

Changes to urgent care services across Durham Dales, Easington and Sedgefield areas following the outcome of the public consultation to improve urgent care services

NHS Durham Dales, Easington and Sedgefield Clinical Commissioning Group (DDES CCG) would like to thank everyone who has taken part in the Urgent Care Consultation, which was launched to improve urgent care services across the area.

“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.

Urgent care is currently delivered from:

Easington Healthworks
Seaham Primary Care Centre
Peterlee Community Hospital
Bishop Auckland General hospital

With over 200,000 patients accessing urgent care services in 2014/15, the CCG proposed changes to simplify access so that prompt treatment can be delivered, making the best use of medical services and the available workforce but without adding pressure on A&E.

The CCG consulted with the public on the following:

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

Three options for future delivery of care were given and included:

- Option 1 Retain two minor injuries units for 12 hours per day, retain the number of out-of-hours services, extended GP opening times in hub arrangements, existing GP services to manage demand for minor ailments during the day
- Option 2 Retain two minor injuries units for 12 hours per day, retain the number of out-of-hours services, extended GP opening times in hub arrangements, enhanced GP services to manage demand for minor ailments during the day and urgent requests during the day
- Option 3 Retain two minor injuries units for 24 hours per day, retain the number of out-of-hours services, extended GP opening times in hub arrangements, enhanced GP services to manage demand for minor ailments and urgent requests during the day

The most popular option amongst members of the public was Option 3. 80% of respondents chose Option 3, ranking this option as their first choice.

Following a Governing Body meeting on 13th September 2016, it was agreed to take forward option 3 in support of the public's preference.

What does this mean?

DDES CCG will provide an improved service to meet the urgent care needs of our 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 be provided from Bishop Auckland and Peterlee Community Hospital as they are now.

There will be changes to GP services:

- Extended GP services from 6:00 pm-8:00 pm weekdays as well as partial weekend provision on a Saturday and Sunday
- Enhanced availability of same day urgent appointments with GP practices

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 'Hubs'.

The preferred option chosen by the public following consultation was to base these hubs at:

Bishop Auckland, Barnard Castle, Stanhope, Peterlee, Seaham, Easington, Sedgefield, Newton Aycliffe and Spennymoor.

DDES CCG is currently working with primary care to improve GP access and to understand how their appointment systems work to further improve these.

Going forward we will be encouraging use of the NHS 111 service to book appointments and to coordinate access to the right care, first time.

We believe these changes to services will:

- Provide care closer to home for our patients providing at least five more sites than we currently provide
- 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 at the right time
- Offer an alternative to A&E services



***Durham Dales, Easington and Sedgefield
Clinical Commissioning Group***

The CCG will now work towards implementing Option 3 from 1st April 2017. There will be a programme of communication before and after changes so that patients are kept informed around the services available.

The full consultation report can be accessed on DDES CCG's website here:

<http://www.durhamdaleseasingtonsedgfieldccg.nhs.uk/get-involved/urgent-care-consultation-2/>