

Special Adults Wellbeing and Health Overview and Scrutiny Committee

24 May 2016



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

Joint Report of Lorraine O'Donnell, Assistant Chief Executive, 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 three proposed options for Urgent Care Services in Durham Dales, Easington and Sedgefield (DDES) from April 2017 and an opportunity to question representatives of DDES with a view to formulating a response to the consultation process .

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 On the 19th January, DDES CCG presented an overview of the issues that were being considered as part of the review of services and received questions and comments from this Committee. The presentation included:
 - A summary of why DDES has reviewed its Urgent Care Services, providing a National and County Durham and Darlington context to this work;
 - A definition of what Emergency and Urgent Care Services are;
 - An explanation of the current service provision model for Urgent Care across the DDES locality including service profiles for the Bishop Auckland Urgent Care Centre; Peterlee Urgent Care Centre; Seaham

Urgent Care Centre and the Healthworks Urgent Care Centre, Easington;

- Details of the engagement activity undertaken with patients and stakeholders to date and the key messages from this activity and how this information was being used to inform the development of proposed future models for how Urgent Care services might be provided.
- The models for the future provision of Urgent Care services within the DDES locality including timeframes for public consultation and engagement together with the engagement of the Adults Wellbeing and Health OSC in accordance with the statutory requirements.

5 It is also important to note that under Section 244 of the NHS Act 2006, local NHS bodies have a duty to consult local Overview and Scrutiny Committees on proposals for any substantial development of the health service or substantial variation in the provision in their areas. Scrutiny Committees are also required to consider the extent of consultation undertaken.

Proposed options for Urgent Care Service Delivery within the DDES CCG locality

6 At a further meeting held on 1 March 2016, the Committee considered 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.

7 The formal consultation commenced on Monday 14 March 2016 and will conclude on Monday 6 June 2016.

8 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



- 9 Following the Committee's meeting on 1 March 2016, the Chair wrote to Stewart Findlay, Chief Clinical Officer, DDES CCG setting out a range of issues and concerns raised by members in respect of the proposed consultation and engagement process. A copy of the letter is attached to this report (Appendix 2) and the CCG representatives have been asked to address those issues at today's meeting.
- 10 A copy of the consultation document and an Urgent Care Consultation flyer are attached to this report (Appendices 3 and 4) for members' information and consideration. Representatives of DDES CCG will be in attendance to give members a presentation on the key issues arising from the consultation process so far and what the various options mean in reality for the future of urgent care service provision across the DDES CCG locality. The presentation will also respond to those issues highlighted within Appendix 2
- 11 Members of the Adults Wellbeing and Health OSC will be able to question the CCG representatives on the service options and the consultation and engagement process and consultation documents.

Next Steps

- 12 The consultation exercise will conclude on Monday 6 June 2016 and the feedback from the consultation will be collated in to a report which will be brought to a further special meeting of the Adults Wellbeing and Health OSC scheduled for Thursday 1 September 2016. This will 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.

Recommendation

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

1. receive this report;
2. note and comment on the documents attached including the consultation and engagement process, the consultation materials and the consultation feedback received to date;
3. agree to hold an additional special meeting of the AWH OSC on 1st September 2016 to enable 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

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 and 1 March 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 how it is ensuring that specific engagement activities is being undertaken with protected groups.

Accommodation - None

Crime and Disorder - None

Human Rights - None

Consultation – The supporting documents set out how statutory consultation and engagement is being undertaken in respect of the proposed future models of Urgent Care Services.

Procurement - None

Disability Issues - None

Legal Implications – None