



NHS
South Tees
Clinical Commissioning Group

Developing an urgent care strategy for South Tees – how you can have your say July/August 2015



Foreword

Commissioning high quality, accessible urgent care services is a high priority for South Tees Clinical Commissioning Group. We know that demand for NHS services continues to increase and that patients seek greater assurance regarding their condition and more rapid response from services. We are keen that this highly responsive provision remains and where possible patients are treated in the right place, at the right time and by those with the right skills. This document sets out the reasons why we need to change and to prompt discussion to support the future development of urgent care services.

We want to ensure that patients and all key stakeholders have a voice and participate in shaping and implementing our urgent care strategy.



Dr Nigel Rowell
GP Governing Body Member, NHS South Tees Clinical Commissioning Group

This document can be made available in other languages and formats on request. Please contact the communications and engagement team on 01642 745401.

Introduction

NHS South Tees Clinical Commissioning Group (CCG) is the organisation that plans and buys (commissions) most local healthcare services in Middlesbrough, Redcar and Cleveland. Urgent care is one of our key priorities.

What are urgent care services? For many people, their first point of contact with the NHS is with their local GP practice (primary care), and in some cases they might be referred to a hospital (secondary care). In between, there are a number of services such as walk in centres, urgent care centres, GP out of hours services, and NHS 111. These services vary in their location, opening times, and the services they provide. In response to increasing pressure on the health care system, in 2013 the Government announced a comprehensive review of the NHS urgent and emergency care system in England.

The overall objective of the review was to consider how to improve services for patients, right across the spectrum of urgent and emergency care, and to identify potential solutions. In South Tees, we are doing exactly that and we would like to hear from you, to help influence the development of our urgent care strategy.

We know that the way people use urgent care services, and what people expect of them, is changing. If we are to continue delivering good quality urgent care services in the future, we need to make sure the services adapt to the changing needs of patients across our area.

This booklet describes the urgent care services that are available in Middlesbrough and Redcar & Cleveland. It provides facts, figures and information on how people use those services, so you can think about the services on offer and share your experiences of using those services.

Your feedback will inform our urgent care strategy and help us to commission services that meet the needs of local people, are of good quality, provide value for money and are sustainable

Please visit our website for further information – www.southteesccg.nhs.uk and complete our online questionnaire. If you require a paper copy, please contact our communications and engagement team on 01642 745401.

Our principles for urgent care

Our principles are based on national and local strategies. We think urgent care services should:

- Provide consistently high quality and safe care 7 days per week;
- Be simple, ensuring the urgent care system works together and services are joined up;
- Provide the right care, at the right time in the right place by those with the right skills first time;
- Acknowledge that prompt care is good care;
- Deliver care closer to home where appropriate and safe to do so;
- Be efficient and effective in delivery of care for patients.

About South Tees

Approximately 275,000 people live in the South Tees area. The number of 25 to 50 year-olds is lower than in other areas of England and the area's population is expected to grow by 1% to 2020, much more slowly than the rest of England. The proportion of the population over the age of 70 is set to continue growing.

We have high rates of cancer, diabetes and respiratory disease. Emergency admissions to our hospitals for conditions that do not normally need a stay in hospital are 63% higher than the national average. This means that people in our area are more likely to be admitted to hospital for conditions that can be managed in a non-hospital setting. People in the most disadvantaged areas of Middlesbrough are expected to live 10-15 years less than people in the least disadvantaged areas.¹

Health and social care organisations work with each other to review and plan delivery of emergency care services in the area and that work is starting to reduce our emergency admission rates. Those admission rates are still high compared to national rates, but Department of Health figures show that while emergency admissions in England increased by 3.98% between 2013/14 and 2014/15 ours reduced by 3.9%.

There is a recognised national shortage of family doctors (GPs) and we have slightly fewer than in other areas. We need more qualified staff to service our Accident and Emergency department and we have started to improve the number of trained staff qualified and available to work in the community.

¹ Middlesbrough JSNA Summary 2012 Refresh

Accessing your urgent care services

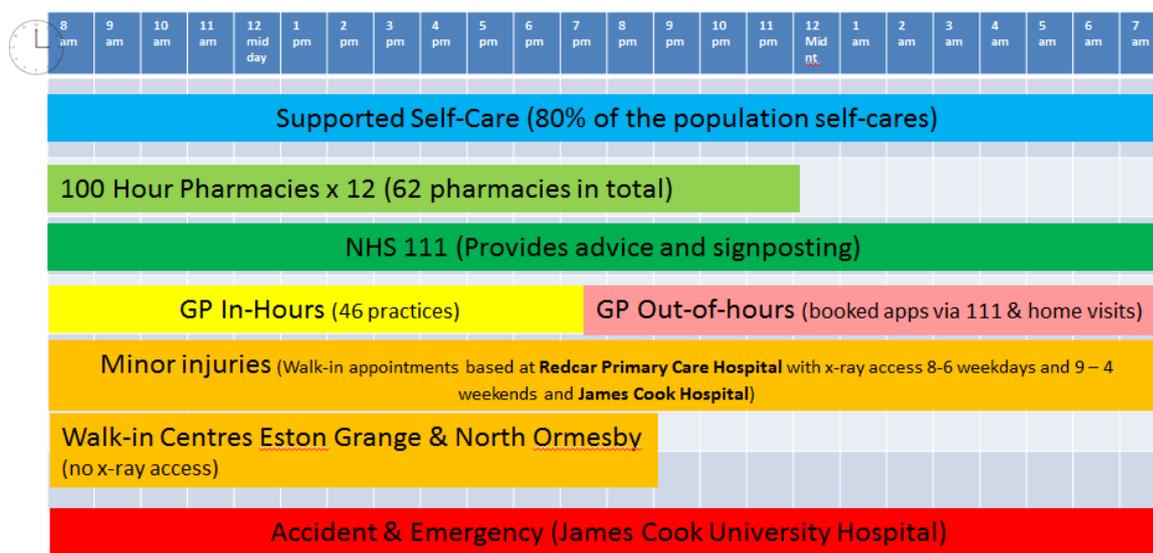
When you need healthcare advice, an urgent diagnosis or treatment quickly and unexpectedly, people in the South Tees area have several options.

Those options include:

- the NHS 111 information and telephone advice service;
- your local GP;
- your local pharmacy;
- 24 hour minor injury unit at Redcar Primary Care Hospital;
- walk-in centres at Eston Grange and North Ormesby;
- the out-of-hours doctor service;
- urgent dental services.

Urgent care services do not include services for immediate or life threatening conditions, serious injuries or illnesses. However, we have included information on 999 and Accident and Emergency, because patients choose to use these services to get advice, diagnosis and treatment for illnesses that aren't life-threatening.

Current Urgent Care Service Entry Points – South Tees



Self-Supported Care

Around 80% of adults feel comfortable managing common illnesses like coughs and colds themselves, particularly when they feel confident in recognising the symptoms and have successfully treated themselves using medicines that can be easily bought in shops or at the local pharmacy.²

² <http://www.selfcareforum.org/>

Pharmacy

Your local pharmacy prepares and supplies prescription and non-prescription treatments, offers advice and treatments for ailments like coughs and colds, and supports people to manage long term conditions.

Nearly 90% of people have access to a community pharmacy within a 20 minute walk from their home, or short car or public transport journey. There are 62 pharmacies in the South Tees area, 12 of them have long opening hours (usually 7 am – 11pm Monday to Saturday, and 8am – 8pm on Sunday), including some public holidays.

Most pharmacies provide other services like Emergency Hormonal Contraception (55 community pharmacies) and flu vaccinations, and some provide specialist drugs on demand.

Telephone Advice – Call NHS 111

Location

Accessible throughout the country, dial 111 for free from a landline or mobile phone

The service

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and you will speak to a highly trained adviser, supported by healthcare professionals.

They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care.

The service takes more than 5,000 calls from people in South Tees each month. There are more than twice as many calls at weekends than on weekdays. The busiest times for calls are 9am-11am and 5.30pm-9pm.

Patients call the service for information and advice on all sorts of issues. Some of the most common are toothache, chest and upper back pain, urinary catheter problems, vomiting, breathing problems, abdominal pain and lower back pain. For nearly half of callers, the advice is to see their local doctor. Other callers are advised on self-care, for those that need immediate hospital care an ambulance is arranged, and other callers are signposted to the health services they need.

Opening times

24 hours a day, 365 days of the year.

Cost

We pay a fixed annual fee of £917,344 for this service, which equates to approximately £14.65 per call.

General Practitioners (GPs)

Location

46 practices in the South Tees area

The service

For many people, your first point of contact with the NHS is with your GP at your local GP practice. GP practices are essentially organisations in their own right, providing NHS services, commissioned by NHS England. Some GPs offer services as individuals, but normally a group of doctors will work together to run a general practice. There are 46 general practices in the South Tees area.

GPs are the only service to hold a complete patient health record. They work closely with community health and social care teams meaning patient care can be properly co-ordinated. Some practices offer other services from their buildings, such as physiotherapy, podiatry, x-ray and pharmacy.

Our practices perform very well in the national patient access survey³. Compared to England averages, local patients say they find it easier to get through to the practice on the phone, they are happier with the waiting times. The number of times people say they see their preferred GP is in line with the average. A recent smaller local survey showed 67% of people in Redcar thought it was easy to make an appointment and in Middlesbrough the figure was 55%.

Accessing the service

Patients book an appointment to see a GP. Eight practices operate a same-day telephone access system, where patients will telephone the practice, and make arrangements for a GP to call them back. The GP will either deal with the issue over the phone or arrange an appointment for the patient that same day. Some surgeries make appointments available to book online.

Opening Times

Core opening hours for GPs are 8 am to 6.30 pm, Monday to Friday, except bank holidays. Some practices choose to open for longer, some are open on Saturday mornings, and some close for one afternoon each week.

Cost

Practices are paid by the number of patients they serve and the health needs and age of those living in their communities. On average, a practice is paid £75.77 per patient, per year. Practices also receive additional payments to improve quality of care and outcomes for their patients.

³ Data analysed from the National Patient Survey: <https://gp-patient.co.uk/>

Out of Hours Service

Location

Redcar Primary Care Hospital
North Ormesby Health Village
Eston Grange
Home visits when needed

The service

People can see a doctor or other health professional for diagnosis and treatment of an urgent condition when their GP surgery is closed. GPs and other clinicians offer face to face appointments and home visits. The service can access support from other community and social care services.

Opening times

6pm to 8am weekdays and 24 hours a day at weekends

Accessing the service

By telephoning 111 directly. All GP practices have an automated message on their phone lines directing patients to 111 outside of opening hours.

Cost

We pay an annual fee of £2,199,295 for this service.

Minor Injury Services

Locations

Redcar Primary Care Hospital
James Cook University Hospital

The service

Patients can have a range of minor injuries treated, including:

- sprains and strains;
- broken bones;
- wound infections;
- minor burns and scalds;
- minor head injuries;
- insect and animal bites;
- minor eye injuries;
- injuries to the back, shoulder and chest.

The service at Redcar also provides blood tests at weekends and bank holidays when GP surgeries are closed.

Peak times for people accessing the service are 8am to 7 pm every day. There are morning (8am-11am) peaks in attendance on Saturdays, Sundays and Mondays

Opening Times

24 hours a day, 365 days a year.

X-Ray service at Redcar is available 8am - 6pm Monday to Friday and 9am – 4 pm on weekends

Cost

We pay £40.88 for every patient that uses the service in Redcar. Our annual fee for the service in 2014/15 was approximately £1.15million. We also pay annual fees of £160,000 for x-ray services and £180,000 for doctor cover.

Walk in Centres

Locations

Resolution Health Centre, North Ormesby – operated by South Tees NHS Foundation Trust

Eston Grange NHS Health Centre – operated by Vocare Group

The service

Our walk-in centres treat minor illness and injury, with no need to book an appointment. The service does not have access to a patient's health record and does not have access to other community support services.

Our data shows that the number of people using these services is growing each year. Our walk-in centres have seen approximately 200,000 patients over the last three years.

Peak hours for attendance are 4–8 pm Monday to Friday and 10 am –12 noon at weekends. Most people attend only once a year. In North Ormesby 1.25% of people attend 5 times or more a year and in Eston the rate is slightly higher at 4.4%.

22% of the patients treated at the centres are aged 0 – 4 years and 10% are 20-24 year olds. Approximately one quarter of all patients who use the services are recorded as belonging to ethnic groups other than 'White British'.

Opening times

Centres are open 8am to 8pm, 7 days a week, with access to pharmacies.

Accessing the Service

Patients can telephone in advance or simply 'walk in' to the centres.

Cost

We pay for each individual attendance at the walk-in centre. For the financial year 2014/15 we paid approximately £2.7million for 30,556 attendances at Eston and 45,988 attendances at North Ormesby.

Accident & Emergency Department, James Cook Hospital

Location

James Cook University Hospital, Middlesbrough

The Service

James Cook University Hospital treats people with a wide variety of conditions, from minor ailments, to major life threatening trauma. The hospital is designated as a major trauma centre and treats at least 400 major trauma cases a year.

Last year around 120,000 people attended A&E at James Cook University Hospital. 83,533 of those were from the South Tees area. 44% of patients were discharged without further follow-up. 18,857 were admitted to hospital, over 1,000 less than two years ago. 64% of attendances were from patients registered with Middlesbrough GP practices, with 36% from Redcar & Cleveland practices.

Only 50% of our patients arriving at James Cook Hospital by ambulance need to be admitted to hospital.

Peak hours for attendance reflect those at minor injury units and walk-in centres with highest attendance levels at weekends, Mondays, early morning and late afternoons.

The national performance standard for A&E is that 95% of patients will be seen no more than four hours after they arrive at the service. At James Cook University Hospital performance has fallen below that standard since September 2014.

Opening Times

The service is available 24/7 365 days a year and has constant access to diagnostic services.

The Cost

The CCG pays different amounts for each attendance at A&E depending on the diagnostics and treatment carried out. The average cost is £104. The total cost spent on Accident and Emergency visits in 2014/15 was approximately £10million.

Other Services

Mental Health Services

A variety of mental health services exist to respond to urgent need. For patients requiring assessment and treatment for physical health conditions as well as mental health treatment, the Enhanced Acute Liaison team operate in James Cook University Hospital's A & E department and in-patient wards. Where the patient is experiencing mental health crisis, Tees, Esk and Wear Valleys NHS Foundation Trust operate a 24/7 Crisis Resolution Home Treatment team that visit patient homes. This team is accessed through GP referral, direct phone call (if already a mental health service user) or through 111. The CCG also recently began piloting a Crisis Assessment Suite at Roseberry Park Hospital, which can be accessed on a walk-in basis.

Emergency Dental Services

NHS England is responsible for commissioning dental services. Dental practitioners are required to provide emergency treatment for patients in hours if the patient is registered with them and is currently receiving a course of treatment. If the patient is not registered with a dental practice, information on who they can register with is detailed on NHS Choices and available through NHS 111. When a patient has dental pain out of hours, 111 direct the patient to the Out of Hours GP Service provided by Northern Doctors. They will triage the patient, advise on self-care or if treatment is required, signpost them to the out-of hours dental treatment service based at North Ormesby in Middlesbrough. NHS England is currently working with NHS 111 service to try and improve its dental directory to geographically signpost patients to their nearest appropriate dental practice.

Ambulance Service

The North East Ambulance Service (NEAS) provides ambulance services for the South Tees CCG population. The service responds to 999 calls, assesses patient need and provides an appropriate response. Demand for ambulance services fell slightly last year after growing steadily for a number of years.

One factor behind this reduction in ambulance journeys is due to NEAS expanding its 'Hear and Treat' services, which provide patients with advice and guidance over the telephone.

The service is under pressure because there is a national shortage of paramedics. To support NEAS, we have invested funds to pay for doctors to give telephone advice to paramedics, we've funded two additional ambulances to support admissions requested by GPs, and we're supporting additional paramedic training.

What you've told us already

In August 2014, the CCG held an engagement and listening event to help inform our future commissioning intentions. You told us that:

- there is general confusion regarding what services to access and where to go
- Access to primary care can be difficult
- A&E is overused, abused and that something needs to be done to reduce activity
- Experience of the 111 service is mostly positive but needs to be advertised more widely
- Pharmacy services should be promoted more widely
- There is a need to focus on alcohol services to avoid A&E attendance

In August 2013, 400 questionnaires were issued to people attending the walk-in centres at North Ormesby and Eston. The main reasons for people attending the centres were recorded as it was quicker than getting an appointment with their GP practice, and that opening hours were more convenient. The majority of people had not contacted their own GP or 111 before attending, and stated that they would have gone to A&E should the facility not have been available.

What this information tells us

Having taken account of the information detailed in this document, we have made some observations. These observations may influence our strategy, and are presented here to inform you and prompt discussion. We have noted that:

- Urgent care services are being used more than in the past;
- There are many services and ways to access them, which can be confusing;
- The 'system' of urgent care services is complex to manage, with numerous services being commissioned and provided by different organisations;
- There are concerns about unnecessary duplication, with different services providing similar treatments at the same times.

How we will develop our urgent care strategy and how you can influence it

Engaging with local people is a key priority for us. We want you to influence the development of our urgent care strategy, to ensure the strategy and services in the future are based around the patient.

Please contribute to our engagement activity by visiting our website – www.southteescCG.nhs.uk and completing our survey.

Once we have analysed responses to the survey and data from our wider engagement work, we will report back on the findings, working closely with the Health Overview and Scrutiny Committees of our two local authority partners and key stakeholders.

This work will help to influence the direction of our urgent care strategy, and any further public engagement or consultation activity.