



Sunderland
Clinical Commissioning Group

Sunderland Urgent Care Consultation

West locality event
7 June 2018, 12 – 2pm

Date	07		June		2018	Time	12 – 2pm
Event	West Locality						
Venue	Hope ST Xchange						
No. people			Males			Females	
Room facilitator	Ben Landon / Lisa Anderson						
Scribe	Anisah Sharmeen / Lauren Robinson						

Attendance and reach

Total number of people who attended in total: 16

- Public – 1
- VCSO – 3
- Other organisation – 3
- Sunderland CCG –4
- Sunderland City Council – 1
- NECS – 4
- Did not identify a group –
- Registered but did not attend -

Discussion

Proposals for Urgent Care

Like

- Joined up service will provide more streamlined service
- Q: NHS 111 improvements is essential and has to be safe if you are encouraging that
- A: NHS 111 not coming into effect until Oct 18. We can't make any changes until April next year. Avoid all changes at once.

Missing

- Difficult with names – the GP's within the building – causing confusion.
- Hard for public – confused because of all the different titles

Other comments / questions

- Q: Does the home visiting service include nursing homes?
- A: Home visiting service will cover any one housebound incl. patients in nursing home.
- Nursing home improvements/nursing home patients most vulnerable
- Digital care tablet empowering care staff, recognizing signs of illness, especially in coalfields, proactive work to prevent admissions, care planning. GP's more aligned with care homes.
- Q – How will impact of mental health inadequate currently?
- A – Mental health same as physical.
- Chronic, long term problems – GP's dealing with/NTW regional service with local initiatives. RAID deal with patients in crisis (mental health) crisis = self-referral system. Always been good support. Mental health professionals within NHS 111. Mental just as important as physical. Work continuing to be done
- Q – System letting people down with mental health. Not getting better.
- Mental health services integrated in everything we are talking about. Doing a lot of work around mental health.
- Q – Are numbers of GPs going to stay same
- A – GP's practice GP's + nurses will remain the same
- Q: You could look at different opening times in seasons? Summer/winter – Opening times for different buildings.
- A – Looking into safe options if this works out.
- Q: Why not have 3 Centre's open on bank holidays – different opening times in each area. So you can still be seen if other buildings close earlier
- A – We are looking into this and the safest ways of doing it.
- Q: Can NHS 111 deal with high volume of cause?
- I wouldn't want it to be good thing that people who do need help don't end up turning up
- There is a fine line in this, and It needs to be safe
- Q: 24-7 home visiting – how do people access this?
- A – you can access from both GP + 111
- Q – Why was it suggested 10am– 10?

- A – Contact GP first and if not available then centres would be open
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Should the services be joined up?

Other comments

- Confusion with names of service/health centres
- Confused public over years/hard to get them to decide.
- Sunderland has low level of self-care
- Walk in has been encouraged and it is convenient
- Q: Will ED direct to UC?
- A: Yes already doing it/happens both ways/talk before you walk
- 50% stop going to walk-in when closed – is that safe? Fear things missed some illnesses must still be recognized and instead - fine line to be safe
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Location of the Sunderland Extended Access Service

Which locations are good and why

- Car parking is better at Bunny Hill
- Easy to access – caters for Bunny hill and all Sunderland north estates
- Pallion close to A+E – Good time to get to A+E

Which locations are not good and why

- Bunny hill and Southwick – both have parking issues
- There is poor parking at Southwick
- Timings of car parks may close etc.
- There is poor parking at Pallion
- Keep the SEAS separate and put the hub in Grindon
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Opening hours

SEAS

- Good timing – 8:30pm good times to stop the service
- Good weekend timing
- Parents would need earlier timing – between 8-9:30
- 2pm could be quite early, you stay open till later till 7pm
- Q: What is the current time line?

UTC

- 8am – 9pm/8am – 8pm/10am – 10pm/ – Weekdays
- 9am – 11pm/ - Weekend and bank holidays
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Key principles

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| <p>These principles are spot on – Carers need to get support</p> <ul style="list-style-type: none">- Cares need to be given importance- Convenience for appointment given to carers- |
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Travel and Transport

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Final comments

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| <ul style="list-style-type: none">- Grindon Lane in west – Central- The 3 centres are quite close- Pallion is near hospital- Grindon is more central to west- Grindon the parking can be difficult during the working hours – but 6pm onwards it is good |
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