

## **Urgent care update – 27 March 2019**

### **NHS Sunderland Clinical Commissioning Group**

This is an update on planned changes to urgent care in Sunderland. In January, the CCG agreed a number of changes designed to make it easier to use urgent care, ensuring we provide the best possible healthcare with the resources that we have.

Once introduced, the changes will mean that patients only need to call their own GP practice or 111 to access urgent healthcare, with the range of services including an urgent treatment centre at Pallion Health Centre, five GP Extended Access services as well as the NHS 111 service.

The CCG agreed to make a number of changes to its plans in response to comments from patients, including offering minor injuries services by appointment at the extended access services in Houghton and Washington as well as the urgent treatment centre in Pallion as originally proposed.

In addition, we promised to take a closer look at concerns about parking and reception facilities at Pallion. As a result, we have now arranged to delay the changes to urgent care services in Sunderland so that the local NHS can take extra steps to address these issues.

This will allow time for improvements to the reception area and better arrangements for car parking at the new Urgent Treatment Centre at Pallion.

This will create a better reception space, including a waiting area for children. At the same time, we are looking into options to make it easier to get a parking space at Pallion. That means a short delay while the work is finished, so that we can address these issues quickly and safely.

**As a result, the changes to urgent care services will now take place on 1 August 2019 instead of April as planned. Urgent care services will therefore continue in their current form until 31 July.**

#### **In brief: what is changing on 1 August 2019**

- From 1 August 2019, you only need to call your own GP practice or 111 to access urgent healthcare. They can link you in to the best service for your needs. These will include:

- An urgent treatment centre at Pallion Health Centre, open 10am to 10pm, Monday to Friday; and 8am - 10pm at weekends and bank holidays.
- GP Extended Access services open 6 - 8.30pm, Monday to Friday, 9am - 5.30pm at weekends, and 10am - 2pm on bank holidays at five handy locations in central Sunderland, Bunny Hill, Pallion, Houghton and Washington.
- Patients will be able to access minor injury services at the urgent treatment centre and by appointment at the Sunderland Extended Access Service in Houghton Primary Care Centre and Washington Primary Care Centre.
- A Recovery at Home service which supports patients 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
- Urgent care services will continue in their current form until 31 July
- The new system will replace the existing urgent care centres at Washington, Bunny Hill, Houghton and Pallion. Other NHS services within these primary care centres are not affected.