

REVIEW OF URGENT CARE IN TAMESIDE AND GLOSSOP

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



INTRODUCTION

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 should you or someone you care for have an urgent medical need. 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.

With an increasing demand on the health and social care system, health services want to ensure that those who are the sickest and in most need of emergency care receive the quickest treatment. To achieve this, there is now a national requirement to provide a streaming service at every Accident and Emergency (A&E) by October 2017. In addition, we have been mandated to provide an Urgent Treatment Centre (UTC) which is GP-led, open 12 hours a day, every day. This UTC needs to be equipped to diagnose and deal with many of the most common ailments which people attend A&E with that aren't a life-threatening emergency.

Once implemented in Tameside and Glossop, both of these nationally mandated services will relieve pressure on A&E by streaming people who arrive at our A&E into either the main A&E Department or the UTC ensuring they receive the right care and treatment in the right place. Those who are in most need of emergency care will therefore receive this quickly in A&E and those who do not have major or life threatening illness/injury will receive effective treatment in the UTC.

As commissioners of health and social care services in Tameside and Glossop, we need to look at the way we deliver our whole range of urgent care services so that we can deliver the streaming service and the UTC at the hospital in an affordable way. We also want to ensure that we have understandable and accessible urgent care which balances quality, access and makes the best use of our resources.

This document sets out our proposals for improving our urgent care system and we want your views.

WHAT IS URGENT CARE?

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.

WHAT IS A STREAMING SERVICE?

If you arrive at A&E at the Hospital, you will be greeted and assessed by an experienced professional who will make a decision as to whether you need emergency care or urgent care. If your need is assessed as urgent, you will be directed through to the UTC and if you need emergency treatment, you will stay in A&E and receive care there as quickly as possible. This means you, and all patients, will receive the right care, in the right place, delivered by the right healthcare professional.

OUR VISION FOR URGENT CARE

The current urgent care services in Tameside and Glossop overlap. This means there are numerous options for people trying to access Urgent Care which leads to confusion, complexity and duplication. We want to ensure our services are easy to understand so you receive effective care first time, in the right place and do not have to visit multiple services for the same issue.

Our vision for urgent care is part of our wider Care Together programme to improve the outcomes and experience of health and social care across Tameside and Glossop. This includes developing a strong focus on prevention and how to self-care as we aim to reduce the risk of people requiring Urgent Care in the first place. Care Together also aims to improve care closer to home by increasing local access to same day appointments through GP practices, pharmacists and Neighbourhood Care Hubs as well as the new Urgent Treatment Centre. We want to provide this range of appointments 7 days a week.

To enable us to achieve this ambition, we have identified the following outcomes for our urgent care system:

- **A simpler system** – telephone help to know where to go and only one place to walk in to receive effective care. Ring your GP first for help and advice. If out of hours, an automated message will tell you what to do.
- **An efficient System** - 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.
- **Care closer to home** – increased choice of same day appointments locally either with your local GP, by visiting one of the Neighbourhood Care Hubs or the Urgent Treatment Centre at the hospital.
- **Reduce pressure on A&E** – an effective system to ensure A&E staff are able to focus on emergencies and life threatening situations and enable all who arrive at A&E to receive the appropriate level of treatment and care.
- **Sustainability** – less duplication and complexity to create a more cost effective approach to Urgent Care and ensure people feel better equipped and supported to reduce the risk of the same need arising in the future.

HOW HAVE WE DEVELOPED THE PROPOSALS?

The proposals have been developed following ongoing engagement with local communities and groups discussing Care Together and the approach to future service provision. In recent months, we have engaged specifically on the approach to Urgent Care through various patient/public groups and networks. These sessions identified the following:

- Logistical factors influence where people attend (distance, car parking, public transport)
- People who are unable to get an urgent appointment at their GP are likely to utilise A&E or the Walk In Centre (WiC)
- Confidence in the professional providing treatment influenced the decision whether to use a service or not
- Many people would rather be seen locally than go to hospital unless absolutely necessary
- Desire for social care support to work alongside health support when necessary
- The term “urgent” was not seen as easily understood.

Reflecting on the above, we have developed proposals for the future of Urgent Care and now want to hear your views.

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

THE PROPOSAL

With the mandatory introduction of a streaming service at A&E and the requirement to develop an 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 a 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.

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:

	Opening Hours		Access	
	Weekdays	Weekends	Booked Appointments	Walk-in
Urgent Treatment Centre at the hospital, Ashton	9am to 9pm	9am to 9pm (inc Bank Holidays)	Yes	Yes
North Hub	6.30pm to 9pm	9am to 1pm	Yes	No
Glossop Hub	6.30pm to 9pm	9am to 1pm	Yes	No
South Hub	6.30pm to 9pm	9am to 1pm	Yes	No

OPTION 2

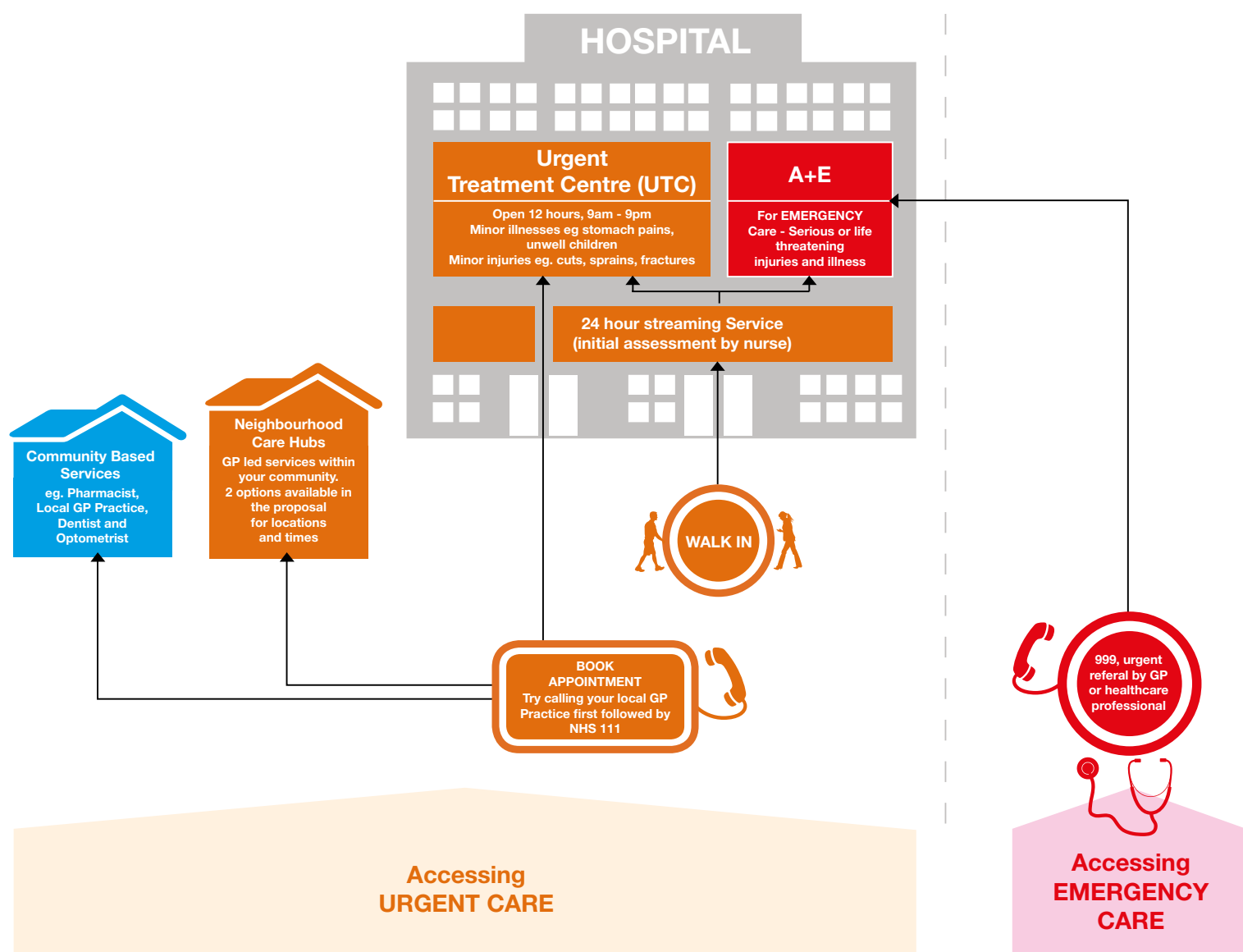
In addition to the Urgent Treatment Centre based on the Tameside Hospital site offering booked appointments and walk-in access, Option 2 proposes Urgent Care access in five Neighbourhood Care Hubs; The North Hub (Ashton Primary Care Centre), The South Hub (Hyde or Longdendale), The East Hub (Stalybridge, 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:

	Opening Hours		Access	
	Weekdays	Weekends	Booked Appointments	Walk-in
Urgent Treatment Centre at the hospital, Ashton	9am to 9pm	9am to 9pm (inc Bank Holidays)	Yes	Yes
North Hub	6.30pm to 9pm	Appointments available at the UTC and Glossop Hub	Yes	No
Glossop Hub	6.30pm to 9pm	9am to 1pm	Yes	No
South Hub	6.30pm to 9pm	Appointments available at the UTC and Glossop Hub	Yes	No
East Hub	6.30pm to 9pm	Appointments available at the UTC and Glossop Hub	Yes	No
West Hub	6.30pm to 9pm	Appointments available at the UTC and Glossop Hub	Yes	No

ADVANTAGES AND DISADVANTAGES

Options	Advantages	Disadvantages
1	<ul style="list-style-type: none"> Easily understandable opening hours as they are the same at the North, Glossop and South Neighbourhood Care Hub No change in the current availability for evening or weekend bookable access 	<ul style="list-style-type: none"> Some people will need to travel outside of their neighbourhood
2	<ul style="list-style-type: none"> Urgent Care access available in five Neighbourhood Care Hubs Increased evening access in East and West No change in Glossop availability for evening or weekend bookable access 	<ul style="list-style-type: none"> Weekend access at the Glossop Neighbourhood Care Hub and Urgent Treatment Centre only.

URGENT CARE PROPOSED MODEL



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

HOW WILL THIS WORK FOR YOU?



Jenny was worried about her mum Pauline who lives in Droylsden as she seemed off colour and was complaining that her legs really hurt. Jenny rang her mum's GP and when she explained what the matter was, the receptionist offered to book her an appointment at the practice at 3:30pm or at The South Neighbourhood Care Hub at 6:30pm. Jenny chose the appointment at The Hub as then her husband would be able to look after their children whilst she took Pauline to the doctors. At The Hub, the doctor was able to read Pauline's medical records and provide reassurance that this was a symptom of Pauline's ongoing condition as her own GP had recently increased her steroids. The GP advised Pauline to give it a bit more time and re-iterated the management plan in her medical notes.



Teckla and Michael were worried about Sasha their 3 year old daughter who has developed a rash after playing in the garden. Teckla rang NHS 111 as it was 10 am on a Sunday. The children's nurse she spoke to suggested they book an appointment to see a GP in one of the Neighbourhood Care Hubs and offered appointment times that day at The Glossop Hub or The North Hub. They decided to take the 11:30am appointment at The Glossop Hub in the Primary Care Centre where the GP examined Sasha, checked her medical records and prescribed some chlorphenamine for the rash and itch.



Peter was out running on Tuesday evening and tripped over. He felt sore when he went to bed but was not worried. The next morning his ankle and foot were very swollen and it was really difficult to put any weight on it. He rang his GP to see if he could get an appointment and they suggested he would be better going to the Urgent Treatment Centre on the hospital site in Ashton as he may need an X-ray. They offered to book an appointment for him and explained he could also just walk in if he would rather. He decided to book a 1pm appointment so his friend could take him. On arrival, Peter was assessed and had an X-ray which thankfully showed nothing was broken. He had sprained his ankle and was advised to rest, use ice and elevate his leg.



Asad was visiting his cousin Mahir in Denton when he developed a severe headache. Mahir suggested they go to the Urgent Treatment Centre at the hospital. When they arrived they were assessed and then seen by the Advanced Nurse Practitioner who took a full history and performed a neurological examination. The headache was in keeping with a tension type headache, and the family were under stress due to recent bereavements. Support and simple analgesia was offered.

HAVE YOUR SAY ON THE PROPOSALS

We are keen to hear your views on our proposals and whether you have any preferences about the opening hours or locations of our Neighbourhood Hubs. You can provide your views by:

Completing the online survey at www.tamesideandglossopccg.org/urgentcare

- You can pick up a paper copy at local GPs and Libraries across Tameside and Glossop
- You can pick up a paper copy at the Ashton Primary Care Centre
- You can email TGCCG.Communications@nhs.net and we will send you a paper copy

HOW WILL WE USE YOUR COMMENTS?

The consultation will run for 12 weeks from 1 November 2017 until 26 January 2018. Once the consultation closes, we will analyse all responses received by the closing date. Your feedback along with a range of other factors including legal and financial considerations will be taken into account when preparing a final proposal on which option should be implemented.

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/SCBpapers

WHERE CAN I GET MORE INFORMATION ABOUT THIS CONSULTATION?

Additional written information, including the detailed reports presented to the Tameside and Glossop Single Commissioning Board are available on the CCG website: www.tamesideandglossopccg.org/SCBpapers

You can write to us at: NHS Tameside and Glossop Clinical Commissioning Group, Dukinfield Town Hall, King Street, Dukinfield, Tameside, SK16 4LA or email us at: tgccg.urgentcareconsultation@nhs.net

Alternatively call us on: **0161 342 5517**

