

Making urgent care **work better** in Sunderland

Have **your** say



Wednesday 9 May to
Sunday 2 September 2018



Quick facts about the urgent care consultation

We want **your views** on

This consultation is **NOT** about closing buildings

- ✓ It is about **PROPOSED CHANGES** to urgent care services, which include:
 - No longer providing urgent care **SERVICES** in Houghton, Bunny Hill and Washington
 - Replacing these with extra appointments in our existing 40 GP practices and Sunderland Extended Access Service
 - An urgent treatment centre located at Pallion Health Centre
 - Home visiting service for vulnerable or housebound patients
- ✓ This consultation does **NOT** affect other services that are currently based in these buildings
- ✓ Most people will be treated closer to home; and that this is part of a wider range of changes (Sunderland Extended Access Service, home visiting, enhanced NHS 111 and **42,000 extra GP appointments** per year)
- ✓ Patients will only have to remember to call their own practice or the 111 number, making urgent care simpler to access
- ✓ Housebound patients and those very vulnerable patients with complex needs will be supported to remain at home by our improved Recovery at Home service. This team responds quickly to provide intensive support to those who need more help while they are getting back to normal after a short term illness or injury in their own home, a care home or on discharge from hospital

Where the Sunderland Extended Access Services should be located in each area within the available and suitable buildings in each area?

What the opening hours of the Sunderland Extended Access Service hubs and Urgent Treatment Centre should be?

Whether the west Extended Access Service and Urgent Treatment Centre should be joined up at Pallion or remain separate?

Anything else that people think has been missed?



Additional information about the consultation has also been published on the CCG website:
www.sunderlandccg.nhs.uk/get-involved/urgent-care-services/

Have **your** say

If you live in the area or use services in Sunderland, it is important to have your say. This is the only way we will understand how you feel about the proposed improvements to urgent care services.

There are lots of ways to find out more and get involved:



Complete the online survey

Available at: www.sunderlandccg.nhs.uk



Attend an event

More information available at: www.sunderlandccg.nhs.uk



Request a copy of the survey

Phone 0191 217 2670 for a copy and we will post one out to you or help you complete it over the phone



Email us

SUNCCG.sccg@nhs.net



Get in touch via social media

@SunderlandCCG or @Sunderlandhealth



Watch our YouTube channel

Search for 'Sunderland CCG'



Write to us

NHS Sunderland Clinical Commissioning Group, Pemberton House, Colima Avenue, Sunderland, SR5 3XB