



**Sunderland**  
Clinical Commissioning Group

# **Sunderland Urgent Care Consultation**

**East locality event**  
**7 August 2018, 6 - 8pm**

<b>Date</b>	7	August	2018	<b>Time</b>	6 – 8pm
<b>Event</b>	East				
<b>Venue</b>	Bede Tower, Burdon Road, Sunderland SR2 7EA.				
<b>No. people</b>	14	Males		Females	
<b>Room facilitator</b>	Helen Fox				
<b>Scribe</b>	Michael Barlow				

## Attendance and reach

Total number of people who attended in total: 14

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

## Discussion:

### Proposals for Urgent Care

#### Like

- Close links between ED and extended assess service and the urgent treatment centre.
- This should help patients only tell their circumstances once and reduce frustrations.
- Positive relationship between ED and UC Centre shows that they are working together.

#### Missing

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#### Other comments / questions

- Parking availability and charges at Pallion
- Proposals seem very phone centres, what about vulnerable people who don't have those facilities or are not able.
- Transport costs to new venues may increase for people which will have an impact.

### 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

- Those with good public transport links especially for out of hours times
- Grindon would be good as the facilities are already available there and it's a good place. However this would have travel impacts.
- Needs to be in central Hendon
- Public transport for Southwick is good but the parking is terrible.

### Which locations are not good and why

- Availability of public transport would make some locations a poor choice.
- Washington PCC needs significant signposting / wayfinding if it is chosen.
- Houghton health Centre is tucked away and poor parking.
- Have these locations been chosen because of existing facilities?
- Are there any locations owned by others i.e. council which maybe better located and have better access to parking.

### Opening hours

#### SEAS

- Why are there no appointment for early morning before people go to work?

#### UTC

- Do these times reflect popular attendance times?
- Closing too early on a weekend.

### Key principles

- Will affordability of a new model not be a problem? How will it be paid for? Needs to be more explicit.
- Sustainability – especially with reference to extra staff hours.
- Will this actually happen or will be looking at another solution in 2 years' time?
- HS needs to publicise / be more transparent that there are more than just GPs / Nurses that can address people's health needs and problems.
- Why can't [pharmacies open at the same time?
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### Travel and Transport

### Final comments

- Q: Improving general access. Making it harder to get an appointment with a GP. Being triaged out before coming into contact with a GP.
- C: Difficult to get access to a GP.
- This seems like it's another obstacle.
- Should be educating the GP first as they are the first point of contact.
- Will the call handlers on NHS 11 be local?
- Where do northern doctors fit into this model?
- Does CCG realise that most people want to see their GP – not anyone else?

- Should be helping the practices. You need to think of the deprived areas.
- What investment has been done in GPs? To help support practices?
- There is confusing the messages being sent out to different areas.
- Q: Do DRS get paid for patients being referred to UC Centre's?
- Does all of this come out of a centralised CCG budget?
- How confident are we that local authority will fund this? Integrating, given that finances are tight?
- C: I've never been triaged over the phone at my GP.
- Normal people don't know what the difference is between urgent and emergency.
- What would be the best thing for everyone to do? Ring NHS 111?
- Concerns over how the message will get through to public. How will irregular users of the UC Centre know what's happened?
- Does NHS 111 have the capacity? What happens if the system crashes? Is there a backup plan?
- How does GSPR fit into this?