

Update on Sunderland urgent care decision-making, 29 January 2019

The Sunderland urgent care consultation concluded with the decision to have an urgent treatment centre located at Pallion Health Centre with five Sunderland Extended Access services located throughout the Sunderland.

The Sunderland Extended Access service will be available at:

- Pallion Health Centre (this will be joined up with the urgent treatment centre)
- Bunny Hill Primary Care Centre
- Houghton Primary Care Centre
- Riverview Health Centre
- Washington Primary Care Centre

Opening times for the urgent treatment centre will be 10am to 10pm, Monday to Friday and 8am-10pm weekends and bank holidays. The Sunderland Extended Access Services will be open 6pm-8.30pm, Monday to Friday, 9am-5.30pm weekends and 10am-2pm on bank holidays.

The clinical model has changed following the consultation to address concerns voiced by people living in the Coalfields and Washington area. This means people will be able to use the Sunderland Extended Access Service at Houghton Primary Care Centre and Washington Primary Care Centre for both minor illnesses and injuries.

The changes are expected to take place from April 2019 and it is important to recognise that any changes will only take place when robust plans are in place to ensure that patient care is not affected. This planning will now take place and include a public communication campaign to ensure people are aware of how and where to access services.

Background to decision-making

It is the statutory responsibility of the governing body for NHS Sunderland CCG to make a decision on Sunderland urgent care.

The decision-making governing body meeting took place in public on Tuesday 29 January, 1.45 – 4.15pm at Bede Tower, Burdon Road, Sunderland, SR2 7EA and can be viewed here

<https://www.facebook.com/sunderlandhealth/videos/2089198091160864/>

The governing body members, including senior GPs, doctors, nurses, health professionals and lay members with expertise, have responsibility for making decisions ensuring that local NHS services are safe and of a high quality for local people.

The CCG came to a decision after considering all of the clinical evidence, financial information and feedback from the public consultation. All of the consultation feedback, evidence and supporting information is available to read here <https://www.sunderlandccg.nhs.uk/get-involved/decision-making-on-the-urgent-care-consultation/>

How this decision responds to concerns in the feedback received from the public consultation

In making this decision, the CCG has responded to the key concerns raised in the feedback from the consultation. This includes:

- **Travel and transport** – people will be able to access medical help for both minor injuries and illnesses at Washington Primary Care Centre and Houghton Primary Care Centre. For people living in/close to the Coalfields and Washington area this means that they may not need to travel to Pallion urgent treatment centre for these services.
- **Communication** – members of the public and clinicians identified that there needs to be clear communication about this new model following the decision. This will be a key feature in getting the service ready for April 2019 and there are plans being developed for this now.
- **Opening hours** – the opening hours of the services will be:
 - Urgent treatment centre at Pallion: 10am to 10pm, Monday to Friday and 8am-10pm weekends and bank holidays
 - Sunderland Extended Access Services: 6pm-8.30pm, Monday to Friday, 9am-5.30pm weekends and 10am-2pm on bank holidays

These are the opening times that were consulted on and will be monitored as some different suggestions regarding the opening times for the urgent treatment centre were made.

- **Buildings** – the walk-in urgent care services will be closing and will be replaced with the Sunderland Extended Access Services. No other services in Washington Primary Care Centre, Houghton Primary Care Centre, Bunny Hill Primary Care Centre will be affected. The urgent treatment centre at Pallion will now be the walk-in service but the easiest way to access urgent healthcare would be to call your GP practice or call 111.

- **Parking and reception area at Pallion** – the public raised concerns about parking and the space available at the reception area at Pallion Health Centre. The CCG has started a review to address these concerns.
- **Joining up of services** – feedback from the public and clinicians identified a preference for joining up the urgent treatment centre and Sunderland Extended Access services at Pallion. This means that staff working at Pallion can work wherever they need to depending on the demand of the urgent treatment centre or the Sunderland Extended Access Service.
- **Workforce** – there were concerns about GP capacity to provide the Sunderland Extended Access Service and the urgent treatment centre. The CCG has reviewed this extensively and is confident that by joining up services (see above) and using initiatives linked with the GP strategy such as Recovery at Home that this will provide the flexibility and time for GP services to deliver the additional appointments. In addition, GPs are already delivering some of the Sunderland Extended Access appointments.

Summary of the decision

From April 2019, patients only need to call their own GP practice or 111 to access urgent healthcare.

Services that will be available include:

- An integrated urgent care service (111) which has been available from October 2018.
- A Recovery at Home service which supports vulnerable patients with complex needs to remain at home. This team (which includes a GP) responds quickly to provide intensive support to those who need more help while they are getting back to normal after a short term illness or injury in their own home, a care home or on discharge from hospital.
- There will be 45,000 GP appointments (including an additional 14,000 from April 2019) through the Sunderland Extended Access Service. You will need to book an appointment through your GP practice and this service is available from 6pm-8.30pm, Monday to Friday, 9am-5.30pm weekends and 10am-2pm on bank holidays. From April 2019 this will be at five locations in Sunderland (Pallion Health Centre, Bunny Hill Primary Care Centre, Houghton Primary Care Centre, Riverview Health Centre, Washington Primary Care Centre).

- Minor injury services can be accessed at the urgent treatment centre at Pallion Health Centre (open 10am to 10pm, Monday to Friday and 8am-10pm weekends and bank holidays) and via appointment and via appointment at the Sunderland Extended Access Service in Houghton Primary Care Centre and Washington Primary Care Centre.

Further information about the decision on urgent is available here

<https://www.sunderlandccg.nhs.uk/get-involved/decision-making-on-the-urgent-care-consultation/>