comparison to Darlington Memorial Hospital are thought to put people off the site.

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**Easington locality**

It was estimated that the activity from Seaham weekday closure which may go to A&E would go entirely to Sunderland Royal Hospital.

It was estimated that the activity from the Easington closure which may go to A&E would be split 50/50 between Sunderland Royal Hospital and University Hospital North Tees. The table below shows the distribution of the activity across the two sites, for best, worst and likely scenarios. The best case scenario for Easington was that no contacts will go to type 1 A&E.

		Best: Sunderland Royal Hospital	Worst: Sunderland Royal Hospital	Worst: Univ. Hospital North Tees	Likely: Sunderland Royal Hospital	Likely: Univ. Hospital North Tees
Peterlee	Weekday	n/a	n/a	n/a	n/a	n/a
	Weekend/bank holiday	n/a	n/a	n/a	n/a	n/a
Easington	Weekday	n/a	181	181	91	91
	Weekend/bank holiday	n/a	19	19	19	19
Seaham	Weekday	107	321	n/a	214	n/a
	Weekend/bank holiday	n/a	n/a	n/a	n/a	n/a

**Considerations for Easington locality**

Although University Hospital North Durham is physically closer, the A19 dual carriageway makes Sunderland and North Tees more accessible. Bus routes up and down the A19 dual carriageway are more established to Sunderland and North Tees in comparison to Durham.

**Sedgefield locality**

It was estimated that the activity from Sedgefield weekday closure which may go to A&E would entirely go to University Hospital North Tees. The table below shows the distribution of the activity for the best, worst and likely scenarios.

		Best: Univ. Hospital North Tees	Worst: Univ. Hospital North Tees	Likely: Univ. Hospital North Tees
Sedgefield	Weekday	20	41	31
	Weekend/bank holiday	n/a	n/a	n/a
Spennymoor	Weekday	n/a	n/a	n/a
	Weekend/bank holiday	n/a	n/a	n/a
Newton Aycliffe	Weekday	n/a	n/a	n/a
	Weekend/bank holiday	n/a	n/a	n/a

**Considerations for Sedgefield locality**

Although University Hospital North Durham is physically closer than University Hospital North Tees, bus routes and road networks are more complex.

The patient reference group and also GP practices at a DDES wide event stated that patients from Sedgefield area would be more likely to attend University Hospital North

**Plans for assurance**

This data is based on the assumption that proposed changes to Sunderland urgent care services will happen and see DDES CCG patients being redirected back to DDES CCG.

We do not expect a negative impact on the remaining Sunderland services. The worst case scenario shows that 1.4 contacts per day will move from DDES CCG hubs to Sunderland, however repatriated patients from the closure of Sunderland services could be as high as 19.4 contacts per day. Factoring in that DDES will take back all this Sunderland CCG UCC activity, however the likelihood is that the predicted shift in activity would be more in the region of 50%, which capacity will be built into the demand planning for the new DDES model. This is evidenced by the change DDES made to the services in 2017.

DDES CCG will work closely with other CCGs and hospital trusts to get patients to stay in DDES CCG.

DDES CCG will monitor activity monthly to ensure patients are going to the right place.

There will be ongoing positive communications drive throughout DDES CCG with patients and GP practices.

The CCG are and will continue to work closely with 111 and directory of services to ensure patients are directed to the most appropriate place.

There is currently a review of patient transport services across DDES CCG which would assist with providing access to DDES services.

From October 2018 a reconfiguration of community services was successfully mobilised, meaning patients will be treated much closer to home and by fewer unnecessary appointments.