

Sunderland Urgent Care feedback on the draft independent report

Come and hear what people thought of the proposed changes to urgent care in Sunderland

We have given the public the opportunity to have their say about proposed changes to the way NHS Sunderland Clinical Commissioning Group (CCG) deliver urgent care services.

We've engaged with over 2,507 people, which is over 1.1% of the population during the public consultation phase which ended on 2 September 2018.

The CCG will now enter into a period of 'due consideration' of all the feedback it received during the public consultation period to help inform their decision.

This consideration will include

- Public feedback sessions including the bespoke travel and transport sessions
- Focus groups held with the voluntary sector
- All letters, emails and phone calls received
- Financial information
- Feedback from clinicians
- Modelling on the number of staff available and people currently using the services

Confirmation of injury / illness figures

We wanted to share with you an update on our analysis of how people currently use urgent care services. Throughout the consultation, we have been working with our providers of urgent care to identify what people use services for – either illness such as stomach ache, or injury such as a broken leg. Having completed the review, the confirmed figures are:

- 2 in 10 people (24%) visit urgent care services for injury and under the proposals they would be seen at the urgent treatment centre (previously reported 1 in 10 people (10%))
- 8 in 10 people (76%) visit urgent care services for illness and under the proposals they were be seen at their own GP practice or through the Sunderland Extended Access Service (previously reported 9 in 10 people (90%))

The reason for the difference is that we have found that sometimes the way this information is reported differs staff member by staff member. For example, back pain can be reported as an injury rather than muscular pain or a long-term condition. We are confident that this does not have a significant impact on the proposals that we consulted upon but wanted to make sure that you were aware of this new information.

We will continue to review the information and data available to us across all of our urgent care services to make sure that we always have the most up-to-date information to inform our future plans and decisions.

The report will be published on the CCG website <http://www.sunderlandccg.nhs.uk/>[from 15 October] along with an easy read summary of the report and an audio version.

Members of the public will have until 28 October to give any further comments on the draft feedback report. Further details of how to do this will be available on the CCG website.

Details of the consultation can be found at <http://www.sunderlandccg.nhs.uk/get-involved/urgent-care-services/public-consultation-get-involved/>

You're invited to the feedback event where we would like to share with you the findings of the draft report on:

The evening event will take place on Monday 22nd October 6-8pm at Bede Tower, Burdon Rd, Sunderland SR2 7EA. For those who can't attend, the event will also be streamed live on Facebook at @Sunderlandhealth.

Register your place here: [Evening event](#)

There is also a daytime event on Tuesday 23rd October 2-4pm at Houghton Welfare Hall, Station Road, Houghton-le-Spring DH4 5AH

Register your place here: [Daytime event](#)