

## Stakeholder briefing: Sunderland Urgent Care

The people of Sunderland still have time to share their views on NHS Sunderland Clinical Commissioning Group's urgent care proposals.

Sixteen public and two online events have already taken place across Sunderland, 406 on street surveys have been completed and as of 9 August, 2018, **over 2,000** people have shared their views.

Local people have until Sunday, 2 September to have their say on the proposals. The CCG will make a decision in December 2018 when they have reviewed all the feedback received.

### Quick facts about the urgent care consultation

- 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 people with complex health needs
- 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)
- People with complex health needs and those who are very vulnerable will be supported to remain at home by our enhanced Recovery at Home service. This team responds quickly to provide intensive support to those who need it

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

NHS Sunderland CCG is particularly keen to hear local people's thoughts on:

- Where should the Sunderland Extended Access Service be located in each area within the available and suitable buildings in each area?
- What the opening hours of the Sunderland Extended Access Service 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?

Results from the public consultation period will be used to shape the new service and inform decisions.

## **What happens next**

NHS Sunderland CCG will be making a decision in December 2018 when they have reviewed all the feedback received.

Key dates are:

Public consultation – 9 May to 2 September 2018

Feedback available from the consultation – 1 October to 14 October 2018

- There will be two feedback events, one during the day and one on the evening – these will be streamed live across all CCG social media channels
- The feedback report will be circulated to everyone who has requested a copy of the report
- The feedback report will be published online

The CCG will consider all of the evidence gathered during 14 October to 12 November.

Decision made by Governing Body on 20 December 2018

- This meeting will be streamed live and members of the public will be invited to attend

New Urgent Care system goes live – 1 April 2019