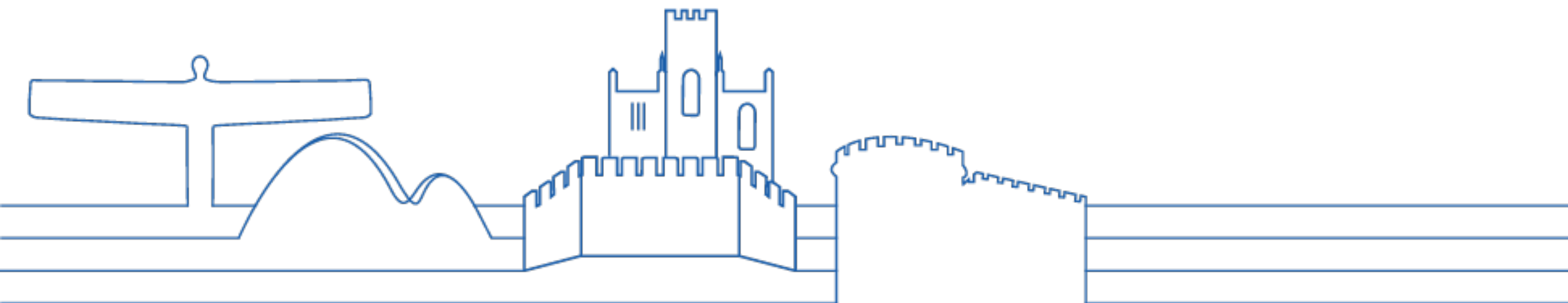




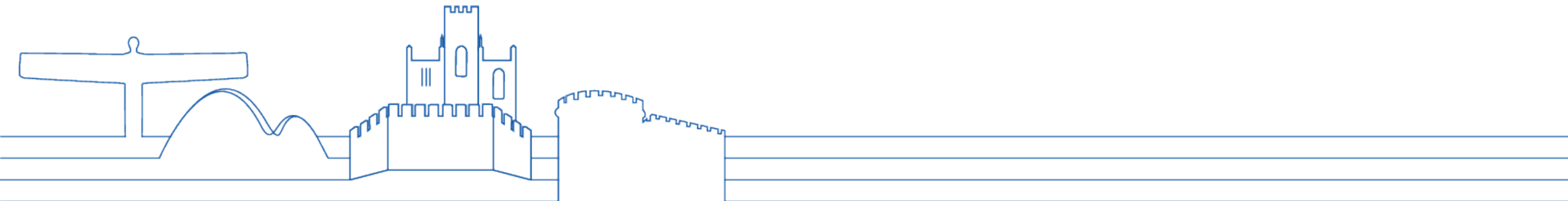
**North East and
North Cumbria**

South Tees Integrated Urgent Care Engagement Event



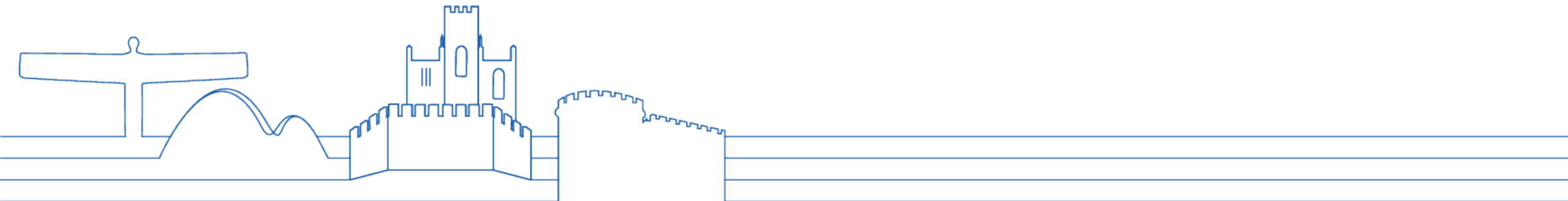
Housekeeping

- Fire alarm / nearest fire exits
- Toilets
- Hearing loop available
- Please can mobiles be turned to silent
- No planned breaks during the session



Participation

- The session will keep to time
- All views are welcome
- Please respect others' opinions and be respectful
- Please don't talk over other people
- A roving mic is available for the Questions & Answers
- Questions can be asked confidentially via staff
- Slides can be requested after the event (via staff)
- All questions and comments will be noted anonymously



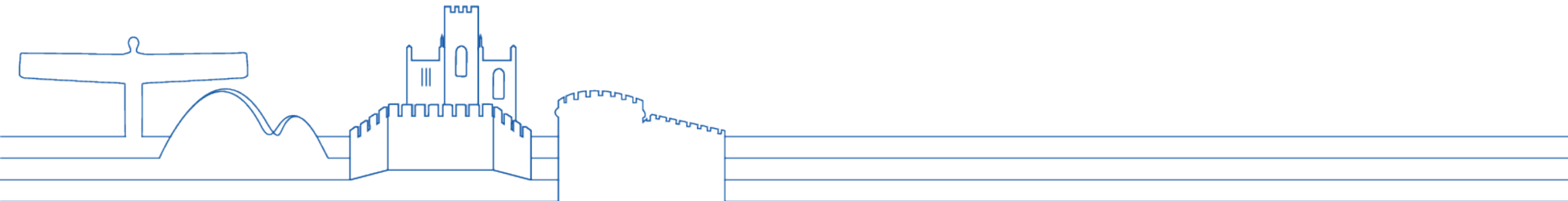
Welcome



North East and
North Cumbria

Today's event will include:

- Introduction and welcome
- Presentation on the engagement
- Table discussions
- Questions and answers
- Next steps



The Panel

Craig Blair

Director

North East & North Cumbria Integrated Care Board



Andrew Rowlands

Head of Commissioning - Urgent Care

North East & North Cumbria Integrated Care Board



Dr Janet Walker

Medical Directorate (Tees Valley)

North East & North Cumbria Integrated Care Board



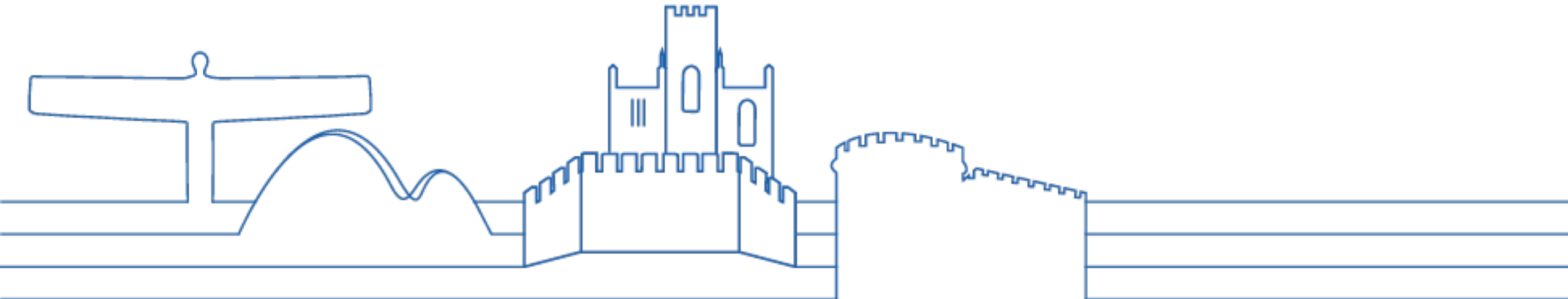
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The purpose of today's session

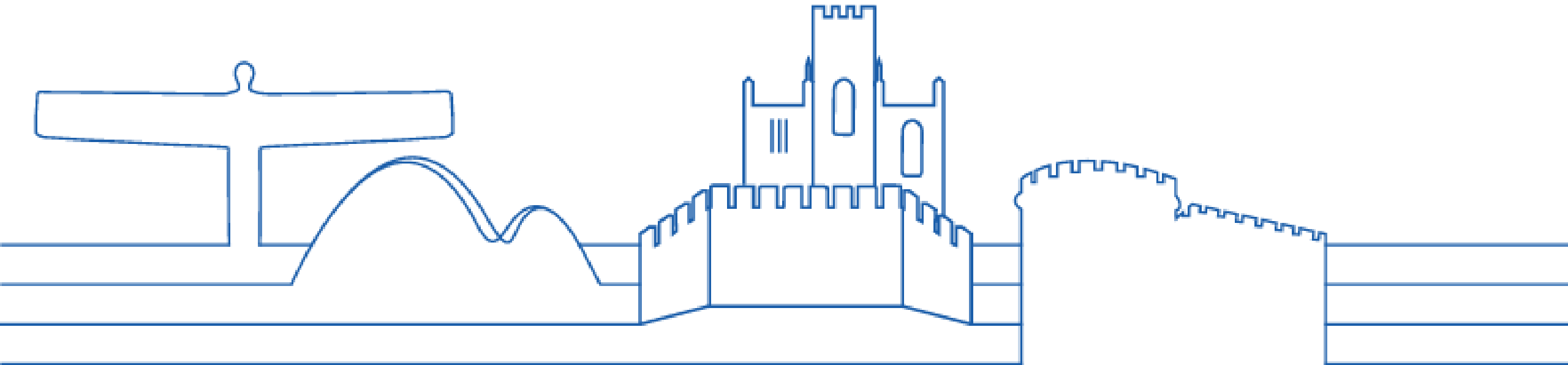


**North East and
North Cumbria**

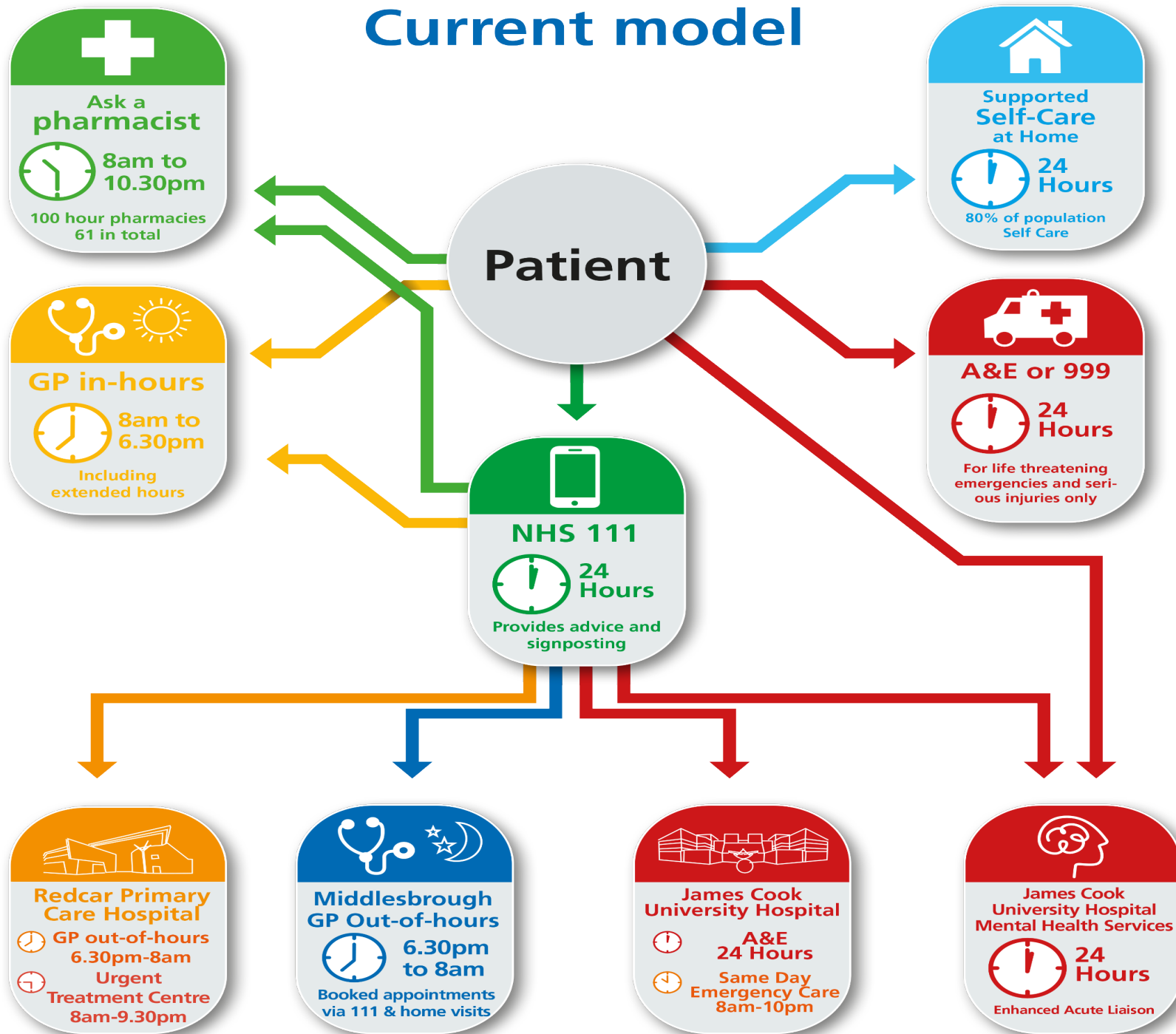
This is the opportunity for you to have your say about the proposed new model of integrated urgent care service in Middlesbrough and Redcar



What is the current urgent care model?



Current model

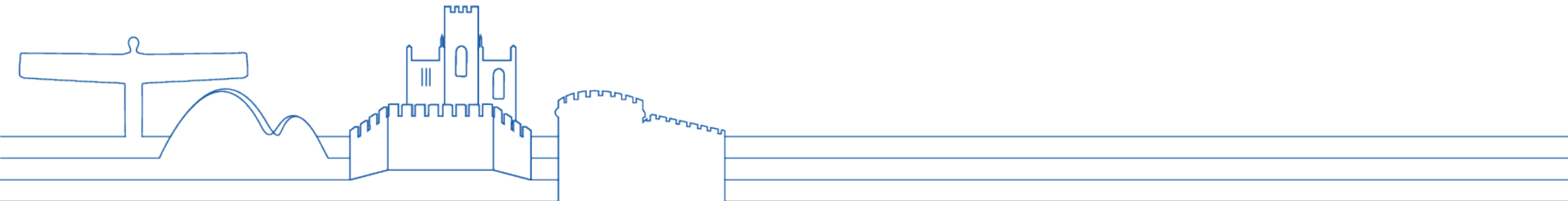


Why we need to change

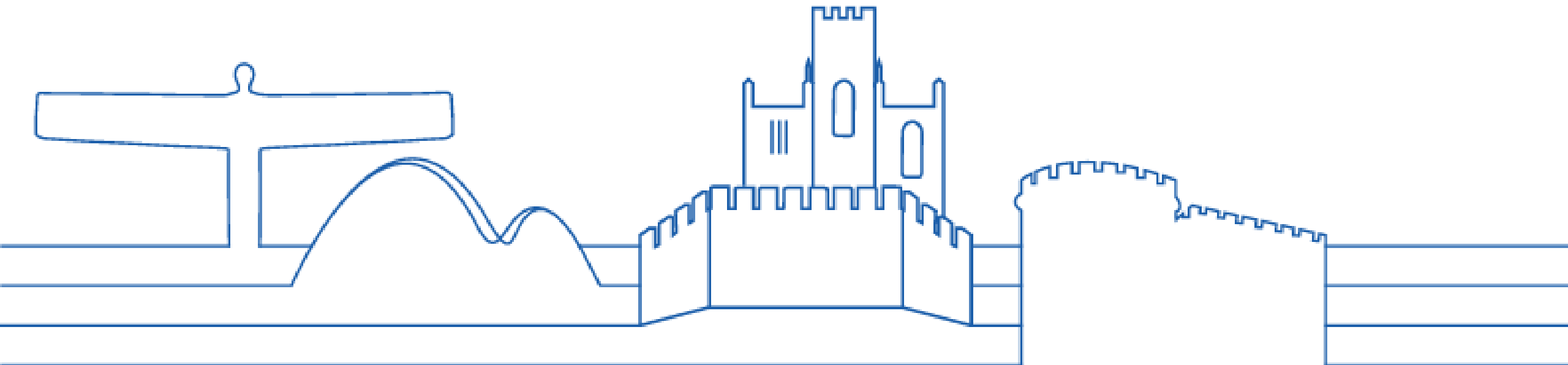


North East and
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- More people are accessing health services than in the past
- Patients are unsure where to go for urgent care services
- The services in Stockton, Hartlepool and Darlington are different to those in Middlesbrough and Redcar & Cleveland
- Dept of Health is encouraging local health providers to implement Integrated Urgent Care

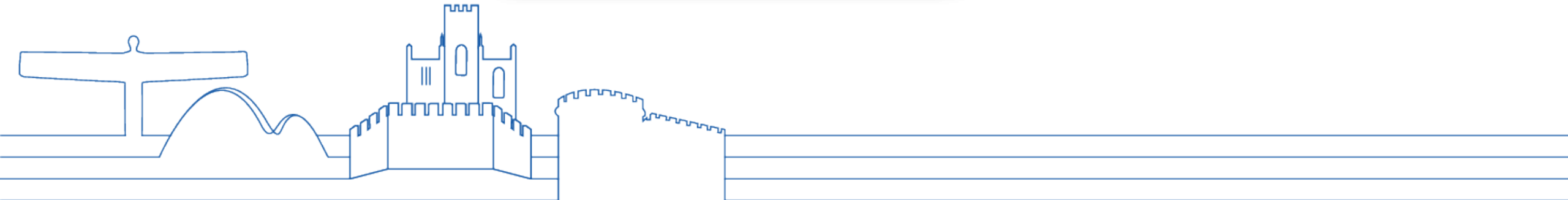


Proposed Integrated Urgent Care Model

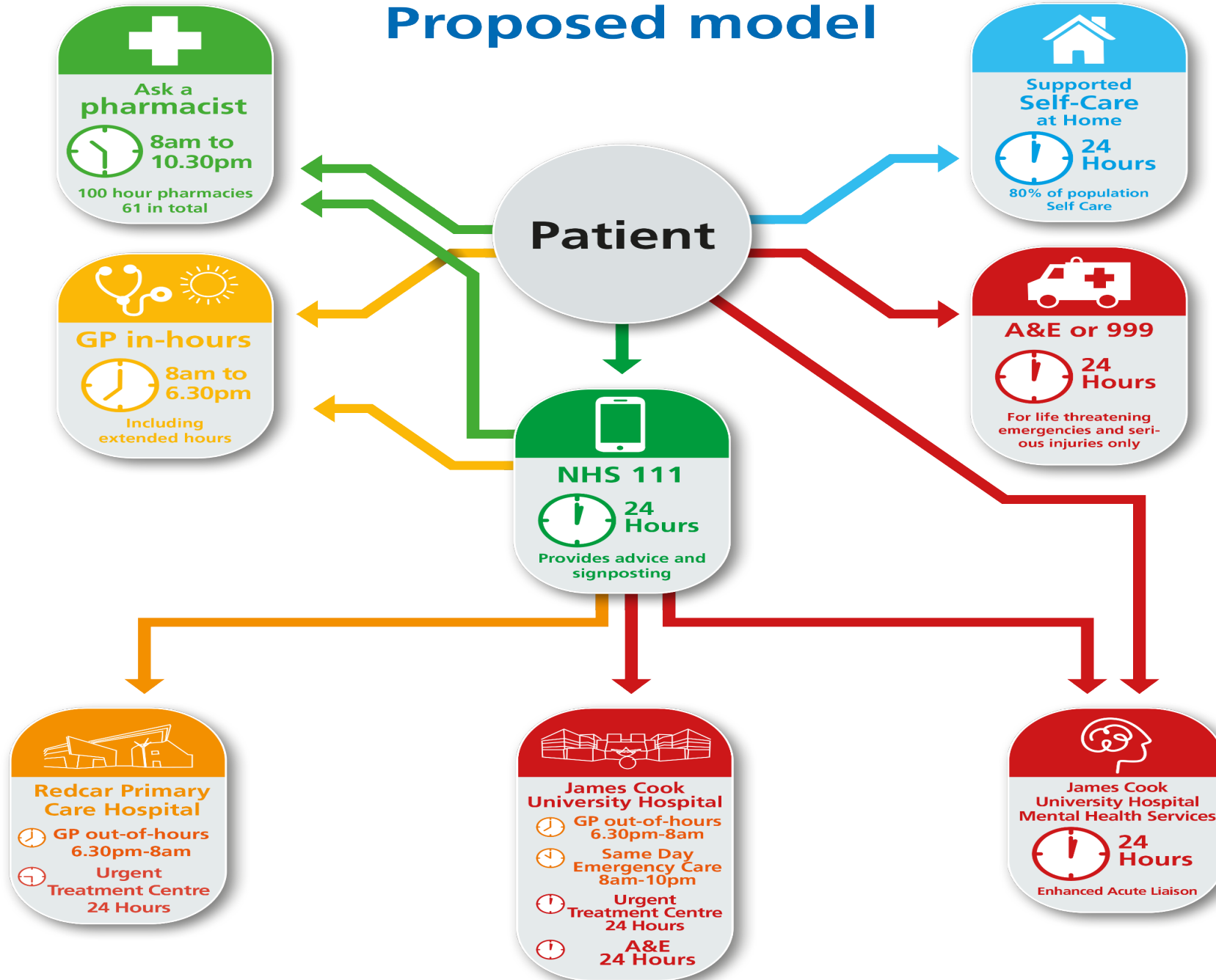


Who developed the proposal?

Groups of local Drs and Nurses who deliver Urgent Care services have worked together to develop the proposal



Proposed model

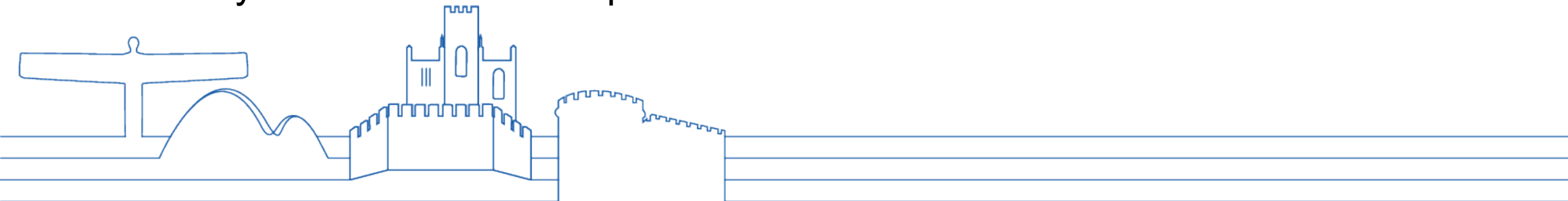


What will it mean for you and your family?

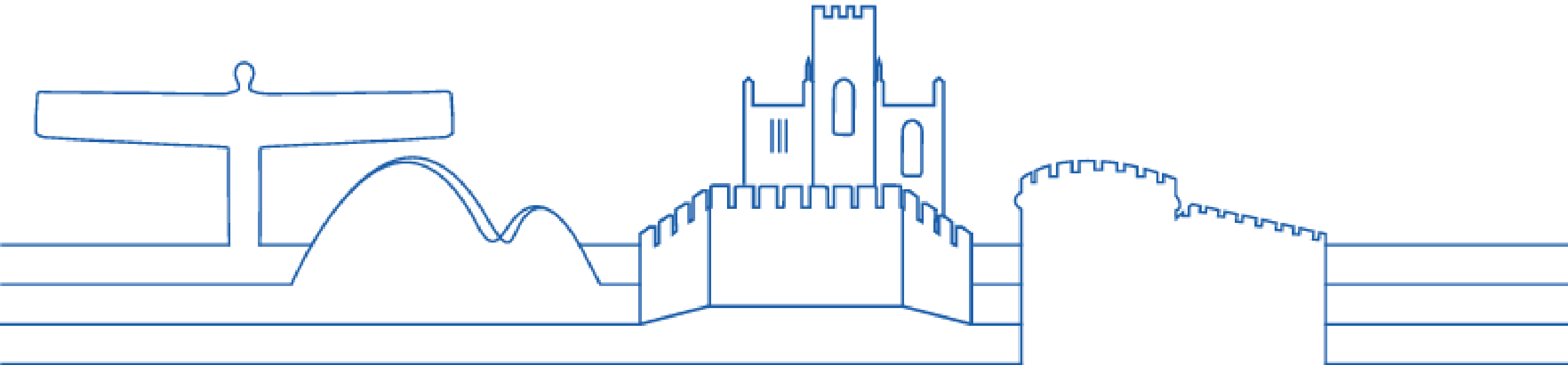


North East and
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- You will have access to urgent care services when you need it by calling 111 – 24/7 365 days a year
- 111 will be able to offer you an appointment for your urgent care needs
- You will get the same urgent care services at Redcar Primary Care Hospital and James Cook Hospital 24/7 365 days a year
- A GP out of hours appointment in Middlesbrough will move from North Ormesby to James Cook Hospital



What are the benefits



There will be an Urgent Care facility in Middlesbrough and Redcar, including GP Out of Hours

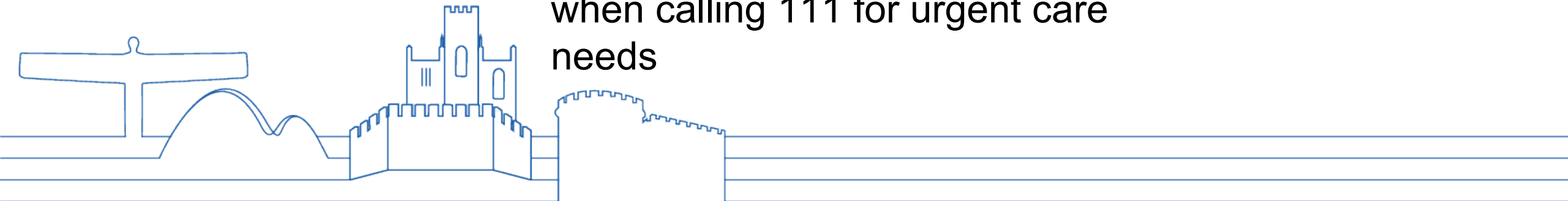


Dial 111 from a
landline or mobile



Contact NHS 111 Online
or use the NHS app

Appointments will be available
when calling 111 for urgent care
needs



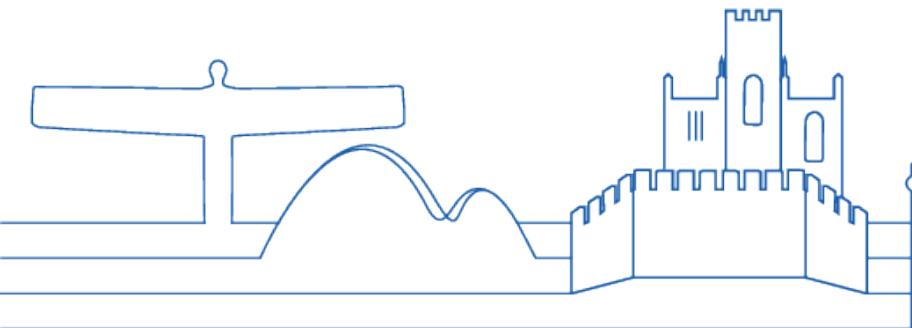
Patients will be seen in a timely manner by Drs and Nurses in the right place with the necessary equipment



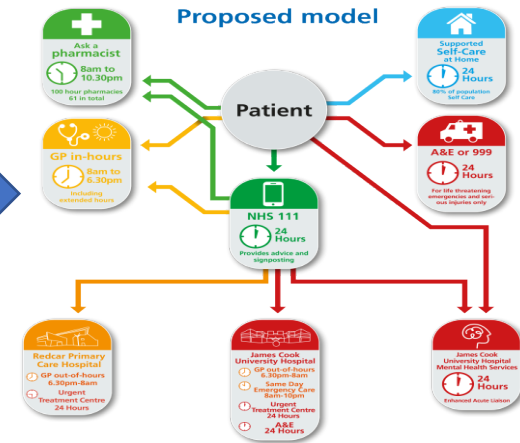
Patients will only tell their story once!



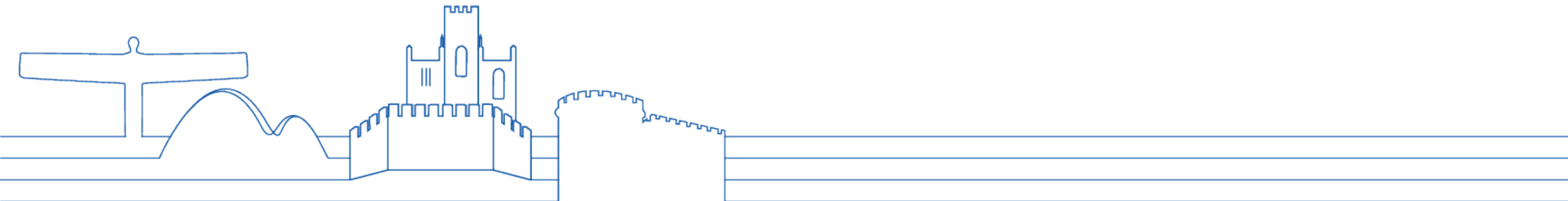
Increase awareness of early detection of illness



It will be clear how to access urgent care services



Services will be joined up, seamless and co-ordinated



Communications Activities



North East and North Cumbria

Gazette advert



Have your say...

...on urgent care proposals in Middlesbrough and Redcar & Cleveland.

A new Urgent Treatment Centre (UTC) is being proposed at The James Cook University Hospital in Middlesbrough as part of a new set of urgent care proposals.

The UTC at Redcar Primary Care Hospital would also increase its opening hours to be open 24/7, 365 days a year.

The GP out of hours service for Redcar & Cleveland patients would remain at Redcar Primary Care Hospital.

Have your say at a Public Event in September

Tues 20 Sept 3.00pm-5.00pm
The Trinity Centre, Holy Trinity Church, The Market Place, North Ormsby, Middlesbrough, TS3 6LD

Mon 26 Sept 9.30am-11.30am
The Parkway Social Club, Parkway Shopping Centre, Dalby Way, Coulby Newham, Middlesbrough, TS8 0TJ

Sat 24 Sept 1.30pm-3.30pm
The Trinity Centre, Holy Trinity Church, The Market Place, North Ormsby, Middlesbrough, TS3 6LD

Tues 27 Sept 6.00pm-8.00pm
Redcar and Cleveland College, Corporation Rd, Redcar, TS10 1EZ

To book a place, please visit iuc.eventbrite.com or scan the QR Code.

You can also book a place by emailing necsu.comms@nhs.net or via 01642 745401.

Have your say by completing a survey

Complete an online survey at necs.onlinesurveys.ac.uk/iuc by 9th October 2022 or request a paper copy on 01642 745401.

Paper copies of the survey and freepost reply envelopes are also available to collect from all Middlesbrough GP practices.

For more information, please visit necsvalley.icb.nhs.uk/iuc

Adverts also appear on Tees Live website. Organic social media coverage across Facebook and Twitter. Posters displayed across GP practices in Middlesbrough, James Cook hospital and community venues.

Posters



Have your say...

...on urgent care proposals in Middlesbrough and Redcar & Cleveland.

The North East & North Cumbria Integrated Care Board are holding a series of public events during September 2022 to share with you their thoughts on how they could integrate urgent care services in South Tees. This would bring the area in line with other areas across the Tees Valley.

As part of the proposals, a new Urgent Treatment Centre (UTC) would be provided from The James Cook University Hospital in Middlesbrough as well as moving the Middlesbrough GP out of hours service to The James Cook University Hospital site.

The UTC at Redcar Primary Care Hospital would also increase its opening hours to be open 24/7, 365 days a year. The GP out of hours service for Redcar & Cleveland patients would continue to be available at Redcar Primary Care Hospital.

Attend a Public Event

Find out more about the proposals and share your feedback at one of the following public events.

Tues 6 Sept 2.30pm-4.30pm
Whala Hill Community Centre, Gouth and Road, Middlesbrough, TS6 8AW

Fri 9 Sept 9.30am-11.30am
Easter Side Community Hub and Library, Broughton Avenue, Middlesbrough, TS4 3PZ

Mon 12 Sept 3.30pm-5.30pm
Sunnyfield House, Westgate, Gulsborough, TS14 6BA

Thurs 15 Sept 6.00pm-8.00pm
The Old Rire Station, Middlesbrough Town Hall, Albert Rd, Middlesbrough, TS1 2QJ

Tues 20 Sept 3.00pm-5.00pm
The Trinity Centre, Holy Trinity Church, The Market Place, North Ormsby, Middlesbrough, TS3 6LD

Sat 24 Sept 1.30pm-3.30pm
The Trinity Centre, Holy Trinity Church, The Market Place, North Ormsby, Middlesbrough, TS3 6LD

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Complete a survey

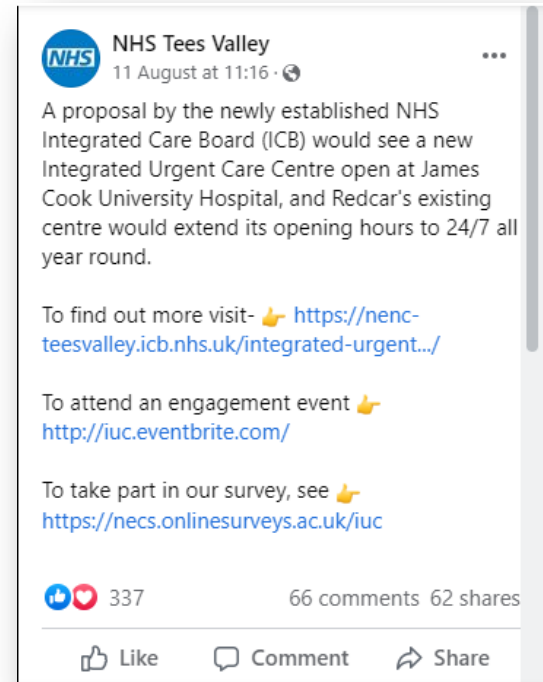
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Paper copies of the survey and freepost reply envelopes are also available to collect from all Middlesbrough GP practices.

The 10-week engagement period runs until Sunday 9 October 2022.

For more information, please visit necsvalley.icb.nhs.uk/iuc

Facebook advert



NHS Tees Valley
11 August at 11:16

A proposal by the newly established NHS Integrated Care Board (ICB) would see a new Integrated Urgent Care Centre open at James Cook University Hospital, and Redcar's existing centre would extend its opening hours to 24/7 all year round.

To find out more visit- <https://necsvalley.icb.nhs.uk/integrated-urgent.../>

To attend an engagement event <http://iuc.eventbrite.com/>

To take part in our survey, see <https://necs.onlinesurveys.ac.uk/iuc>

337 66 comments 62 shares

Like Comment Share

Table Exercise

- 50 Minutes to explore 5 questions and any other questions you may want to ask
- There will be a facilitator and scribe on each table
- Chance to feedback and ask any questions

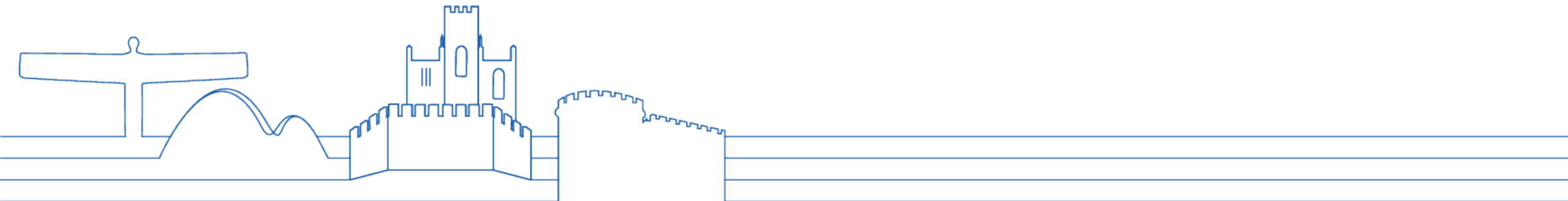


Table Exercise

Q1

Have you accessed urgent treatment out of hours?

Q3

Did you know can book an urgent appointment out of hours via NHS 111?

Q5

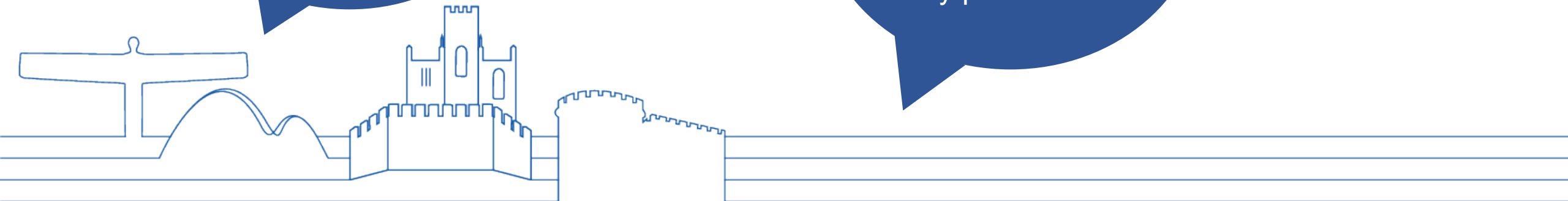
Do you support the proposal to integrate urgent care services in Middlesbrough and extend Redcar to 24/7?

Q2

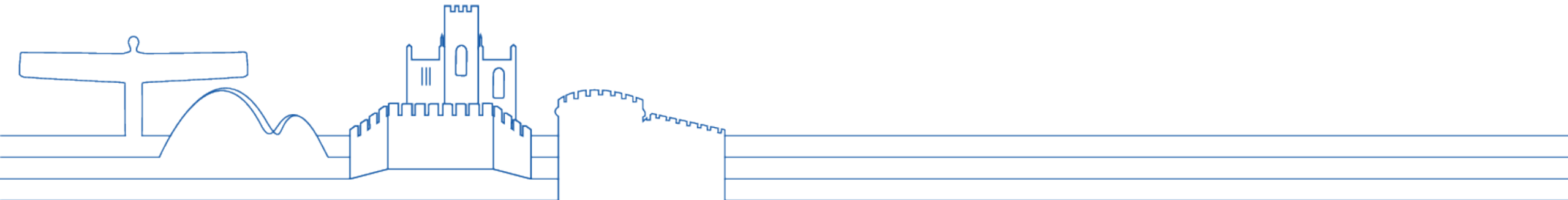
Did you find it easy to access urgent treatment out of hours?

Q4

Would relocating the GP Out of Hours service from North Ormesby to James Cook cause you any problems?

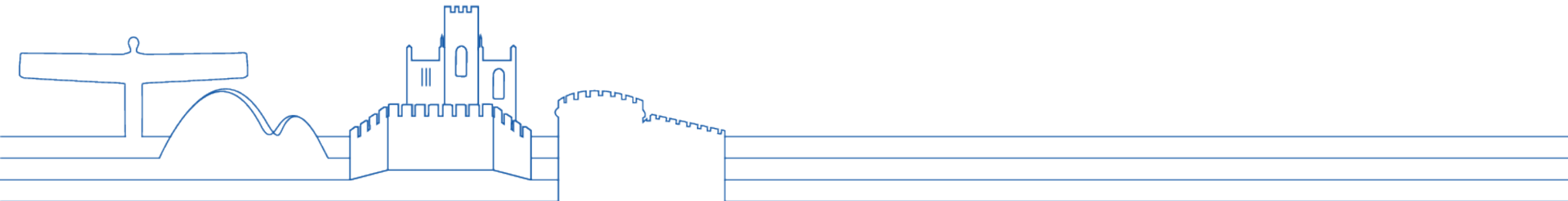


Any Questions?



What happens next?

- We will continue conversations with stakeholders during the engagement period
- The feedback will be analysed and a report will be produced which will be made public
- The ICB will then update patients and stakeholders on the recommendations and the outcome of the engagement
- No decision has been made or will be made regarding the proposed new model for Tees Valley prior to further engagement and consultation, if required
- Decisions will be made through governance arrangements and committee structures as defined by the ICB

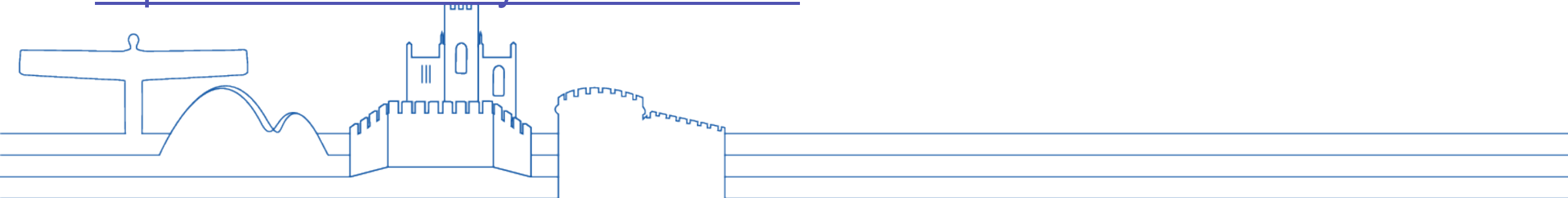


How you can get involved



North East and
North Cumbria

- If you would like to complete the online version the link is <https://necs.onlinesurveys.ac.uk/iuc>
- Paper copies can be requested from any GP Practice in Middlesbrough or by contacting necsu.comms@nhs.net
- To register to attend an event: <http://iuc.eventbrite.com/>
- For further information visit our web page <https://nenc-teesvalley.icb.nhs.uk/iuc/>





**North East and
North Cumbria**

Thank you

