

Special Adults Wellbeing and Health Overview & Scrutiny Committee



7 September 2018

Durham Dales, Easington and Sedgefield CCG Review of Urgent Care Services – Proposed review of Urgent Care Hub provision

Report of Lorraine O'Donnell, Director of Partnerships and Transformation

Purpose

1. To provide the Adults Wellbeing and Health Overview and Scrutiny Committee with details of proposals to review the provision of Urgent Care Hubs as part of the extended and enhanced primary care service provision by Durham Dales, Easington and Sedgefield CCG which commenced on 1 April 2017.

Background

2. At a special meeting of the Adults Wellbeing and Health OSC held on 1 September 2016, the Committee received a detailed report and presentations updating members regarding the results of the consultation feedback in respect of proposals by DDES CCG to review urgent care services in its locality.
3. Members of the Adults Wellbeing and Health Overview and Scrutiny Committee had previously considered reports and presentations from DDES CCG setting out the consultation and engagement plans and the proposed options for future urgent care service provision being consulted upon.
4. Following consideration of the report and presentations, the Adults Wellbeing and Health Overview and Scrutiny Committee in supporting option 3 the Committee remained of the view that:-
 - (i) the CCG must take steps to ensure that GP capacity is available to provide assurance that the new model of Urgent Care services provision can be delivered;
 - (ii) the preferred new Urgent Care service model will place a continued reliance on the NHS 111 service. In view of this, the CCG needs to ensure that current concerns of members and their constituents in respect of their experiences with the 111 service concerning the patient assessment process; the use of the default triage algorithm and the need for clinical expertise to be available during the assessment process are addressed.

- (iii) the CCG should consider how it will market and publicise the new Urgent Care service, ensuring that the public know exactly which part of the Health service to access in which circumstances.
- (iv) given the increase in usage of GP practices for Urgent Care under the new model, GP practices must take all reasonable steps to ensure that their reception areas allow for patient privacy and confidentiality.

Latest Position

5. The new Urgent Care service model was introduced on 1 April 2017.
6. Representatives of Durham Dales, Easington and Sedgefield CCG attended the Committee's meeting on 9 November 2017 and gave a presentation to members detailing post implementation monitoring of the new services and also how the Committee's concerns outlined on paragraph 4 above had been addressed.
7. The new Urgent Care service model has been operating for over a year and following an analysis of usage by DDES CCG during that period, a report has been drafted which proposes some revisions to the current provision of urgent care hubs across the CCG are and also sets out plans for consultation to be undertaken in respect of the proposed changes. A copy of this report is attached at Appendix 2.
8. Representatives of Durham Dales, Easington and Sedgefield CCG attended the Committee's meeting held on 6 July 2018 and gave a presentation to members detailing the proposed revision of urgent care hub provision across DDES CCG, the stakeholder engagement undertaken to date and the proposals for consultation on the revisions.
9. At the meeting, the Committee "**Resolved that** report and presentation be noted and that the Committee recommend to DDES CCG that the proposed review of Primary Care Support Services and the associated communications and engagement activity be paused for a period of 9 months to allow for more robust patient/stakeholder engagement activity to be undertaken along with a review of the referral practices being adopted by NHS 111 service to ensure that local residents are able to access urgent appointments in primary care services within their locality and that these services are being actively promoted by the CCG."
10. Representatives of Durham Dales, Easington and Sedgefield CCG have asked to attend the meeting to provide an update in respect of the proposals for members' consideration, to answer some of the members concerns expressed at that meeting and to provide greater clarity on the rationale for the proposals. An updated report by the CCG is attached to this report (Appendix 2).

Recommendation

11. Members of the Adults Wellbeing and Health Overview and Scrutiny Committee are requested to receive this report and consider and comment on the presentation and the information contained therein.

Background Papers

Report and Minutes of the Adults Wellbeing and Health Overview and Scrutiny Committee on 9 October 2015, 1 March 2016, 24 May 2016 and 1 September 2016, 9 November 2017 and 6 July 2018.

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Appendix 1: Implications

Finance – None

Staffing - None

Risk - None

Equality and Diversity / Public Sector Equality Duty – None

Accommodation - None

Crime and Disorder – None

Human Rights - None

Consultation – None

Procurement - None

Disability Issues – None

Legal Implications – None