



**Sunderland
Clinical Commissioning Group**

Sunderland Urgent Care Consultation

Travel and transport event

6 August 2018, 6 – 8pm

Date	6		Aug		2018	Time	6 – 8pm
Event	Travel and transport						
Venue	The Hetton Centre, Hetton le hole						
No. people	20		Males			Females	
Room facilitator	Helen Fox						
Scribe	Anisah Sharmeen / Lauren Robinson / Angela Farrell						

Attendance and reach

Total number of people who attended in total: 20

- Public – 6
- VCSO –
- Other organisation – 7
- Sunderland CCG – 4
- Sunderland City Council –
- NECS – 3
- Did not identify a group –
- Registered but did not attend -

Discussion

Any other notes

- Good service with all facilities available
- But people misuse services which adds to demand
- Minor illness much more simple – improving access
- Minor injury – reducing access for people in other areas which means people do not know where to go
- You won't use a bus, you will most likely use a taxi
- Good that triage through NHS 111 plus journey planner etc. – making sure people know where they need to go for what ailments and what transport they would use
- Questions about location of GP hubs
- Needs to be clarified that the GP appointments are not in own practice
- Concerns that there are no local GP's providing any of these appointments
- Doctors may be from other areas in Sunderland
- We (GP Practice) can't guarantee that this is not necessarily your own GP.
- Could the GP be a locum GP?
- Data sharing agreement, concerns that not all patients are aware of this.
- Individuals may not have had the letters. (on the table)
- Questions over GP recruitment, have we got enough?
- Re-focus
- Travel and transport

Questions

- 1) Are we still in consultation stage; is the SEAS and 111 already set up?
- 2) Would SEAS and 111 still remain even if the changes don't go ahead?

Discussion 1: Concerns about travelling

To Pallion

- NHS 111 great experience, right place first time round
- Very hard to get there
- Been moved from hospital to Pallion before
- I would get a taxi, wouldn't think of a bus or driving
- Depends on timings and availability
- Is there night service for buses in Sunderland? No, finished at 12 AM
- GP's don't always have staff at point needed
- I would just drive or get a taxi
- Things always happen at odd hours
- People could get a taxi but cost will impact – can't afford
- Important to advertise how to get to UC Centers and where they are
- Is there still UCT at QE?
- What support have we got for bus contractors – Q&A
- Car ownership – patients concerned about bus fares, costs, might be two people.
- Taxi fares – discussed some costs to people on low income. What do practices do if the patient can't get to the UTC?
- Means people not likely to access or phone for an ambulance
- Is there an alternative bus service people can use? Someone thinks there is a Hospice community bus. Do you need to book these? Not for urgent treatment needs.
- Some taxis do NHS work/patient transport. Drivers not qualified, concerns that this is a risk and not safe to patients.
- For routine and not urgent needs, are drivers medically trained?
- Differences in contracts, routine and urgent minors.

To Seas

- Surprised that we had to go to Pallion
- Nearest to your home – Hetton ... go to Houghton/Peterlee. Closest Hetton for us
- For routine and not urgent needs, are drivers medically trained?
- Differences in contracts, routine and urgent minors.
- Worries about who you'll see, not local GP. We need to make this clearer that appointments are not with your own GP
- CQC report – Teesside hubs didn't have equipment necessary for urgent. Does not give confidence here
- Need to have right service or will result in further transports.
- Patient safety issue is about booking. Ring 111 so booked into correct service. Some calls will be resolved over the phone by clinician
- Also home visiting services. From October 111 is a new service. More clinicians, they will make the appointments at the hub if that is the correct place
- If it's wrong, Pallion is further to go. Illness is more complex than injury – so injury easier to get to right place. Practice staff supports this – receptionists asking questions, trying to get to a consistent offer. Also fair, patient who needs, not patient who rings first to get the appointment.

Discussion 2a: Location of the SEAS (Pg 16 of consultation document)

Which locations are good and why

- **Houghton Health Centre** is very good. No issues if we had to go to Houghton
- **Brinkburn Street H/C** people may need to get 2 buses, might be difficult. Someone from East Rainton would have to get 2 buses
- Most places in Sunderland are well covered – Stagecoach
- If buses are involved it would have to be HPC.
- Buses are available, not much change for people who have to take 2 buses. If coming from Easington/Shiney Row/Rainton
- Most buses which go to the Galleries also go to Concord – Central location.
- Galleries – Sunderland North and Washington
- Different parts of Hetton have different bus services which is 1 bus per hour
- In Washington – easier car access
- **Houghton H/C** works well. Parking spaces are a concern. Errors in data, number only about 20 not 85
- **Galleries** extended access should stay at Bunnyhill – two car parks

Which Locations are not good and why

- Security concerns about Southwick, car park at the back can be dark and dangerous. Any areas missed?
- **Coalfields** could look at having two – it's a big area Shiney Row and Easington Lane. Some people will have a big distance to travel from the center. Lots of new build, more people, more need, more parking

Other Comments

- Q: What about data protection sharing?
- A: All GP's at the moment are on some info system. Work is being undertaken at the moment. We will not do anything illegal, we follow all medical and legal regulations.
- Q: Has research taken into account proposed merger?
- A: Make sure not to mix up two separate issues in terms of us not anticipating any changes. We would review if any changes take place.
- Q: Are Centres being closed?
- A: None of the buildings will be closing. Only those minor injury patients would move to Pallion.
- Q: Any other bus services available in Chester Road? Can offer advice on travel planning, links to maps and journey planners.

- A: Nexus don't have buses but we do pay for socially necessary services. Most operated in this area are provided by Go North East. Buses won't change in the short term, what we would do is offer travel advice and planning for people who would use the services.
- Q: What about data sharing and protection, systems link together. Details of dates happened will be shared.
- A: All GP's at the moment are on some info system. Work is being undertaken at the moment. We will not do anything illegal, we follow all medical and legal regulations.
- Q: Did CCG send something out six months ago?
- A: Please make sure all people get this letter.
- Q: What do you class as deprived areas – used national statistics to identify these?
- A: Using national statistics which tell us where these areas have people from deprived areas. Nationally recognised definition.
- Q: How will you mitigate risks for people in Coalfields?
- A: Talking about urgent not emergency. Need to remember context.
- Q: Will people travelling to Pallion have travel cost re-imbursed?
- A: Not something we've considered at the moment. We will look into this.
- Q: Are GP surgeries going to be open later?
- A: Need to be sensible with workforce. Also need value for money.
- Q: What support is being given to bus contractors?
- A: We wouldn't provide support but we link in with transport providers, work closely with transport commissioners and providers.
- Q: Analysis uses 2011 census but new builds have changed profile - lots of new builds. Best to use correct data for all areas.
- A: 2011 census is only most recent detail available so we can only use what is available. Need to be fair to whole CCG area to find out what is happening, but we can only use recent data in all areas.
- Easington lane to Bunny Hill difficult
- Bunny hill difficult to know where it is
- Should include local map on website
- Possible merger. Parking in Sunderland and Pallion already busy. How will this impact on it?
- How is parking going to be addressed?
- How do you get from Pallion to CHS if you are injured? Most buses go down Chester road, not Ryhope road.
- Hospital is a big site, long walk across the hospital.
- Discussion about various bus routes, injured people don't want to wait for a bus.

