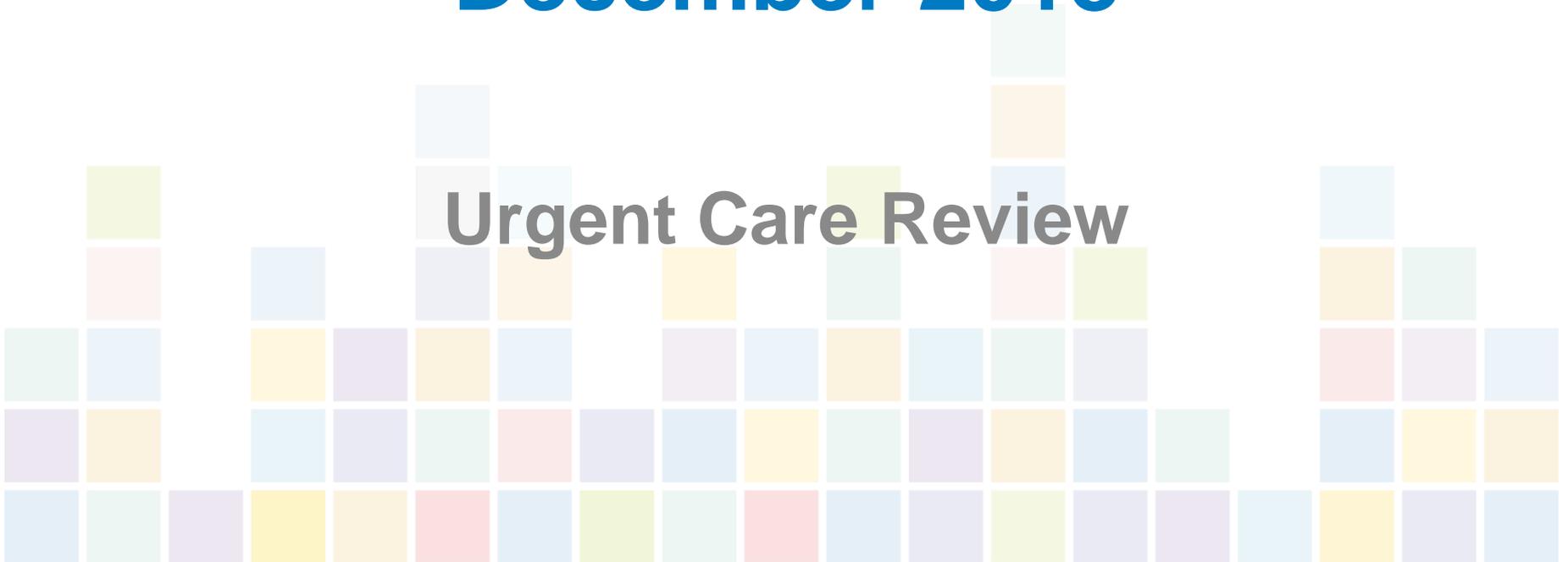


Our journey so far

December 2018

Urgent Care Review



What were we trying to achieve?

Make urgent care work better in Sheffield

- To simplify services, reduce duplication and confusion
- To improve access to GP appointments to guarantee that everyone who needs an urgent appointment can get one within 24 hours, and mostly on the same day

What happened last time?

- Didn't take everyone with us
- What we were trying to achieve and why we were proposing changes wasn't always clear
- Proposals interpreted by many as cutting services and making them harder to access.
- Perceived lack of transparency in our decision making process

Key factors in our decision to reconsider

1. Consultation feedback

- Supportive of more urgent care in practices and children's urgent treatment centre (UTC)
- No evidence that UTC not in best interests of patients **but...**
- Considerable opposition to putting the adult UTC at NGH
- Number of alternative suggestions – could benefits outweigh proposed options?

2. Health inequalities

- Other approaches could have greater benefits on reducing inequalities

3. System views

- Accountable Care Partnership recently developed and now recognise need and appetite to address together

Learning from consultation: feedback

- People want more urgent care in GP practices
- Strong feeling that should do more to reduce health inequalities
- Lots of concern/interest on access to urgent primary mental health care
- Access to NGH an issue for current services, not just proposals

Learning from consultation: Our new approach

- Have listened to people in Sheffield and will work with partners and the public transparently to develop a new set of options
- Not starting from scratch – will take into account the feedback and information from the consultation and engagement
- Engage staff at all levels
- Work together more with other Sheffield health and social organisations.
- Make data and information more accessible to public
- Language needs to be clear and universally understood.
- Whatever we consult on needs to be clear and concise
- We'll be clear on why services need to change and why

Urgent care review refresh

We need:

- To agree and make really clear what trying to achieve
- All our NHS organisations will be working together with public in the problem and solution development
- Collective agreement and sign up to put in place what it is we agree to do and all to identify and manage unintended consequences
- To start looking across all aspects of urgent care, then focus on reconfiguration (workshops after Christmas)

