

Our proposal for urgent treatment centres

Public event

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Leeds

Clinical Commissioning Group

Welcome and thank you for coming

Hello my name is...

Building healthier communities



What we'll cover

- Our challenges
- The current system
- What the future might look like




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Short film...



We are proposing changes to urgent care services in Leeds and need your views.

leedscg.nhs.uk/UTCSurvey



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Our challenges

- Demand for healthcare services continues to rise
- Staff recruitment and shortages
- People find current urgent care system confusing
- Meeting the four hour A&E target



What does this mean...

People that really do need specialist care at A&E have to wait longer to be seen, treated and be discharged or admitted to hospital



The current system

This is why it can be confusing...

- Self care
- NHS 111
- Pharmacies
- Minor injury unit
- 999
- Your GP practice
- GP out-of-hours
- Walk-in centre
- St George's urgent treatment centre
- A&E

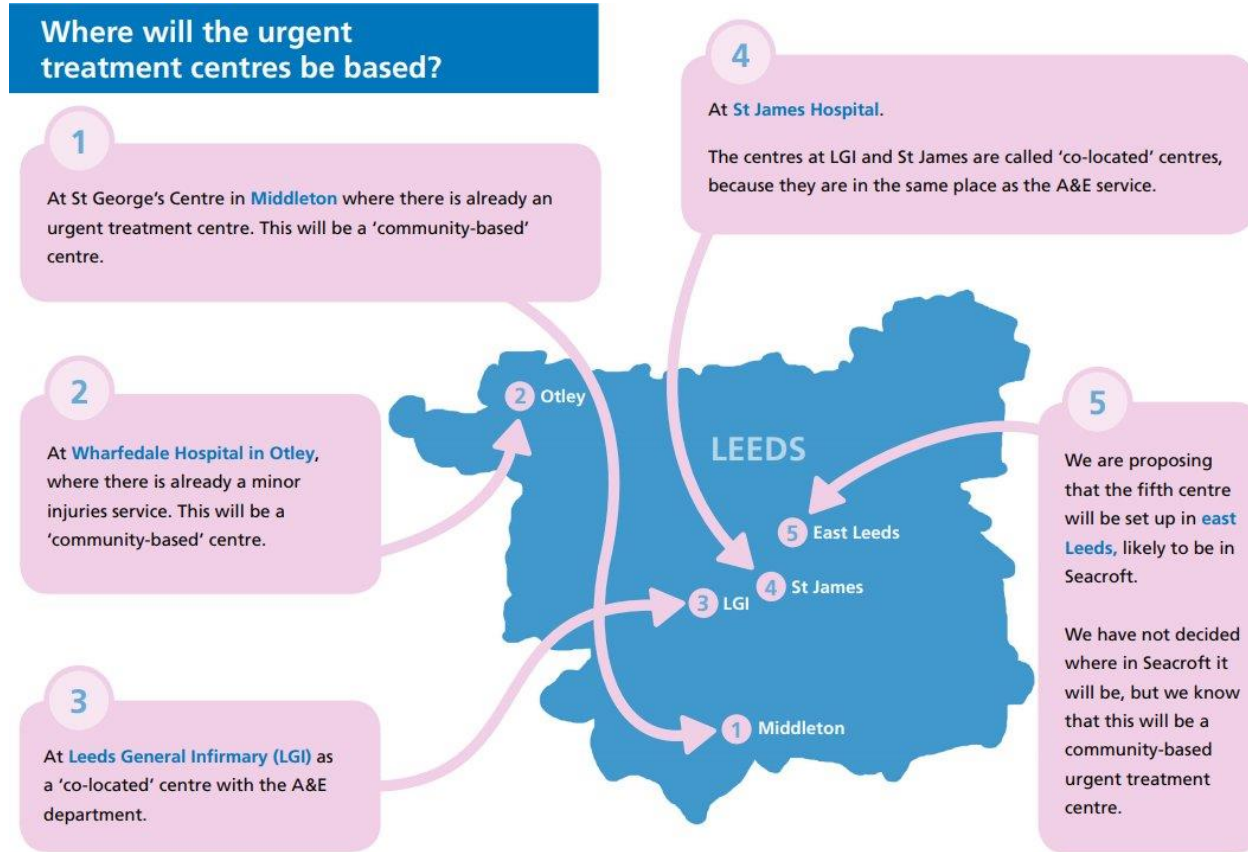


What we are already doing...

- Longer opening hours for GP practices – late evening and weekend appointments with a nurse or GP
- Ran an urgent treatment centre pilot, now been awarded status as an official centre by NHS England
- Worked with regional colleagues to award the revised NHS 111 contract, in Leeds we'll have additional clinical support to support the fully trained advisors



What are we proposing



What the future might look like

- Greater options and flexibility for urgent care
- This includes two services that are available 24 hours and sit alongside A&E
- Three centres based across Leeds, open longer than the minimum 12 hour standard expected by NHS England
- An option of walking in or, we think, a more convenient option of a pre-booked appointment through NHS 111



What do we want to know...

- Do our proposals help tackle the challenges
- Your experience of urgent care services
- Are the opening hours for the community-based centres appropriate
- Is our proposal to host the fifth site in Seacroft the best option to deal with expected future demand and current data showing increased A&E attendances from the east of the city
- Any other comments



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Questions and answers

You can also contact us after today by:

- Calling us on 0113 843 5470
- Emailing us: leedsccg.comms@nhs.net
- Twitter @nhsleeds
- Facebook nhsleeds
- www.leedsccg.nhs.uk/UTCsurvey

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Discussions

We would now like to have discussions on the tables about different subjects related to the urgent care work

It'd be really appreciated if you are able to help us out and tell us what you think!

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Activity 1:

Urgent care is care that someone feels is needed on the same day but their illness or injury is not life-threatening.

Based on what is available now:

- Place a sticky dot next to the **first service** you would use in an urgent care situation
- Why have you made that choice (if you can, write that on a post-it note and stick it by your choice)

We will feedback the most chosen by table in **10 minutes**



Activity 2:

Our proposal is to bring **five** urgent treatment centres to Leeds:

- **Three** will be community based (St. George's, Wharfedale and one in East Leeds). These will be open from 8am – 11pm.
- **Two** will be 'co-located' at A&E (St. James Hospital and LGI). These will be available 24 hours a day.

With this in mind:

- What do you think will be the impact on you and your family?
- What information needs to be available for you to make the right choices?
- Are the opening times right to meet people's needs?

We will feedback some key themes by table in **20 minutes**



Activity 3:

There are five urgent treatment centres being proposed:

- Four of them (in red on the maps) indicate a location where a centre will be added to an existing building or established service.
- The proposed East Leeds site (in green on the maps) has yet to have a location determined.

Please use a sticky dot to indicate where you think the fifth site should go. If you agree with our proposal, please your dot next to the green area. If not, place it where you think it should be.

We will feedback by table in **10 minutes**



Activity 4:

Based on our discussions and our proposal, how will this make a difference to your ability to access health care services?

Please use a sticky dot to indicate on the scale if it will make it **better** or **worse**. You can place a sticky dot in the '**Don't know**' section if you are unsure.

Please use post-it notes to tell us why.

We will feedback by table in **10 minutes**

