

What is urgent care?

Urgent care means

‘when you suddenly become unwell and need to see a healthcare professional the same day but it is not an emergency’

This includes urgent care for both mental and physical health



Definitions

- Minor illness – stomach ache, throat infection, ear ache etc
- Minor injuries – cuts, strains and sprains and simple fractures

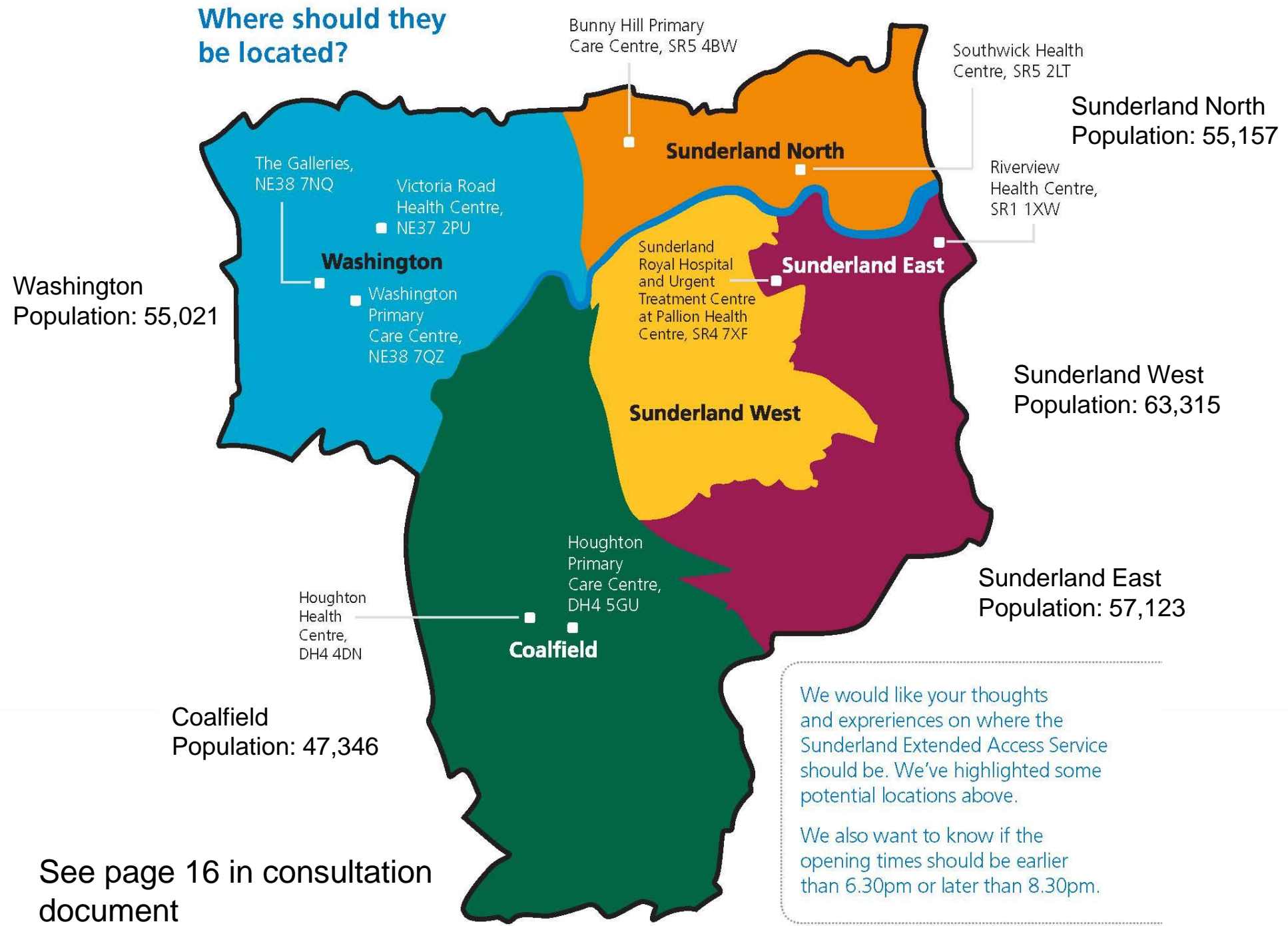


5 key principles

1. Be safe, sustainable and provide responsive, high quality care
2. Help people to increase self-care (looking after yourself) through access to appropriate medical advice
3. Ensure appropriate access to treatment as close to home as possible
4. Simplify access by improving integration (making sure everything is joined up) across health and social care and reducing duplication of services
5. Meet national requirements (have an urgent treatment centre, use the improved NHS 111 service and have GP appointments available evening and weekends)



Where should they be located?



We would like your thoughts and experiences on where the Sunderland Extended Access Service should be. We've highlighted some potential locations above.

We also want to know if the opening times should be earlier than 6.30pm or later than 8.30pm.

See page 16 in consultation document

Urgent Treatment Centre opening times

The Urgent Treatment Centre needs to be open at least 12 hours a day, 7 days a week

The current urgent care centre at Pallion is open between:

- 10am - 10pm Monday to Friday
- 8am - 10pm weekends and bank holidays



Sunderland Extended Access service opening times

You can get a GP appointment between 8am and 6pm
Monday to Friday

You can also get an appointment through your own
practice or NHS 111 in the Sunderland Extended Access
Service (currently at 5 locations across the city) between:

- 6pm - 8:30pm Monday to Friday
- 9:30am - 5:30pm on weekends
- 10am - 2pm on bank holidays

