

Urgent Care Public Reference Group Workshop – 11 June 2018

Answers to questions raised at the workshop

- **How do ambulances fit in?**

Ambulances are for emergency care rather than urgent care so are not part of the proposals. However, some patients do use ambulances inappropriately and work is currently taking place with Yorkshire Ambulance Service to ensure that 999 ambulances are only sent to people with emergency needs. This is separate to the consultation but we recognise that patients may choose to ring 999 in order to access urgent care so it is important we get urgent care services right in Sheffield to prevent this.

- **What about on a Sunday?**

Under the proposals, urgent care would continue to be provided across the city in the same way as it would be during Saturdays and during weekday evenings. This would include GP appointments available at locations across the city, the GP out-of-hours service and the urgent treatment centres would be open for both bookable and walk-in appointments from 10am – 6pm.

- **NGH and RHH are both north - what proportion of population lives north and what proportion lives south?**

According to the patient data we have from GP practices, there are 246,451 people living in the North of the city and 292,794 in the South. (NB: there are an additional 55,761 patients who have not given permission for their data to be shared outside of their GP practice so we are not able to identify where they live)

- **How does mental health fit in? MH crises can be of a life threatening nature - you are advised to go to A&E so how would proposal fit with this?**

Mental Health care needs to be an integral part of all health services. Any life-threatening incidents would require an emergency response as you say and there have been lots of investment in improving services for mental health crises, including the new psychiatric liaison service in A&E and the planned psychiatric decision unit.

Urgent mental health care is provided by GPs and Sheffield Health & Social Care NHS Trust and we are working with the neighbourhoods (groups of GP practices) to ensure services are provided to meet the needs of the local communities.

- **What about your data? Can it be accessed?**

We have provided lots of information and data relating to the urgent care proposals on our website and are happy to share anything that people would find helpful so please let us know if there is any particular data you would like access to.