



**Sunderland
Clinical Commissioning Group**

Sunderland Urgent Care Consultation

**Durham locality event
2 July 2018, 5 – 7pm**

Date	2	July		2018	Time	5 – 7pm
Event						
Venue	The Glebe centre					
No. people		Males		Females		
Room facilitator	Lisa Anderson / Ann Fox					
Scribe	Anisah Sharmeen / Gail Cobb					

Attendance and reach

Total number of people who attended in total: 13

- Public – 4
- VCSO – 0
- Other organisation – 2
- Sunderland CCG – 4
- Sunderland City Council –
- NECS – 3
- Did not identify a group –
- Registered but did not attend -

Discussion

Proposals for Urgent Care

Like

- Person whose giving advice – should be understanding
- Good self-care advice – for all services
- Good communication throughout
- People think these centres are going to close
- As long as care centres are getting the right message out properly
- People feared that NHS 111 will not manage the triage well
- People are confused and unsure where to go
- People scared that Houghton is closing
- Sounds good / alright
- When you do this – every household needs to know this is happening. Communication has to be on point
- Is ppgs getting information on this – Send out info via these – GP, screens, sms, ppgs and other
- Plain / straightforward leaflets in GP waiting rooms letting people know of the changes
- Have you got people who come out and give talks?

Missing

Other comments / questions

- Q. Explanation (why was it discounted?) of #9 and what that meant
- Extended hours, spreading workforce
- C: It's a long way to get to Pallion
- Q. Are NEAS on board?
- They were part of the design and workshop
- Q. The "5 model" currently upstairs - is that just being brought down
- Yes it is integrated
- Q. Are extended Access services for Sunderland patients only
- Yes
- Could only walk into Pallion
- Q. capacity at all locations done? Parking etc.
- Q. What is the monetary benefit?
- A There is none – it's the same, all practices coming together to give

GPs more access

- C: Fund is held by GP Alliance
- C: Getting head around new service altogether and people locations as where they live + the impact that will have.

Should the services be joined up?

Thoughts for no

- Are you going to save money on other things such as reception etc?
- Do the 5 models include SEAS anyway?
- If co located it could work against the model.
- If co located, you can turn up – is that right?

Other comments

- I think you have to join them up
- DDES changes jump soon may mean Seaham people may go to Pallion NOT Peterlee
- Are conversations happening between 2 CCG's?

Location of the Sunderland Extended Access Service

Which locations are good and why

- It looks like Pallion is the best?
- Parking and public transport has to be considered
- Q. Are the SEAS services for patients who are reg with a GP in Sunderland only?
- A. Yes Sunderland only – Durham would have to use GP in own area
- Q. Practices on the map + locations – have they said if they are able to hold this in their locations?
- Q: What about Grindon, it's not far?
- Psychologically might be good not to have Urgent treatment Centre next to hospital. Should have it further away.

Which locations are not good and why

- Parking and transport is biggest issue

Opening hours

SEAS

- Q. Are those times based on current usages?
- Q. Bank holiday opening times are vast difference
- Q. What would people do for a pharmacy – if needed prescriptions?
- A. One in every locality which is open
- The one that jumps out is the bank holiday times – should open 8am rather than 10am
- Experience in Durham is that there is a fall off - do they need to be open Sun

till 5.30pm

- I feel like the information is well laid out.

UTC

- (Three people agreed that the timings were fine)
- It's okay
- Timings are fine
- Consistency across the patch – take into account timing in all areas, to make things less complicated
- Risk for southern people to go to A+E / when UTC is shut

Key principles

- Variation on GP service is great. GP's ringing back patients is fantastic
- Would love to know this residents will feel secure in the care they are receiving from GP

Travel and Transport

Final comments