

Agenda item 8

DERBYSHIRE HEALTH AND WELLBEING BOARD

7 December 2017

Report of Dr Alan Dow

**NHS TAMESIDE & GLOSSOP CLINICAL COMMISSIONING GROUP
URGENT CARE CONSULTATION**

1. Purpose of the report

This report provides the Health and Wellbeing Board with an update on the Tameside and Glossop Urgent Care Consultation.

Information and analysis

NHS Tameside and Glossop Clinical Commissioning Group (CCG) is committed to ensuring our residents can access the right care, at the right time and in the right place. We want to make our urgent care system as simple as possible so that your journey through illness to recovery is clear, easy to access and of a high quality.

Following pre-consultation discussions with a range of representatives and analysis of current activity a revised Urgent Care offer was proposed and Tameside and Glossop Single Commissioning Board approved the move to public consultation on 31st October 2017.

Key to the proposal is the simplification of access to urgent care whilst improving the level of service available. Multiple access points will be replaced by telephone access through a patient's own GP practices to book appointments as well as a single location for urgent walk-in services. This will reduce the need for people to 'self-triage' i.e. decide if it is A&E or another service they need, and maximise opportunities for people to receive the right care in the right place at the first appointment. In addition, Neighbourhood support will be strengthened through increased evening and weekend appointments alongside advice and treatment available through local Opticians and Pharmacists.

The aim of the consultation (1st November 2017 to 26th January 2018) is to inform the public about the implementation of the Urgent Treatment Centre at Tameside and Glossop Integrated Care NHS Foundation Trust hospital site, the proposed relocation of the current Ashton Walk-In Centre service to facilitate this and the locations for evening and weekend appointments. Two options are proposed within the consultation. All include the Urgent Treatment Centre operating 9 am to 9 pm, seven days a week at the hospital in Ashton-Under Lyne and offer a choice on additional evening and weekend appointments.

Option1

	Opening Times		Access		Location
	Weekday	Sat and Sun	Booked Appointments	Walk-in	
Urgent Treatment Centre	9am to 9pm	9am to 9pm	Yes	Yes	Hospital Site in Ashton
North Hub	6.30pm to 9pm	9am to 1pm	Yes	No	Ashton Primary Care Centre
South Hub	6.30pm to 9pm	9am to 1pm	Yes	No	TBC
Glossop	6.30pm to 9pm	9am to 1pm	Yes	No	Glossop Primary care centre

Option 2

	Opening Times		Access		Location
	Weekday	Sat and Sun	Booked Appointments	Walk-in	
Urgent Treatment Centre	9am to 9pm	9am to 9pm	Yes	Yes	Hospital Site in Ashton
North Hub	6.30pm to 9pm	None*	Yes	No	Ashton Primary Care Centre
South Hub	6.30pm to 9pm	None*	Yes	No	TBC
West Hub	6.30pm to 9pm	None*	Yes	No	TBC
East Hub	6.30pm to 9pm	None*	Yes	No	TBC
Glossop	6.30pm to 9pm	9am to 1pm	Yes	No	Glossop Primary care centre

* Able to book appointments at the Urgent Treatment Centre in Ashton or at Glossop Neighbourhood Care Hub

All the feedback received during the consultation will be collated and analysed and used to refresh the Equality Impact Assessment presented with the request to consult and to inform the final proposal which will be presented to the Strategic Commissioning Board and the Primary Care Committee on the 7th February 2018 for dual approval.

It is anticipated that the initial implementation of the final proposal will take place in July 2018.

2. Links to the Health and Wellbeing Strategy

Strong and effective urgent Care focused around the Primary Care working with Integrated Neighbourhoods and the wider Tameside and Glossop Integrated Care Foundation Trust urgent care services will ensure appropriate care for those presenting with an urgent need whilst freeing up Emergency care for the sickest. The key outcome for our services is to keep people healthy and independent in their own home.

Provision in neighbourhoods will provide care closer to home and link people to wider community assets that can increase resilience, support self-care and increase healthy life expectancy.

RECOMMENDATIONS

The Health and Wellbeing Board is asked to:

1. Note the Public Consultation on Urgent Care being undertaken by Tameside and Glossop CCG.

Dr Alan Dow
Chair of
NHS Tameside and Glossop Clinical Commissioning Group and
Tameside and Glossop Strategic Commissioning Board

REVIEW OF URGENT CARE PROVISION IN TAMESIDE AND GLOSSOP

The right care, at the right time, in the right place

FACT SHEET

An Enhanced Service:

- Giving you increased choice and access to same day Urgent Care and routine appointments locally
- Access to diagnostics for Urgent Care such as X-rays on one site meaning you do not have to visit multiple services for the same issue.
- With your consent, your medical records will be available to clinicians in the Neighbourhood Care Hubs and the Urgent Treatment Centre. This means you won't have to tell your story twice, creating a better care experience.

A Simpler Service:

- Making your journey through illness to recovery clear, easy to access and of a high quality.
- Creating a single walk-in point at the hospital for Urgent Care will mean you receive effective care first time

Care Closer to Home

- Giving you more options locally for same day and routine appointments through your local GP, by visiting one of the Neighbourhood Care Hubs or the Urgent Treatment Centre at the hospital

Reducing Pressure on A&E

- Ensuring those who are the sickest and in most need of emergency care receive the quickest treatment.

A Sustainable Service

- Creating a simple, high quality and cost effective approach to Urgent Care
- Reducing duplication of services to ensure effective use of resources
- The new streaming service and the development of an Urgent Treatment Centre are mandated nationally to ensure those who go to A&E with a non-life threatening condition are directed to the best place for treatment and thus relieving pressures on A&E .



- 1 Urgent Care means any form of medical attention that you need on the same day but is not life threatening. This could include injuries, an illness (ailment) or any other medical condition where you could seek advice from a Primary Care Service such as a pharmacist, NHS 111 or a GP.
- 2 The Review of Urgent Care is part of wider Care Together programme: Improving the individual's experience of health and social care by giving them better access to joined-up, high quality and affordable services. We want people to get the right treatment, in the right place, at the right time.
- 3 Using Urgent Care will reduce pressure on A&E and ensure that people are supported by the most appropriate person - fully utilising the skills of the wider Primary Care teams rather than unnecessarily going to A&E.
- 4 We are bringing care closer to home through an enhanced Urgent Care offer. The proposals will provide increased, local access to same day health advice and treatment. This will be through your local GP practices, the Neighbourhood Care Hubs, the Urgent Treatment Centre and increased use of Pharmacists, Opticians and Dentists when an urgent need arises.
- 5 The government want to ensure that those who are the sickest and in most need of emergency care receive the quickest treatment. They have therefore mandated nationally that every A&E has a Primary Care Streaming Service which is now in place at the hospital in Ashton. This will stream people who go to A&E with a non-life threatening condition to the best place for treatment.
- 6 The government have also mandated that every area has to have an Urgent Treatment Centre (UTC) that will be GP-led, open 12 hours a day, every day, and be equipped to diagnose and deal with many of the most common ailments people attend A&E for. This will ease the pressure on A&E leaving it free to treat the most serious cases.
- 7 We are proposing to move the Walk-in Service currently provided at the Ashton Primary Care Centre (APCC) and enhance it by locating it within the proposed Urgent Treatment Centre at the hospital so that those attending can also access a range of diagnostics.
- 8 Providing walk-in access to the Urgent Treatment Centre on the same site as A&E with access to diagnostics meaning those people who on assessment need more specialist diagnostics e.g. X-ray or treatment, will receive the care they need promptly without the need to travel to another location.
- 9 By bringing services together on the hospital site we are making better use of NHS resources in an increasingly challenging time. We will use staff and resources from the existing services to ensure that we have the right skills and capacity to effectively and efficiently treat patients both on the hospital site and the Neighbourhood Care Hubs.

- 10** The proposed Urgent Treatment Centre at the hospital in addition to the two options for where and when you can book appointments at a Neighbourhood Care Hub will provide extended, more local access to Primary Care services – increasing the availability of same day appointments in the evenings and at weekends.
- Option one includes Hubs in the North (Ashton Primary Care Centre), the South Hub (Hyde or Longdendale) and Glossop (Glossop Primary Care Centre)
 - Option two includes Hubs in the North (Ashton Primary Care Centre), the South (Hyde or Longdendale), the East (Stalybridge, Dukinfield or Mossley), the West (Denton, Droylsden or Audenshaw) and Glossop (Glossop Primary Care Centre)
- The weekend opening hours in the two options vary and locations within the South, East and West are to be confirmed.
-
- 11** The current services that provide Urgent Care in Tameside and Glossop overlap. This means we have multiple access routes for patients who have an urgent need. This is not cost effective and we want to ensure that a patient's journey through care is simple so they receive effective care first time and do not represent to other services for the same issue.
-
- 12** The majority of users of the current Walk-In Service at Ashton Primary Care Centre (APCC) are from the North neighbourhood and hence this service is not used evenly across the borough. 73% of users are registered with a Tameside and Glossop GP (June 2017 - May 2017) while 10% are unregistered users.
-
- 13** The APCC will remain open and will house a range of GP and outpatient services such as Physiotherapy. It will also be the North Neighbourhood Care Hub with access to bookable same day appointments for Urgent Care in addition to the Urgent Treatment Centre at the hospital with walk-in and bookable access to Urgent Care and access to diagnostics.
-
- 14** Introducing the UTC at the hospital alongside the Neighbourhood Care Hubs mean that anyone who needs an appointment out-of-hours will be seen locally within Tameside and Glossop. This is not currently the case as under our current model residents can be sent to Oldham.
-
- 15** Our proposal is to relocate the Walk in Service from Ashton Primary Care Centre to an Urgent Treatment Centre at Tameside Hospital. Tameside hospital is 1.5 miles from the APCC which means there is no demonstrable difference in travel times for those travelling by car. Some people's journeys may be shorter and some longer. Our transport analysis shows that on average 99.8% of Tameside and Glossop residents are within 0-30 minutes drivetime of both APCC and the hospital whether travelling at peak time weekday morning, peak time weekday afternoon / evenings, off peak weekdays or weekends.
-
- 16** Our proposal is to relocate the Walk in Service from Ashton Primary Care Centre to an Urgent Treatment Centre at Tameside Hospital. Tameside hospital is 1.5 miles from the APCC. The proposed site for the UTC is well served by public transport including links from the Ashton Public Transport Hub.
-
- 17** Should the proposal go ahead, we will ensure a safe transition to the new model of care. The streaming at A&E is already in place and we will continue to learn from that what additional services we need to have available at the Urgent Treatment Centre. We will ensure we have strong arrangements for transferring people into more specialist services when they need them e.g. the Early Pregnancy Assessment Unit or Mental Health and social care services. Our plan is to keep the Walk-In Service at APCC running until Summer 2018 so that there is enough capacity during Winter 2017 when demands on health services will be high.
-

REVIEW OF URGENT CARE PROVISION IN TAMESIDE AND GLOSSOP

The right care, at the right time, in the right place

FAQs

Q¹ What is the consultation about?

A¹ We are now mandated nationally to have a streaming service at the hospital and an Urgent Treatment Centre - we therefore need to look at the way we deliver our Urgent Care offer across Tameside and Glossop. We want to make sure our services are as simple as possible so that your journey through illness to recovery is clear, easy to access and of high quality. We are particularly keen to hear your views on the two options for locations and opening hours of Neighbourhood Care Hubs which will provide increased access to bookable Urgent Care appointments.

Q² What is Urgent Care?

A² Any form of medical attention that you need on the same day but is not life-threatening is what we deem to be Urgent Care. This could include injuries, an illness (ailment) or any other medical condition where you seek advice from a health professional such as a GP, pharmacist, NHS 111, a walk-in centre or the out of hours GP service when your local doctor's surgery is closed.

Q³ Are you reducing the number of sites where I can access Urgent Care?

A³ No. Currently the main site for urgent care is the Walk-in Service at Ashton Primary Care Centre (APCC) with a few practices and Out of Hours also booking people who need Urgent Care into evening and weekend appointments at Neighbourhood hubs in Glossop Primary Care Centre, Hyde and Ashton Primary Care Centre. In the proposal, the Walk-in Service will be moved to the hospital within the new Urgent Treatment Centre to improve the service by giving it access to diagnostics such as X-ray. In addition it will be possible for everyone to book appointments through their GP or Out of Hours at the Urgent Treatment Centre or at a Neighbourhood Care Hub and there are options in the proposal for a varying number and location of Neighbourhood Care Hubs offering bookable same day appointments



TAMESIDE AND GLOSSOP
Care together
SINGLE COMMISSIONING FUNCTION

NHS
Tameside and Glossop
Clinical Commissioning Group

Have YOUR say

FIND OUT MORE AND HAVE YOUR SAY ON THE PROPOSALS AT
WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE

Q⁴ I can't get an appointment now at my GP so how will this affect me?

A⁴ Rapid access to GP appointments can be a challenge but we are aware of this and are working hard to resolve in Tameside and Glossop. We are working closely with all our practices to ensure all of them are able to meet the GM primary care access standards by December 2018. In addition we will build on the evening and weekend access arrangements that we have already funded, increasing the number of places where appointments can be made and ensuring that all patients are offered evening and weekend appointments. We believe that all of our population will see the impact of this.

Q⁵ How will I be able to get an appointment at one of the hubs?

A⁵ Most people want to see their own GP or a GP within that practice if at all possible. We will support this by improving access to all practices where possible. However, we also realise that sometimes you may not be able to access your practice either due to no appointments being available or through your choice for convenience, urgency or due to having caring responsibilities. In which case, your GP practice will be able to book you directly into an evening or weekend slot within a hub or at the Urgent Treatment Centre based at the hospital. You will also be booked into the appointments by Out of Hours or NHS 111 if it is outside of your GP Practice hours.

Q⁶ Why is it necessary to move the Walk-in Service at the Ashton Primary Care Centre?

A⁶ We aim to have effective, high quality services. Moving the Walk-in Service to the hospital within the new Urgent Treatment Centre creates a better service as it will have access to diagnostics. This simplifies and improves a patients journey through care as it means people who on assessment need more specialist diagnostics e.g. X-ray or treatment, will receive the care they need promptly without the need to travel to another location.

Q⁷ What are the plans for Ashton Primary Care Centre if Urgent Care access moves to the hospital site?

A⁷ Ashton Primary Care Centre (APCC) will remain open and any space which becomes vacant will be filled by increasing community, social care, primary or acute services such as Physiotherapy. The APCC is also the North Neighbourhood Care Hub and will still offer bookable same day appointments for Urgent Care. We envisage that the APCC will always be a thriving health and social care hub at the heart of the community.

Q⁸ I can't park at the hospital now - what are you going to about this?

A⁸ We are all aware of the challenges of car parking at the hospital. We have already commenced a development scheme in partnership with the hospital which will provide an additional 240 parking spaces. We believe this will be complete by the end of December 2017 and therefore will ease car parking.

Q⁹ Will I still be able to go to A&E if I need to?

A⁹ If you have an urgent medical condition that can't be diagnosed/ treated via NHS 111, at your pharmacy or at your registered GP practice, then yes, you can still go to A&E. When assessed by the streaming service you may be treated within the Urgent Treatment Centre at the hospital rather than A&E

Q10 Where can I get more information about public transport to the locations where urgent care is provided?

A10 For Tameside go to: www.tfgm.com/Pages/default.aspx
For Glossop go to: www.derbybus.info/times/tt_201_999.htm

Q11 Can I use any of the Neighbourhood Care Hubs across Tameside and Glossop?

A11 Yes, you can.

Q12 Where can I go to access Urgent Care?

A12 You can access Urgent Care through appointments at your local GP. If an appointment isn't available or convenient to you, you can access any of the Neighbourhood Care Hubs which best suits your needs – this may be because it is the closest to where you live, work, or the quickest available appointment.

Q13 Can I get an evening or weekend appointment for something that is not urgent?

A13 Yes, if you do not have an urgent medical need, you can book a routine appointment with your GP Practice or at one of the Neighbourhood Hubs.

Q14 What is the difference between the Hubs and the walk-in at the hospital?

A14 The Hubs are accessed through booked appointments only via your GP, Out of Hours or NHS 111. The walk-in service at the hospital means you will go through the streaming service and be assessed by a medical professional as to whether you have a non-urgent, urgent or emergency medical need. You will then be directed to the right place for the right treatment. For Urgent Care you will go to the Urgent Treatment Centre on site which has access to diagnostics such as X-rays so should you have this additional need you can be treated in one place. For emergency care you will be directed to A&E. If when you use the walk-in service and once assessed your need is not urgent you may be advised to contact your own GP or another service for support.

Q15 Is this just about closing services?

A15 No, we will retain all current Urgent Care services and enhance them. We need to make changes as outlined in the consultation booklet in order to deliver the mandated services while still providing the best health and social care and value for the people of Tameside and Glossop.

Q16 Why can't you leave things as they are?

A16 As commissioners of health and social care services in Tameside and Glossop, we need to look at the way we deliver our range of Urgent Care services so that we can provide the mandated streaming service and Urgent Treatment Centre at the hospital in an affordable way. We also want to ensure that we have an understandable and accessible Urgent Care offer built around this which balances quality, access and the best use of our resources.

Q¹⁷ How have you calculated how long it takes for people to travel to the location of the current Walk in Service at Ashton Primary Care Centre, the proposed site for the Urgent Treatment Centre at Tameside Hospital and the potential locations of the Neighbourhood Care Hubs?

A¹⁷ Basemap's TRACC software was used to calculate travel times to Ashton Primary Care Centre, Tameside hospital (Tameside and Glossop Integrated Care NHS Foundation Trust) and the potential locations of the Neighbourhood Care Hubs using public transport at both peak and off peak time periods. This covers all major public transport options across Tameside and Glossop including bus, train and tram.

TRACC was also used to calculate drive times at both peak and off peak time periods, and walk times.

The data processed through Tracc to extract the travel times is called Trafficmaster TM Speed. Trafficmaster TM Speed data is GPS sourced and centrally purchased by the Department of Transport

The drive time in minutes figures are bi-directional so are an average of both directions of travel. The drive time in minutes is by any available road route and Tracc calculates the 'fastest route' between the given locations

Trafficmaster TM Speed data is calculated annually, meaning that the figure is derived from the speed of sample cars travelling Monday-Friday throughout the entire year (this would include school holidays and bank holidays).

Full details of this public transport, drive time and walk time analysis (including maps) is included in the Equality Impact Assessment.

Q¹⁸ How will my responses to the consultation help you make a decision?

A¹⁸ There is no preferred option in the proposal for the location and opening hours of the Neighbourhood Hubs. We are therefore keen to hear your views so that we can take your feedback into account when making the final decision.

Q¹⁹ When will the final decision be made?

A¹⁹ Once the consultation period finishes on 26 January 2018, we will analyse all responses received. We aim to submit a recommendation to the Single Commissioning Board in February 2018. This report will be available on the CCG's website: www.tamesideandglossopccg.org



Urgent Care Consultation

NHS Tameside & Glossop Clinical Commissioning Group is currently reviewing how Urgent Care can be best delivered across

Tameside & Glossop. You can access further information about our proposals for Urgent Care in our information document available at www.tamesideandglossopccg.org/urgentcare

1. Are you currently registered with a GP in Tameside & Glossop? (Please tick one box only)

- ☐ Yes (Go to Q3)
☐ No (Go to Q2)

2. Are you registered with a GP in another area? (Please tick one box only)

- ☐ Yes
☐ No

3. Please indicate how recently you have used the following services when you have had an urgent health care need (Please tick one box per row)

	Within the last week	Within the last month	Within the last six months	Within the last year	More than one year ago	I have never used this service
NHS 111 service (telephone service available 24 hours a day)						
NHS Choices (internet based service available 24 hours a day)						
Pharmacies						
Minor eye conditions service within opticians						
GP practice appointments						
Out of hours GP service						
Walk-in Service at Ashton Primary Care Centre						
Walk-in Service outside of Tameside & Glossop						

	Within the last week	Within the last month	Within the last six months	Within the last year	More than one year ago	I have never used this service
Accident & Emergency department at Tameside & Glossop ICFT Hospital site (Tameside Hospital)						
Accident & Emergency department at a hospital outside of Tameside & Glossop						

The Proposal

With the mandatory introduction of a streaming service at A&E and the requirement to develop an Urgent Treatment Centre (UTC), we are proposing to move the Walk-in Service at Ashton Primary Care Centre (APCC) to the UTC at the hospital so that it becomes an enhanced Urgent Care service with access to diagnostics.

By providing an UTC on the same site as A&E we believe we will achieve the outcomes we want for our Urgent Care system. A key example of this is should you walk in to the UTC and on assessment, need more specialist diagnostics e.g. an X-ray, you will receive this promptly and without the need to travel to another location. Having one place to walk in to receive assessment on where to go for treatment will mean you do not have to decide where to go – a professional will support you, providing clarity which is likely to particularly help carers and parents.

Our proposal is to create an Urgent Treatment Centre based at Tameside Hospital which will provide walk-in and bookable access 12 hours a day (9.00am to 9.00pm), 7 days a week, 365 days a year. This service will be in addition to your local GP – it doesn't replace it.

	Urgent Treatment Centre (Hospital Site)	Walk in Centre (APCC)
Bookable same day / urgent and routine appointments	✓	✗
Walk in access for urgent care	✓	✓
Access to urgent diagnostics	✓	✗
Improved patient safety due to emergency services available on site	✓	✗
Well known location within Tameside & Glossop	✓	✗
Good transport links	✓	✓

In addition to the new streaming service and UTC, we propose to increase the level of same day and routine GP appointments and provide more access to Urgent Care locally through the Neighbourhood Care Hubs. We have two options on how we could do this and want to hear your views on these options. The two options are a combination of sites with variable hours available at each site. There is no preferred option.

4. If the walk in service currently provided at Ashton Primary Care centre is relocated to an Urgent Treatment Centre on the Tameside Hospital site what impact will this have for you? (Please explain in the box below)

Further to the relocation of urgent care services to the Urgent Treatment Centre on the Tameside Hospital site, we will also be looking at where to best place Neighbourhood Care Hubs. The Hubs will provide additional locations where people can book appointments. We are inviting your views on **two options** for how we can best deliver increased, local access to Urgent Care across Tameside and Glossop through our Neighbourhood Care Hubs. These are:

Option 1

In addition to the Urgent Treatment Centre based on the Tameside Hospital site offering booked appointments, and walk-in access, Option 1 proposes Urgent Care access in **three** Neighbourhood Care Hubs; The North Hub (Ashton Primary Care Centre), The Glossop Hub (Glossop Primary Care Centre) and The South Hub (Hyde or Longdendale). These hubs will offer booked appointments via your own GP or via NHS 111. Option 1 offers opening hours as detailed below:

Neighbourhood Care Hub	Opening Hours		Access	
	Weekdays	Weekends	Booked Appointments	Walk-in
Urgent Treatment Centre at the hospital, Ashton	9.00am to 9.00pm	9:00am to 9:00pm (inc. Bank Holidays)	Yes	Yes
North Hub	6.30pm to 9.00pm	9.00am to 1.00pm	Yes	No
Glossop Hub	6.30pm to 9.00pm	9.00am to 1.00pm	Yes	No
South Hub	6.30pm to 9.00pm	9.00am to 1.00pm	Yes	No

Option 2

In addition to the Urgent Treatment Centre based on the Tameside Hospital site offering booked appointments, and walk-in access, Option 2 proposes Urgent Care access in **five** Neighbourhood Care Hubs; The North Hub (Ashton Primary Care Centre), The South Hub (Hyde or Longdendale), The East Hub (Stalybridge, Dukinfield or Mossley), The West Hub (Denton, Droylsden, or Audenshaw) and The Glossop Hub (Glossop Primary Care Centre). This option has increased availability in more locations for weekday appointments but offers weekend appointments across fewer locations. This option will offer booked appointments via your own GP or via NHS 111 during the hours detailed below:

Neighbourhood Care Hub	Opening Hours		Access	
	Weekdays	Weekends	Booked Appointments	Walk-in
Urgent Treatment Centre at the hospital, Ashton	9.00am to 9.00pm	9:00am to 9:00pm (inc. Bank Holidays)	Yes	Yes
North Hub	6.30pm to 9.00pm	Appointments available at Urgent Treatment Centre or Glossop Hub	Yes	No
Glossop Hub	6.30pm to 9.00pm	9.00am to 1.00pm	Yes	No
South Hub	6.30pm to 9.00pm	Appointments available at Urgent Treatment Centre or Glossop Hub	Yes	No
East Hub	6.30pm to 9.00pm	Appointments available at Urgent Treatment Centre or Glossop Hub	Yes	No
West Hub	6.30pm to 9.00pm	Appointments available at Urgent Treatment Centre or Glossop Hub	Yes	No

5. Which of the two options above do you think best suit the urgent care needs of the population across Tameside & Glossop? (Please tick one box only)

- ☐ Option 1
☐ Option 2

6. Please tell us your reasons for selecting the option you have for Question 5 (Please explain in the box below)

7. If you have an alternative option on how Urgent Care could be delivered across Tameside & Glossop in the future please tell us in the box below. Please explain the benefits this alternative option will bring and any financial considerations.

8. Do you have any other comments you would like to make about Urgent Care services in Tameside & Glossop? (Please write your comments in the box below)

About You

9. Please tick the box that best describes your interest in this issue? (Please tick one box only)

- ☐ A member of the public
- ☐ A carer on behalf of someone else
- ☐ An employee of Tameside Council
- ☐ An employee of NHS Tameside & Glossop Clinical Commissioning Group
- ☐ An employee of Tameside & Glossop Integrated Care NHS Foundation Trust
- ☐ A GP who works in Tameside & Glossop
- ☐ A pharmacist, optician or dentist working within Tameside & Glossop
- ☐ A community or voluntary group
- ☐ A partner organisation
- ☐ A business / private organisation
- ☐ Other (please specify below)

11. What best describes your gender?

- ☐ Female
- ☐ Male
- ☐ Prefer to self-describe
- ☐ Prefer not to say

12. What is your age? (Please state)

--

13. Which ethnic group do you consider yourself to belong to? (Please tick one box only)

White

- ☐ English / Welsh / Scottish / Northern Irish / British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background (Please specify)

--

Mixed / Multiple Ethnic Groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed / Multiple ethnic background (Please specify)

--

Black / African / Caribbean / Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black / African / Caribbean background (Please specify)

--

Asian / Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background (Please specify)

--

Other ethnic group

- ☐ Arab

--

☐ Any other ethnic group (Please specify)

14. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include problems related to old age. (Please tick one box only)

- ☐ Yes, limited a lot
- ☐ Yes, limited a little
- ☐ No

15. Do you look after, or give any help or support to family members, friends, neighbours or others because of either, long-term physical or mental ill-health / disability or problems due to old age? (Please tick one box only)

- ☐ Yes, 1-19 hours a week
- ☐ Yes, 20-49 hours a week
- ☐ Yes, 50+ hours a week
- ☐ No

16. Are you a member or ex-member of the armed forces?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

17. What is your marital status?

- ☐ Single
- ☐ Married / Civil Partnership
- ☐ Divorced
- ☐ Widowed
- ☐ Prefer not to say

18. Are you pregnant, on maternity leave or returning from maternity leave?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say