



**Sunderland  
Clinical Commissioning Group**

# **Sunderland Urgent Care Consultation**

**Washington locality event**

**12 July 2018, 6 - 8pm**

<b>Date</b>	Tuesday 15   May   2018	<b>Time</b>	10am
<b>Event</b>	Washington locality event		
<b>Venue</b>	Washington Arts Centre, Biddick Ln, Washington NE38 8AB		
<b>No. people</b>		Males	Females
<b>Room facilitator</b>	Helen Fox / Ann Fox		
<b>Scribe</b>	Lisa Anderson / Sheena McGeorge / Lauren Robinson / Michael Barlow / Anisah Sharmeen		

## Attendance and reach

Total number of people who attended in total: 28

- Public – 20
- VCSO – 0
- Other organisation –
- Sunderland CCG – 3
- Sunderland City Council –
- NECS – 5
- Did not identify a group –
- Registered but did not attend -

## Discussion:

### Proposals for Urgent Care

#### Like

- Improvement to 111, clinical input.
- 111 – Clinical assessment – Essential they're made

#### Missing

- How will extra appointments be covered with same amount of staff
- More travel
- UTC – too far away – Hetton / Philadelphia - difficult.
- Rickleton – no bus service after 6 ( same in Galleries)
- Cheaper to get taxi to Galleries than Sunderland.
- No continuity of care.
- People might not get health needs seen to because Pallion is too far away.
- 111 services inadequate.
- About budget cuts.
- Parking problems at Pallion – availability and price of parking
- Advertisement about GP SEA'S – needed in past and never told about service.
- Electronic prescribing – service is not continuous – flaws between services.
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#### Other comments / questions

- Only got same amount of GPs, how will it cover extended access service?
- Finite workforce, how will cover additional appointments?
- Behaviour change is required, A&E just for emergency.
- On TV, all the time.
- Interpretation of emergency for each person is different.
- Why can't self-refer for recovery at home? Found phone number on Google.
- Clarification on UTC? Accidents happen 24/7
- Why not open 24/7
- Will 111 change...
- Need joined-up services – need to move away from CCG's GP Lead & now back to Health Region.
- Washington people go to Gateshead / QE
- If services close in neighbouring areas, Sunderland will get more traffic.
- Is this privatisation of NHS?
- About budget cuts.
- Where will you get GPs from

- No
- People won't change habits – will just go to Pallion / A&E – will increase foot traffic to A&E – creating demand at A&E
- Not training enough GPs. Entry standards at medical schools too high – need all Universities to have medical schools.
- Need GPs not to be private but NHS employed
- 111 directed ambulances for people who wanted to die at home.
- Bed blocking from 111 assessments – A&E referrals.
- Public access into Pallion is poor – waste of timings. Angry by the time you want to go in.
- Q: Are we going to fix GPs access to GPs before this happens.
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### Should the services be joined up?

#### Thoughts for no

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#### Other comments

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### Location of the Sunderland Extended Access Service

#### Which locations are good and why

- UC Centre at Washington – parking and assess DDA compliant
- Concerned about lack of services in between S/land West & Coalfields and bottom of Sunderland East.
- Burdon / Success – developed for housing.
- Washington PC Centre – well-lit building – new building.
- Waste of facilities – good car parking.
- Pleasant, open, good public transport.

#### Which locations are not good and why

- Galleries – current access not good
- Galleries – accessibility – loneliness – dark –
- Not good parking.
- People will not go there – just go to QE or ED
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### Opening hours

#### SEAS

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#### UTC

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## Key principles

- What measures have been taken to increase self-care?
- How is this different to previous initiatives?
- Easy to understand.
- Should point 5 not be point 1? This drives whole remodel of system.
- If need is there, why asking people to go elsewhere.

## Travel and Transport

## Final comments

- Goes without saying.
- (2x2) point 3 – wish that people will just go to Ed instead.
- Understand safety aspect – but don't see how patient
- Excellent overall.
- Not getting continuity by GPs – issues with getting appointment.
- Q: Are we making decisions on incomplete data?
- Q: Do we have a graph to show a decline in GPs in Sunderland.
- C: Without data on numbers of GPs, asking us to comment with insufficient data, the consultation as a result is flawed.
- Problem is lack of GP.
- Q: What is ED?
- Q: Will you still have to go through flow chart system...111 when it changes?
- Q: Have you had a written guarantee from NHS that these buildings won't close?
- Can extended access service take blood tests, urine test there and then?
- Is it set in stone that the UTC will be based at Pallion?
- What about people in the community? How will they get to Pallion? By the time they wait for an ambulance?
- Q: Shouldn't X-ray be open at the same times at the UTC?
- C: Why has the Durham slide been removed from this presentation?
- Some people have to get 2 busses to get to Pallion from Washington.
- Q: Why do all these changes have to take place when it's working well?
- C: Why would you have brand new facilities and not use them?
- 111 currently doesn't seem fit for purpose
- Was staff working in the community consulted?
- Q: What data do you have which shows the outcomes of care?
- Q: Are there any of the GP Alliance members sitting on the CCG?
- C: Information needs to be publicised that these events are not drop in, as I wasn't aware of an agenda when arriving here.

