

Working with you to make Sheffield

H E A L T H I E R

NHS

Sheffield

Clinical Commissioning Group

Making urgent care work better in Sheffield

Have your say



Public Consultation Summary – 26 September to 18 December 2017



NHS 111
(telephone
24hrs)



Local GPs



Pharmacy



**Walk-in
centres**



**Minor
injuries
units**



**Urgent
eye care**



**Urgent
treatment
centres**

Making urgent care work better in Sheffield

Regardless of whether you're a resident or a visitor to Sheffield, it's important to know where to turn when you need healthcare quickly.

When we talk about 'urgent care', we mean treatment for 'a sudden healthcare problem' that needs an appointment within 24 hours with a healthcare professional but is not life-threatening'. This includes urgent care for both physical and mental health including minor injuries and illnesses plus urgent eye care.

What is this consultation about?

NHS Sheffield Clinical Commissioning Group (CCG) wants to make some changes to make it simpler for people to get the care they need and guarantee everyone who needs it an urgent appointment within 24 hours. To do this, we are running a public consultation.

This consultation is not about reducing or cutting services; it is about providing urgent care in a different way so that it improves access to urgent care for people across the entire city.

There are no changes to emergency or planned care as part of this consultation.

Why do we need to change?

Over the past two years we have been speaking to people across the city about urgent care. The feedback from service users showed that overwhelmingly they find the current system confusing and hard to access quickly.

- People are not always sure where to go to get the care they need and some end up having to be redirected to different services, delaying their treatment.
- Access to urgent care at GP practices varies across the city and in some areas it is difficult to get an appointment quickly. This isn't fair and has a knock on effect for the rest of the system.
- People have told us that they sometimes resort to A&E or other services because they cannot get a GP appointment quickly enough.
- Demand for urgent GP appointments keeps on growing. At the moment, GP practices are struggling to cope with this on top of planned appointments as well.

- We know that around 1 in 4 people who go to A&E could have been treated more appropriately elsewhere. If we can improve access to GP services, this will help to reduce some of the pressures on A&E.
- Right now in Sheffield, we have too many services that are providing similar treatment, often at the same time. This wastes time and money for both the NHS and patients.
- National staff shortages means that we don't have an endless supply of doctors and nurses. We need to look at different ways of working to support staff and make sure people get the care they need.

NHS guidance is changing too

National guidance reinforces the need to change how we deliver urgent care not just in Sheffield but across the country too. These include the recent requirements to introduce urgent treatment centres and recommendations that GP practices work together to help meet the needs of their local communities.

What is an urgent treatment centre?

This is an entirely new service that we need to introduce in Sheffield following national guidance and it makes great sense for patients and clinicians alike:

- Led by GPs who oversee a range of primary care health professionals
- Ideally located near A&E departments so that people can be transferred between services quickly if needed.
- Treats minor illness **and** injuries, including minor head injuries
- Provides direct access to simple diagnostics such as x-rays, blood tests, ECGs, emergency contraception and mental health advice/services
- Open 365 days a year
- Offers both booked **and** walk-in appointments

You can read more about Urgent Treatment Centres on our website www.sheffieldccg.nhs.uk.

Why urgent treatment centres instead of walk-in centres and minor injuries units?

- Less confusing because they treat both minor illnesses and minor injuries in one place.
- Locating them near hospital services means that people who go to A&E for urgent care can be easily sent to the right service for their needs and vice versa.
- Urgent treatment centres are led by GPs which means that staff would be able to access your patient care records. The walk-in centre and minor injuries unit cannot do this.
- You can get a booked appointment, meaning you do not have to turn up and wait unless you want to.
- It is a national requirement to provide urgent treatment centres.



Under all options, you will always get to the right place **first** if you contact your GP or NHS 111 **first**.

What exactly do we want to change?

The CCG is proposing to:

Change the way people get urgent GP appointments

- Groups of GP practices will work together to offer urgent appointments within 24 hours.
- People will be assessed to decide if they need to see their own GP or can be seen at a different GP practice in their local area.

Change where people would go for minor illness and injuries

- Currently, there is a walk-in centre in the city centre which treats adults and children for minor illnesses and a minor injuries unit at the Royal Hallamshire Hospital that deals with adult minor injuries.
- Children with minor injuries are seen at the emergency department at Sheffield Children's Hospital.
- Under our preferred option, the walk-in centre and minor injuries unit would be replaced with an urgent treatment centre for adults at the Northern General Hospital for both minor illness and injuries and an urgent treatment centre at Sheffield Children's Hospital which would treat minor illness. Children with minor injuries would

continue to be treated at Sheffield Hospital's emergency department.

- Both urgent treatment centres would offer booked appointments and walk-in appointments.

Change where people go for urgent eye care

- Currently adults needing either urgent or emergency eye care are seen at the Emergency Eye Clinic at the Royal Hallamshire Hospital.
- In the future, urgent appointments would be offered at locations across the city with extended opening times making it easier for people to get care closer to where they live.
- Emergency eye care (sight-threatening conditions) would continue to be provided at the Hallamshire.

Improve the way people access services

- People would be supported by an improved system where you can contact your practice or 111 and be assessed over the phone.
- You will then be booked an appointment or signposted to the right place for the care you need.

The options

There are three options for how the urgent treatment centres (UTC) could work for adults and children:

	Adults	Children
Option 1	Both minor illnesses and minor injuries at UTC at Northern General Hospital	Minor illnesses - UTC at Sheffield Children's Hospital Minor injuries - Emergency dept at Sheffield Children's Hospital
Option 2	Both minor illnesses and minor injuries at UTC at Northern General Hospital	Minor illnesses – UTC at Northern General Hospital Minor injuries – Emergency dept at Sheffield Children's Hospital
Option 3	Minor illnesses – UTC at Northern General Hospital Minor injuries – Emergency dept at Northern General Hospital,	Minor illnesses – UTC at Sheffield Children's Hospital Minor injuries - Emergency dept at Sheffield Children's Hospital

Note: the feasibility of option 3 would depend on the outcome of financial discussions with the provider.

Out of the three options for urgent care, the CCG believes **Option 1** is best because it is the simplest of the three.

Under all three options, this will mean that:

- People could better access urgent appointments within 24 hours because GP practices would work together to manage these types of appointments.
- GP practices could better care for patients that need continuity of care (with longer appointment lengths if needed)
- People are treated by the right healthcare professionals – if someone turns up at A&E with a minor injury or illness, the right professionals are close by to help.
- There would be better value for money for Sheffield taxpayers as we would no longer need the NHS walk-in centre or minor injuries unit because there would be better access to GP services – and if you really prefer to sit and wait, you would be able to do this at the urgent treatment centres.

How might things look in the future?

GP access



Current Services

- Right now, most people call their GP practice for an urgent appointment.
- Extra GP appointments are available in the evenings and weekends at four locations across the city.
- There is a GP out of hours centre located at Northern General Hospital at evenings and weekends. Available by appointment only.
- People also have the option to use the walk-in centre.

Future Services

- In the future, the advice to everyone would be contact your GP practice or NHS 111 first.
- If you have ongoing health problems and need continuity of care, you'll be seen at your GP practice.
- If you don't need continuity of care, you'll be seen at a GP practice that's in your area (but might not be your own GP practice. You will be seen by a GP or other health care professional).

Minor illnesses & injuries



Current Services

- The walk-in centre located in the city centre is open 8am-10pm 365 days per year. They deal with minor illnesses.
- The minor injuries unit located at Royal Hallamshire Hospital is open 8am-8pm 365 days per year. They deal with minor injuries for adults.
- When people aren't sure, they sometimes choose to visit A&E.

Future Services

- The walk in centre and minor injuries unit are replaced with urgent treatment centres (UTCs), in line with national policy.
- Under option 1 of the consultation, there would be a UTC for adults at Northern General Hospital and a UTC for children at Sheffield Children's Hospital. Both UTCs would treat both minor illnesses and minor injuries.
- Under option 2, a single UTC at the Northern General Hospital for adults with minor illnesses or injuries and children with minor illnesses. Children with minor injuries would continue to be treated at Sheffield Children's Hospital's emergency department.
- Under option 3, a UTC at Northern General Hospital for adults with minor illnesses and a UTC at Sheffield Children's Hospital for children with minor illnesses or minor injuries. Adults with minor injuries would be seen at A&E

Urgent eye care



Current Services

- The Emergency Eye Clinic located at the Royal Hallamshire Hospital is open weekdays by appointment only.
- Children that need urgent eye treatment are seen at Sheffield Children's Hospital.

Future Services

- Urgent eye appointments would be available in the community, in a number of locations. Emergencies will be seen at the Royal Hallamshire Hospital.
- Children that need urgent eye treatment will still be seen at Sheffield Children's Hospital.

No changes to emergency or planned care

Have your say

You have until 18 December to tell us what you think about these proposed changes. This will help us decide which option is best for Sheffield which we shall tell you about in the New Year. We expect the planned changes to fully take effect by April 2020.

There are lots of ways to get involved:

- Complete the feedback form online at www.sheffieldccg.nhs.uk
- Complete the feedback form enclosed and post back to (in capitals): FREEPOST NHS SHEFFIELD CCG. No stamp required on your envelope.
- Come along to one of our consultation events.

You can find more information about the changes on our website, in GP practices and other health and community venues across the city.

Consultation events

- Tuesday 24 October 6-8pm, Broomhill Methodist Church
- Thursday 23 Nov 6-8pm, The Circle, Sheffield city centre
- Wednesday 6 Dec 1.30-3.30pm, Carers Centre, Sheffield city centre

There are also four drop-in sessions at libraries across the city.

- Friday 27 Oct 10am – 2pm, Stocksbridge Library, Manchester Road, Sheffield S36 1DH
- Wednesday 1 Nov 10am – 5:30pm, Manor Library, Ridgeway Road, Sheffield S12 2SS
- Monday 6 Nov 10am – 5:30pm, Crystal Peaks Library, 1-3 Peak Square, Sheffield S20 7PH
- Tuesday 14 Nov 9:30am – 5:30pm, Firth Park Library, 443 Firth Park Road, Sheffield S5 6QQ

If you have any further questions, big or small, about this consultation:

Email us: sheccg.engagementactivity@nhs.net

Check the FAQs: www.sheffieldccg.nhs.uk

Twitter: @NHSSheffieldCCG

Facebook: www.facebook.com/NHSSheffieldCCG

Write to us: NHS Sheffield CCG, 722 Prince of Wales Road, Sheffield S9 4EU

Call: 0114 305 4609

Please give us your feedback

We want to know what you need from an urgent care service in Sheffield; what you think to our proposed options and how you feel about the possible changes to services across the city. Complete this feedback form, tear out and post it back to us for free. Just write (in capitals) **FREEPOST NHS SHEFFIELD CCG** on the envelope. No stamp required.

1. Do you think these changes will make it simpler to know where to go if you need urgent care? (by this we mean treatment for minor injuries or illnesses within 24 hours)

- Yes
- No
- Not sure

Please tell us why

2. Do you think that providing more urgent care in local communities will make it easier to get urgent care when you need it?

- Yes
- No
- Not sure

Please tell us why:

3. Would you be happy to have your appointment at another practice in your local area if this meant you would be seen more quickly?

- Yes
- No
- Not sure

4. If you need an urgent GP appointment and it's not relating to a longstanding health issue, would you rather be seen at:

- GP practice in my local area
- An urgent treatment centre at Northern General Hospital (for adults) or Sheffield Children's Hospital (for children)
- Either

Please tell us why:

5. If you needed an urgent appointment would you find it more convenient to be seen during the day or in the evening?

- Daytime
- Evening
- Either

6. Which of the three options for where urgent care services are provided would you prefer?

- Option 1** – an urgent treatment centre for adults at the Northern General Hospital and an urgent treatment centre for children at Sheffield Children's Hospital.
- Option 2** – a single urgent treatment centre for all adults and children with minor illnesses at the Northern General Hospital, and children with minor injuries will continue to be treated at Sheffield Children's Hospital's emergency department.
- Option 3** – an urgent treatment centre for adults with minor illnesses at Northern General Hospital and an urgent treatment centre for children at Sheffield Children's Hospital. A&E at Northern General Hospital would also take care of adult minor injuries.

7. Is there anything about the proposals that you feel would have a more positive or negative effect on you, and if so why?

8. Do you have any further comments, concerns or ideas about the changes being proposed:

9. Finally, please tell us if you are:

- a member of the public
- someone that works in primary care
- someone that works in secondary care

Equality Monitoring - OPTIONAL

In order to ensure that we provide the best services for **all** of our communities, and to ensure that we do not knowingly discriminate against any section of our community, it is important for us to gather the following information. No personal information will be released when reporting statistical data and all information will be protected and stored securely in line with data protection rules.

This information will be kept confidential and you do not have to answer all of these questions, but we would be very grateful if you would.

Please tell us the first part of your postcode (e.g. S9, S35)

Please enter here

Prefer not to say

What is your gender?

Female

Male

Prefer not to say

Transgender

Is your gender identity different to the sex you were assumed to be at birth?

Yes

No

Prefer not to say

What is your age?

years

Prefer not to say

What is your sexual orientation?

Bisexual (both sexes)

Lesbian
(same sex)Gay man
(same sex)Heterosexual/
Straight (opposite sex)

Other: Please specify

Prefer not to say

What is your ethnic background?Asian, or Asian
BritishBlack, or Black
BritishMixed / multiple ethnic
group

White

Other

Chinese

African

Asian & White

British

Arab

Indian

Caribbean

Black African & White

Gypsy/Traveller

Pakistani

Black Caribbean &
White

Irish

Other Asian
backgroundOther Black
backgroundOther Mixed / multiple
ethnic backgroundOther White
background

Prefer not to say

Other:

Please specify any other ethnic group here

Do you consider yourself to belong to any religion?

Buddhism

Christianity

Hinduism

Islam

Judaism

Sikhism

No religion

Prefer not to say

Other: Please specify

Do you consider yourself to be disabled?

The Equality Act 2010 states that a person has a disability if: 'a person has a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on that their ability to carry out normal day-to-day activities'

Yes

No

Prefer not to say

If yes above, what type of disability do you have? (Tick all that apply)

Learning disability/difficulty

Long-standing illness or health
condition

Mental Health condition

Physical or mobility

Hearing

Visual

Prefer not to say

Other:

Please specify

Do you provide care for someone?

Such as family, friends, neighbours or others who are ill, disabled or who need support because they are older.

Yes

No

Prefer not to say

Where did you hear about this consultation?

Local newspaper

Twitter/Facebook

Leaflet in public venue

Website

Public meeting

Word of mouth

Email

Other:

Please specify

Thank you for taking the time to complete this form.