



Sunderland
Clinical Commissioning Group

Sunderland Urgent Care Consultation

Coalfields locality event

24 May 2018, 12 - 2pm

Date	Thursday 24 May 2018	Time	12pm
Event	Coalfields locality event		
Venue	The Hetton Centre, Hetton-le-Hole, Houghton-le-Spring DH5 9NE		
No. people	35	Males	Females
Room facilitator	Emma Taylor / Ann Fox		
Scribe	Emma Taylor / Sheena McGeorge / Daisy Barnetson / Lisa Anderson / Anisah Sharmeen		

Attendance and reach

Total number of people who attended in total: 43

- Public – 25
- VCSO – 0
- Other organisation –
- Sunderland CCG – 4
- Sunderland City Council – 10
- NECS – 4
- Did not identify a group –
- Registered but did not attend -

Discussion

Proposals for Urgent Care

Like

- Want to be safe.
- 111 needs improving
- Supporting more people to self – care
- If it works then it'll be fine, but will it work?

Missing

- Advertising of events, the awareness is low
- People know where to go at the moment, the changes will confuse people.
- Where will we get GPs from, we need more GPs?
- The lack of GP appointments, and the lack of access to a GP, means people go to Urgent care centres, and the ED.
- Why is the UTC at Pallion and not elsewhere?
- Where are these figures from? I work at Houghton myself, and the figures are wrong
- The coalfields is neglected
- You should leave the localities as they are, and keep the services near to where the patients live.
- Different type of people attend Pallion – This is sometimes a problem we don't have in Houghton i.e. drugs, alcohol.
- Previously a service. Get treatment at home, nurses were coming in and doing cannulas so I didn't have to go to hospital, it was great.

Other comments / questions

- People are unaware of the Sunderland extended access service
- Don't understand how this will increase care quality
- Excellent facility already, should have the services there
- People are going to A&E when they don't need emergency treatment
- Moving it to Pallion, no direct bus route from Coalfields
- Costs people more to travel
- People who can't afford to travel are worse off
- You are able to walk into a centre when you need it
- If you have no transport, there's no way to get to Pallion
- People will be unwell, and will not know where they should be going
- The travel time to Pallion is too long
- People with cars have the advantage
- There is other facilities at the walk in centre, such as the café
- The ambulance service is already stretched, will this not stretch them further
- Specific health conditions means that there is not appropriate access to treatment
- People may not address health issues if they have to travel
- Coalfields is developing – is there enough services to meet the growing and

- ageing population
- People don't know about the SEAS service
- Kepier is closed Wednesday PMs?
- You should have consulted with the public before hand
- Concerned for mental health patients
- If it's not working now, how will it work in the future
- We don't have any staff, where are they all coming from?

Should the services be joined up?

Thoughts for no

- Want something which is more locality specific for the UTC
- The services should stay in the area
- Coalfields is the biggest area in Sunderland
- The transport issues are not efficient
- The evening service is non existent
- Travel costs
- Major developments in the Coalfields – Houghton ward
- The services are lot linked up, the lack pf communication and the messages not being passed on.
- Can other people be gatekeepers not always the GP?
- We don't prefer either option.
- We prefer a bit of both
- We want to keep the service
- 14000 people will need option B
- They have physios etc.
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Other comments

- If it saves money then yes, it would work.
- Working closely together
- It is better to join and have the services together
- Joining things up would work better for the city centre residents
- There are parking issues at Pallion
- Why can computers share the notes currently? For example x rays.
- If computers joined up, then the services would be joined up.
- Not all GPs are open from 8am; some are 8:30am.
- Does is always have to be a GP? Or could it be an ANP or radiographer?
- We would prefer to have minor injury provision in Coalfields
- Merge the WEST SEAS and the Pallion UTC and send the 2nd GP to coalfields.
- The services face the danger of being used by people who want to go after work.
- Q. Are services being charged to save money
- Same people around the table feel this is a foregone conclusion
- And decision has been made
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- Q. Will they keep the x ray department at Houghton etc? Such as chest x rays.
- Q. Does the GP pay for people who go to the walk-in services
- - GP said – but it's more expensive, it's a discussion on money.
- Q How do people know about out of hours access, we don't know about it.
- People will use it
- They don't tell us at our practice about this service.
- Waiting times at Houghton = 4-7pm but at least a doctor was there. It's better to go to Houghton, then Sunderland.
- One lady said option B is better
- Same feel again, foregone conclusion
- You think centre is great – provides service such as physio, x-ray. We've used these services while being poorly over past couple of years.
- Building cost £17m open 6 years, parking free etc. Then can we consider taking services out
- If people have an injury – They will need to use these services.
- People don't like change
- Do they have more people going to A&E because they have close centres.
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Location of the Sunderland Extended Access Service

Which locations are good and why

- Houghton primary care centre is a good location; there are bus stops right outside. There is a large carpark, disabled parking, physical accessibility, bigger centre, comfortable building. People are aware of the location, so this reduces confusion. Easy to access from all points in the coalfields.
- We have x ray and physician currently, will this stay?
- People identify the Houghton primary care centre as where to go.
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Which locations are not good and why

- Houghton medical centre – is too small, the car park is too small and it's a dead end.
- Kepier practice so small with small parking
- People don't know where it is, so people wouldn't know where to go.
- Will there still be access to x ray facilities?
- Grindon provided the care to cover until patients could get an appointment.
- Should there be more than 1 SEAS in Coalfields due to the size of the locality.
- Victoria – too far out
- Pallion – not easy to get to

Opening hours

SEAS

- The times are not suitable for people who work 12 hours shifts (9:30pm – 11)
- We weren't even aware of the SEAS; GPs do not offer these appointments.

- The weekend opening times are better, but again not great for shift workers.

UTC

- Yes the times for weekday, weekend and bank holiday will meet the needs of people of Sunderland.
- Bank holiday cover seems too short, would like to see longer extended hours.

Key principles

- No.3 - How can it be close to home, if its moving to Pallion
- The whole consultation is flawed
- I like that the principals talk about the safety
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Travel and Transport

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Final comments

- The nurse and GP shortage is already there, where they coming from?
- We have an ageing population; need to start thinking ahead for the years to come.
- People have not seen the adverts on the GP screens
- When will the printed information be shared out in the locations?
- The parking at Pallion is issue
- All this sounds good, but will it really work?
- We would want more minor injury provision in Coalfields with the opening hours to match the UTC.
- People in Coalfields would need to get a taxi to the UTC if it's later at night.
- Need to ensure the centres are being used for the right reasons, and we are educating people on where they need to be going.
- Does there need to be greater provision due to accidents taking place in the School holidays.
- Should be better informed about what services are available – it should be advertised more in GP surgeries.