

Health and Wellbeing Board

16 March 2017



Urgent Care Services

Report of Dr Jonathan Smith, Clinical Chair, Durham Dales Easington and Sedgefield Clinical Commissioning Group

Purpose of the Report

- 1 The purpose of this report is to provide the Health and Wellbeing Board with an update on:
 - Durham Dales, Easington and Sedgefield (DDES) Clinical Commissioning Group's (CCG) Urgent Care Service change and the ongoing Communication and Engagement plan to support those changes;
 - Urgent and Emergency Care Strategy.

Background

- 2 "Getting Care Right for You", was a public consultation and an opportunity for the public to have their 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 to be life threatening.
- 3 Urgent care is currently delivered from:
 - Easington Healthworks
 - Seaham Primary Care Centre
 - Peterlee Community Hospital
 - Bishop Auckland Hospital

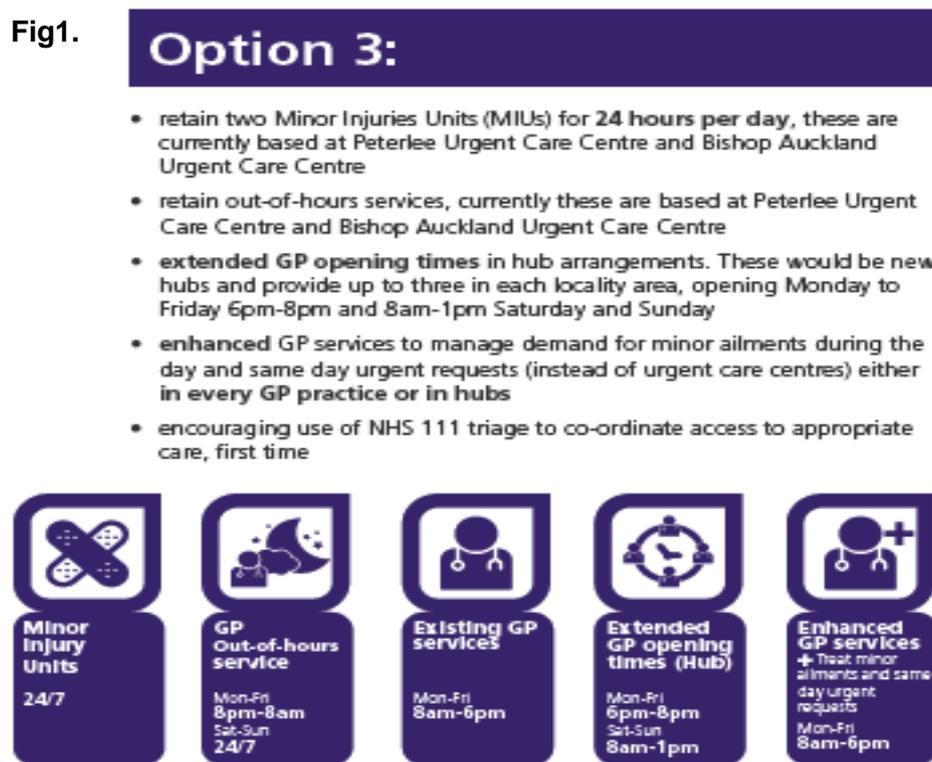
The CCG consulted with the public on the following:

- Day time urgent care (8:00 am-8:00 pm)
- Minor injury services

Consultation Outcome

- 4 The consultation proposed three prospective models for the future provision of Urgent Care Services. The most popular option amongst members of the public was option 3 (Figure 1.). Following a Governing Body meeting on 13 September 2016, it was agreed option 3 would be taken forward in support of the public's preference.

Fig1.



- 5 DDES CCG will provide an improved service to meet the urgent care needs of the local population, resulting in some changes to services currently being delivered:
- Minor injuries services will remain the same from Bishop Auckland and Peterlee 24 hours per day, seven days per week;
 - GP Out of Hours services will remain the same and will be provided from Bishop Auckland and Peterlee Community Hospital as they are now from 8pm to 8am weekdays and 24/7 on a weekend;
 - There will be changes to GP services which are in line with the vision set out by NHS England for GP 7 day services in the GP 5 Year Forward View, including:
 - Extended GP services from 6:00 pm-8:00 pm weekdays as well as weekend provision on a Saturday and Sunday morning;
 - Enhanced availability of same day urgent appointments with GP practices working together from common single sites to serve larger populations for these extended and enhanced GP services for some areas in DDES – these will be known as ‘Primary Care Services’.

- 6 The preferred option chosen by the public following consultation was to base these services at: Bishop Auckland, Barnard Castle, Stanhope, Peterlee, Seaham, Easington, Sedgfield, Newton Aycliffe and Spennymoor.
- 7 DDES CCG is currently working with Primary Care Services to improve GP access and to understand how their appointment systems work to further improve these.
- 8 In future DDES CCG will be encouraging use of the NHS 111 service to book appointments and to coordinate access to the right care, first time.
- 9 The CCG are working hard as an urgent care collaborative with all stakeholder groups through a robust mobilisation and implementation plan to ensure services are ready for 1 April 2017.

Expected Benefits for Patients

- 10 We believe these changes to services will:
 - Provide care closer to home for our patients providing at least five more sites than we currently do;
 - Improve the patient journey and provide better clinical outcomes for the patient;
 - Offer familiar services for patients;
 - Provide equity across the whole DDES CCG area and a more consistent service;
 - Ensure that patients are seen by the right healthcare professional, in the right place and at the right time;
 - Offer an alternative to A&E services.

Communications and Engagement

- 11 Following the Communications and Engagement Plan previously shared with the Board, Phase 1 is now complete. An updated Communications and Engagement Plan for Phase 2 is attached at Appendix 2.
- 12 Phase 2 material is shared in Appendix 3 as a pocket guide and letter. This information will be received by every DDES household in the second week of March 2017 (over 165K copies) and this will contain a credit card size information card as suggested by the Adults, Wellbeing and Health Overview and Scrutiny Committee.
- 13 The CCG 's Engagement Plan /campaign (Appendix 2) will communicate the changes to the Urgent Care System prior to full implementation on 1 April 2017 to every group that the CCG engaged with pre-consultation.
- 14 Our Radio advertising campaign promoting the changes in urgent care and what these mean to the general public will launch in the coming weeks.

Urgent and Emergency Care Strategy update

- 15 The County Durham and Darlington (CDD) Local A&E Delivery Board (LADB) replaced the System Resilience Group (SRG) in September 2016, a transformation that was mandated by NHS England in their correspondence to CCG Accountable Officers in July 2016. The LADB is chaired by Sue Jacques, Chief Officer, County Durham and Darlington Foundation Trust with Stewart Findlay, Chief Clinical Officer, DDES CCG as Vice Chair. The LADB takes a whole system approach to improve A&E performance.
- 16 As part of the national A&E Improvement Plan, the Emergency Care Improvement Programme (ECIP) Team carried out an intensive whole system diagnostic in November 2016. As a consequence, four key priority areas for improvement across the system have been identified:
 - a) Leadership
 - b) Assessment prior to admission
 - c) Doing today's work today
 - d) Discharge to assess
- 17 A dedicated lead from the ECIP Team will work with system leads across County Durham and Darlington to implement the agreed priorities and high impact recommendations linked to the priorities over the next twelve months. A LADB Operations Group has been set up with membership comprising the designated leads for specific aspects of taking forward and implementing the ECIP recommendations.
- 18 There is to be a national relaunch of the Urgent and Emergency Care (UEC) strategy with the focus being on getting A&E back on track quickly with the required initiatives fully embedded well in advance of winter 2017. The delivery of UEC strategy will also feature in a national Delivery Plan due in March 2017, that will set expectations regarding the implementation of the 5 Year Forward View.

Recommendations

- 19 The Health and Wellbeing Board is recommended to:
 - Note the contents of the report;
 - Note that the recommendations by the Adults, Wellbeing and Health Overview and Scrutiny Committee have been incorporated into the Communication and Engagement Plan;
 - Support the work taking place in the County Durham & Darlington Local A&E Delivery Board.
 - Agree to receive an update at a future meeting.

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Appendix 1: Implications

Finance

There are potential financial implications for existing service providers.

Staffing

There are implications for staff currently employed in the existing urgent care services.

Risk

N/A

Equality and Diversity / Public Sector Equality Duty

Equality impact assessments have been completed as part of the development of alternative service models.

Accommodation

N/A

Crime and Disorder

N/A

Human Rights

N/A

Consultation

A full public consultation was undertaken regarding changes to local urgent care services. This was overseen by the Health and Overview Scrutiny Committee.

Procurement

Formal procurement has taken place

Disability Issues

N/A

Legal Implications

N/A