

MIDDLESBROUGH COUNCIL

AGENDA ITEM 4

SOUTH TEES HEALTH SCRUTINY JOINT COMMITTEE

18 DECEMBER 2015

URGENT CARE

- **Developing a South Tees CCG Urgent Care Strategy**

PURPOSE OF THE REPORT

1. To present the committee with an outline of the meeting and introduce a number of health professionals who are in attendance to provide information.

BACKGROUND

Developing a South Tees CCG Urgent Care Strategy

2. At the committee's last meeting on 17 November, Members agreed to view the proposals as a substantial variation and therefore subject to formal consultation. Therefore at this meeting, representatives of the South Tees Clinical Commissioning Group (CCG) will outline the final options and the formal consultation and engagement plan.
3. The Committee will recall that a public engagement exercise had taken place to gain views on current and future urgent care services. Whilst this work was being undertaken national guidance had been released which advised the CCG of the action required to align with the national strategy.
4. The national approach would emphasise the use of the 111 service and that service would be developed to ensure access to summary care records, a directory of services (to include social care services) would help signpost callers and callers would have the ability to book GP appointments directly if that was the most appropriate route.
5. With regard to 7 day working, a new contract would be in place for GPs, which would include the option for 7 day access between 8am-8pm. Schemes would be introduced on a phased approach and it was anticipated that the schemes involved would be those that had already been identified as part of the Prime Minister's Access Fund, i.e. the STAR scheme and the Vanguard Programme. The STAR scheme was integrated with the current NHS 111 service and provided medical support to out of hours community services, ambulance services and care homes.

6. Information arising from the stakeholder meetings was used to identify a consensus of opinion for options. Scenarios that scored highly were
- In line with national guidance – enhancement of the NHS 111 model, which would be worked up through the Vanguard Programme
 - Aligned to the proposed new GP contract arrangements – extended GP opening hours 8am-8pm, 7 days per week, replacing the existing walk in centres.
 - Alignment of the out of hours period (to include home visits and appointment booking) to the new GP in-hours arrangements with further exploration of where and how many sites appointments could be delivered from.
 - A GP presence at front of house in A&E and diverting patients with primary care needs. Potentially patients attending A&E for primary care needs are given a direct appointment into another service (including GP Practices)
 - The potential for 2 minor injury units, one in James Cook and one based in Redcar which has x-ray and GP cover with opening times which correspond to demand: **or** one 24/7 minor injury unit at James Cook Hospital

Issues arising from the last meeting

7. It was identified that there were a small number of people from Stockton and Hartlepool who use the Walk In Centre at North Ormesby it was proposed that further clarification was sought on the potential to establish a new Joint Committee of all four local authorities. Discussions have taken place between the four authorities, Middlesbrough, Redcar and Cleveland, Stockton and Hartlepool and it has been agreed that the best way forward would be to continue with the consultation through the South Tees Health Scrutiny Joint Committee but that representatives of Stockton and Hartlepool be invited to future meetings of the Committee to enable them to feed in their views to the consultation process if appropriate.
8. Members were concerned that 999 calls made in parts of Redcar and Cleveland were being put through to the Yorkshire Ambulance service and that delays were being experienced by callers. A response was received by the CCG which was as follows ‘ NEAS have stated that it would depend on how the patients are ringing 999 – i.e. are they using a landline or mobile phone. If a mobile phone, then it depends on where the phone mast is situated and if this is in North Yorkshire then the call is directed to Yorkshire Ambulance. Similarly if a landline is on the border of the localities then it is possible for BT to route the patient through to Yorkshire. Ultimately, if this does happen then the Yorkshire service will usually reroute any requests for an ambulance through the NEAS dispatch so no safety concerns exist’.
9. The Committee were interested in the numbers and percentages of people attending A&E who are not registered with a GP, in is anticipated that this information will be available prior to the meeting.

10. Following the discussions on the branding and potential ideas for the name of the service it was agreed that any suggestions should be forwarded to the Scrutiny Support Officer, however no suggestions have been received to date.

IN ATTENDANCE

11. The following representatives will be in attendance at the meeting.
 - Julie Stevens, Commissioning and Delivery Manager, South Tees Clinical Commissioning Group
 - Craig Blair, Associate Director, Commissioning, South Tees Clinical Commissioning Group
 - Simon Clayton, NHS North of England Commissioning Support
 - Andrew Robinson, NHS North of England Commissioning Support

RECOMMENDATIONS

12. That the Committee notes the information submitted at the meeting today and agrees if any further information is required at this stage.

BACKGROUND PAPERS

No background papers were used in the preparation of this report

Contact Officer:

Elise Pout - Scrutiny Support Officer
Telephone: 01642 728302 (direct line)
Email: elise_pout@middlesbrough.gov.uk