

Getting Care Right For You

Public consultation

We want to hear your views, experiences and ideas on the future of urgent care services in Durham Dales, Easington and Sedgefield.

14th March 2016 – 6th June 2016

Who are we?

We are NHS Durham Dales, Easington and Sedgefield Clinical Commissioning Group (DDES CCG) – an organisation made up of GPs, nurses and other health professionals, covering a population of around 289,670 patients. We are responsible for planning and buying health services on your behalf. As a group, we work on behalf of our 40 GP practices and are accountable to you, the taxpayer.

Getting Care Right For You Consultation

'Getting Care Right for You', is a public consultation about urgent care services in Durham Dales, Easington and Sedgefield. The consultation is an opportunity for you to have your say about potential changes to the way we deliver urgent care services.

When we say 'urgent care' we mean the range of health services available to people who need urgent advice, diagnosis and treatment quickly and unexpectedly for needs that are not considered life threatening.

Examples of urgent care services are:

- NHS 111 telephone service
- Pharmacy services
- Walk in centres
- Urgent care centres
- Minor injury units.

The aim of the proposed changes is to commission (buy) simple, urgent care services. In particular, we want to provide you with prompt treatment or advice for your urgent care needs ensuring that we make best use of medical services and workforce and that we don't add unnecessary pressure on Accident & Emergency (A&E).

For the purposes of this consultation, we are seeking your views on the following services:

- Day time urgent care (8am–8pm)
- Minor injury services (for example sprains and strains)

These are currently provided from:

- Easington Healthworks
- Seaham Primary Care Centre
- Peterlee Urgent Care Centre
- Bishop Auckland Urgent Care Centre

What you have already told us

We began a review of urgent care services in 2014. From January 2014 to December 2015 we asked local people about their experience of using services and for their views on how they could be improved. In summary, people told us that the current system is confusing and needs to be much simpler. This feedback has helped us to develop a range of options for the future.



Our consultation will focus on options that will retain services locally.

If you are poorly during the day, we are proposing that you will be treated by your GP practice or a group of GP practices working together (a hub) instead of the current daytime urgent care.

If you have a minor injury, we are proposing that services should remain as they are now, but we want you to advise us on opening hours.

GP services outside of normal surgery opening times will remain unchanged.

We are also proposing some new developments to complement future urgent care arrangements such as:

- Extended GP services 6pm-8pm weekdays and Saturday and Sunday from 8am-1pm
- Enhanced GP services providing additional availability of same day urgent appointments
- Practices working together from one location to serve larger populations. These will be known as hubs
- Encouraging the use of NHS 111 to assess health needs and co-ordinate patient access to appropriate care

How you can get involved

We are keen to hear your views, experiences and ideas about how we can improve urgent care services across Durham Dales, Easington and Sedgfield, and would like to invite you to attend one of our events:

Durham Dales	Friday 22 April Saturday 30 April Wednesday 4 May	9.30am - 11.30am 10am - 12noon 5.30pm - 7.30pm	Bishop Auckland Rugby Club GlaxoSmithKline, Barnard Castle Wolsingham School Sports Hall
Easington	Wednesday 27 April Saturday 16 April Thursday 12 May	6pm - 8pm 10am - 12noon 2pm - 4pm	Seaham Golf Club Peterlee Leisure Centre Easington Social Welfare Centre
Sedgfield	Saturday 9 April Thursday 28 April Wednesday 11 May	10am - 12noon 10am - 12noon 6pm - 8pm	Newton Aycliffe Leisure Centre Spennymoor Leisure Centre Sedgfield Racecourse

To register at one of these events, go to www.gettingcarerightforyou.org.uk or call 0191 371 3222. Please let us know if you have any special requirements. If you are unable to come along to an event, but would like to have your say, please complete the following survey. This survey is also available online at www.gettingcarerightforyou.org.uk

This leaflet summarises the key points of the consultation. A full consultation document is available at www.gettingcarerightforyou.org.uk or to request a paper copy you can:

Telephone: 0191 371 3222 Email: ddescg.enquiries@nhs.net

You can also write to us at:

Durham Dales, Easington and Sedgfield CCG, Sedgfield Community Hospital, Salters Lane, Sedgfield TS21 3EE

To support you to understand the following options, a key is shown below

- A **minor injury unit** is a department that treats non-serious injuries as an alternative to attending an Accident and Emergency department
- **Out-of-hours** is from 6pm-8am on weekdays and all day at weekends and on Bank Holidays.
- **Extended services** means that GP Practices or a group of practices (hub) would offer additional appointments beyond 6pm on weekdays and additional weekend opening
- **Enhanced services** would entail GP Practices seeing more patients during the day that require same day urgent access
- **A hub arrangement** is a group of practices working together from one site to serve a larger population

We would like your views on the following options

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 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

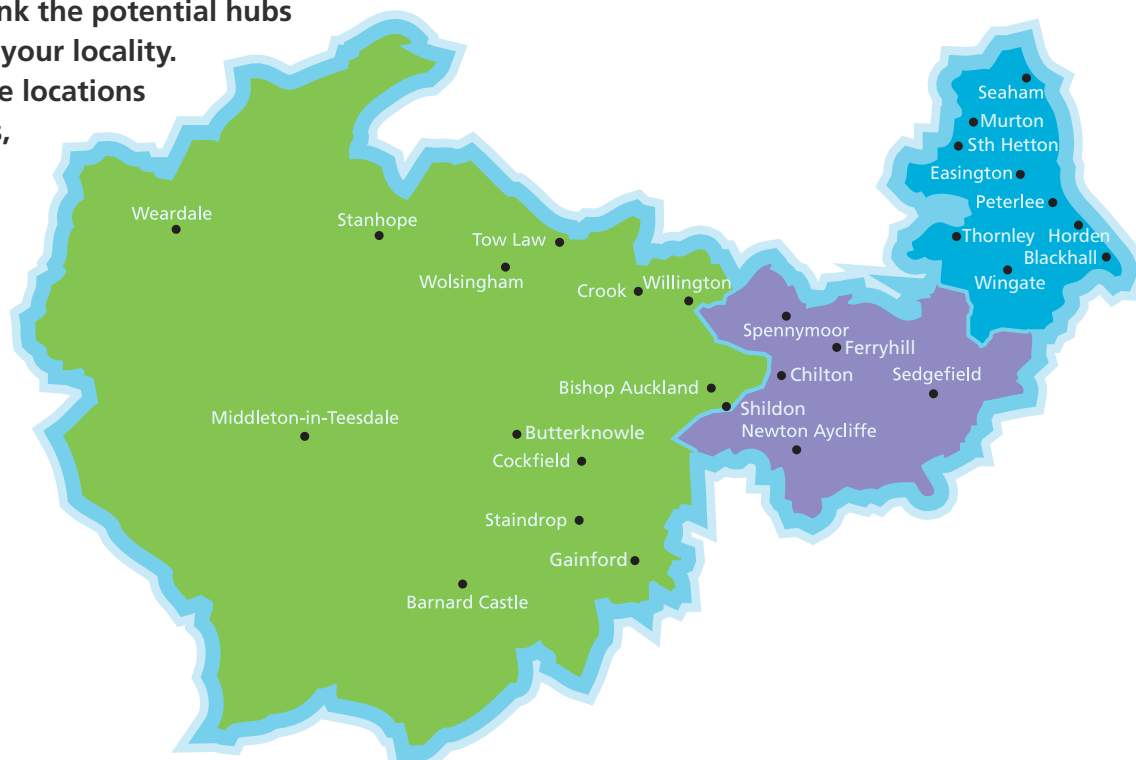
Option 2:

- 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 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

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

For question 4 on the survey, you will be asked where you think the potential hubs should be located in your locality. To help you select the locations of extended GP hubs, this map lists the towns and major villages.



Public consultation questionnaire

Please send the completed questionnaire (no stamp required) to: **Getting Care Right For You – DDES Urgent Care Consultation, FREEPOST, RRXK-CZGR-TJJA, Unit G, Lumley Close, Thirsk YO7 3TD by Monday 6 June 2016.**

Options for Change

1. We want to know what you think about each option to help us shape how the new services will look in the future. Can you please tell us which option you support?

Option 1: I support this I do support this BUT *Please say why*

I do not support this *Please say why* Don't know/no opinion

Option 2: I support this I do support this BUT *Please say why*

I do not support this *Please say why* Don't know/no opinion

Option 3: I support this I do support this BUT *Please say why*

I do not support this *Please say why* Don't know/no opinion

2. We have asked you to support one option. However, considering all three options again, please state which option you would prefer.

Most important to you - Option

Second most important to you - Option

Least important to you - Option

3. What is it about the option you have chosen that is important to you?

4. In each locality, there are up to three proposed hubs. Please give us your recommendations of where each of the Extended GP Hubs should be. Please circle which locality you live in and list the three potential towns. See map on nprevious page.

Durham Dales Easington Sedgfield

Feedback

5. Do you have any other feedback about our proposals for urgent care services?

6. Where have you heard about this consultation?

Local radio Local television Local newspaper

Email Twitter/Facebook Word of mouth

Roadshow Consultation website

Leaflet to home Leaflet in public venue

7. Overall, how do you feel about the way you have been consulted and the level of information that you have been given?

Very satisfied Quite satisfied

Quite dissatisfied Very dissatisfied

About you

The CCG has a duty to ask for data monitoring information, so we can meet our equality duties. You do not have to answer all the questions if you do not want to.

8. Please state your gender.

Male Female Prefer not to say

9. Please state your age.

10. What is your marital status?

Married Single Divorced Widowed

Separated Civil Partnership Other

11. Please state which ethnic group you consider yourself to be.

12. Please tell us your religion or belief.

Prefer not to say

13. Do you consider yourself to have a long standing illness or disability?

Yes No

14. How would you describe your sexuality?

Heterosexual or Straight Gay or Lesbian

Bisexual Other Prefer not to say

15. Please tell us if you are pregnant or have a child under two years old.

Yes No Prefer not to say

16. Have you undergone gender reassignment?

Yes No Prefer not to say

17. Please tell us the first 4 or 5 characters of your post code (please note this does not identify a street or house) e.g. such as DH6 2 or DL13 5.

Please do not include the last two characters.

18. Once the consultation is finished, we will widely publicise the results – what more information do you think people need to help them access urgent care services?

We can provide versions of this document in other languages and formats such as Braille and large print on request. Please contact us on 0191 371 3222.