

REVIEW OF URGENT CARE PROVISION IN TAMESIDE AND GLOSSOP

The right care, at the right time, in the right place

FACT SHEET

An Enhanced Service:

- Giving you increased choice and access to same day Urgent Care and routine appointments locally
- Access to diagnostics for Urgent Care such as X-rays on one site meaning you do not have to visit multiple services for the same issue.
- With your consent, your medical records will be available to clinicians in the Neighbourhood Care Hubs and the Urgent Treatment Centre. This means you won't have to tell your story twice, creating a better care experience.

A Simpler Service:

- Making your journey through illness to recovery clear, easy to access and of a high quality.
- Creating a single walk-in point at the hospital for Urgent Care will mean you receive effective care first time

Care Closer to Home

- Giving you more options locally for same day and routine appointments through your local GP, by visiting one of the Neighbourhood Care Hubs or the Urgent Treatment Centre at the hospital

Reducing Pressure on A&E

- Ensuring those who are the sickest and in most need of emergency care receive the quickest treatment.

A Sustainable Service

- Creating a simple, high quality and cost effective approach to Urgent Care
- Reducing duplication of services to ensure effective use of resources
- The new streaming service and the development of an Urgent Treatment Centre are mandated nationally to ensure those who go to A&E with a non-life threatening condition are directed to the best place for treatment and thus relieving pressures on A&E .



- 1 Urgent Care means any form of medical attention that you need on the same day but is not life threatening. This could include injuries, an illness (ailment) or any other medical condition where you could seek advice from a Primary Care Service such as a pharmacist, NHS 111 or a GP.
- 2 The Review of Urgent Care is part of wider Care Together programme: Improving the individual's experience of health and social care by giving them better access to joined-up, high quality and affordable services. We want people to get the right treatment, in the right place, at the right time.
- 3 Using Urgent Care will reduce pressure on A&E and ensure that people are supported by the most appropriate person - fully utilising the skills of the wider Primary Care teams rather than unnecessarily going to A&E.
- 4 We are bringing care closer to home through an enhanced Urgent Care offer. The proposals will provide increased, local access to same day health advice and treatment. This will be through your local GP practices, the Neighbourhood Care Hubs, the Urgent Treatment Centre and increased use of Pharmacists, Opticians and Dentists when an urgent need arises.
- 5 The government want to ensure that those who are the sickest and in most need of emergency care receive the quickest treatment. They have therefore mandated nationally that every A&E has a Primary Care Streaming Service which is now in place at the hospital in Ashton. This will stream people who go to A&E with a non-life threatening condition to the best place for treatment.
- 6 The government have also mandated that every area has to have an Urgent Treatment Centre (UTC) that will be GP-led, open 12 hours a day, every day, and be equipped to diagnose and deal with many of the most common ailments people attend A&E for. This will ease the pressure on A&E leaving it free to treat the most serious cases.
- 7 We are proposing to move the Walk-in Service currently provided at the Ashton Primary Care Centre (APCC) and enhance it by locating it within the proposed Urgent Treatment Centre at the hospital so that those attending can also access a range of diagnostics.
- 8 Providing walk-in access to the Urgent Treatment Centre on the same site as A&E with access to diagnostics meaning those people who on assessment need more specialist diagnostics e.g. X-ray or treatment, will receive the care they need promptly without the need to travel to another location.
- 9 By bringing services together on the hospital site we are making better use of NHS resources in an increasingly challenging time. We will use staff and resources from the existing services to ensure that we have the right skills and capacity to effectively and efficiently treat patients both on the hospital site and the Neighbourhood Care Hubs.

- 10** The proposed Urgent Treatment Centre at the hospital in addition to the two options for where and when you can book appointments at a Neighbourhood Care Hub will provide extended, more local access to Primary Care services – increasing the availability of same day appointments in the evenings and at weekends.
- Option one includes Hubs in the North (Ashton Primary Care Centre), the South Hub (Hyde or Longdendale) and Glossop (Glossop Primary Care Centre)
 - Option two includes Hubs in the North (Ashton Primary Care Centre), the South (Hyde or Longdendale), the East (Stalybridge, Dukinfield or Mossley), the West (Denton, Droylsden or Audenshaw) and Glossop (Glossop Primary Care Centre)

The weekend opening hours in the two options vary and locations within the South, East and West are to be confirmed

- 11** The current services that provide Urgent Care in Tameside and Glossop overlap. This means we have multiple access routes for patients who have an urgent need. This is not cost effective and we want to ensure that a patient's journey through care is simple so they receive effective care first time and do not represent to other services for the same issue.

- 12** The majority of users of the current Walk-In Service at Ashton Primary Care Centre (APCC) are from the North neighbourhood and hence this service is not used evenly across the borough. 73% of users are registered with a Tameside and Glossop GP (June 2017 - May 2017) while 10% are unregistered users.

- 13** The APCC will remain open and will house a range of GP and outpatient services such as Physiotherapy. It will also be the North Neighbourhood Care Hub with access to bookable same day appointments for Urgent Care in addition to the Urgent Treatment Centre at the hospital with walk-in and bookable access to Urgent Care and access to diagnostics.

- 14** Introducing the UTC at the hospital alongside the Neighbourhood Care Hubs mean that anyone who needs an appointment out-of-hours will be seen locally within Tameside and Glossop. This is not currently the case as under our current model residents can be sent to Oldham.

- 15** Our proposal is to relocate the Walk in Service from Ashton Primary Care Centre to an Urgent Treatment Centre at Tameside Hospital. Tameside hospital is 1.5 miles from the APCC which means there is no demonstrable difference in travel times for those travelling by car. Some people's journeys may be shorter and some longer. Our transport analysis shows that on average 99.8% of Tameside and Glossop residents are within 0-30 minutes drivetime of both APCC and the hospital whether travelling at peak time weekday morning, peak time weekday afternoon / evenings, off peak weekdays or weekends.

- 16** Our proposal is to relocate the Walk in Service from Ashton Primary Care Centre to an Urgent Treatment Centre at Tameside Hospital. Tameside hospital is 1.5 miles from the APCC. The proposed site for the UTC is well served by public transport including links from the Ashton Public Transport Hub.

- 17** Should the proposal go ahead, we will ensure a safe transition to the new model of care. The streaming at A&E is already in place and we will continue to learn from that what additional services we need to have available at the Urgent Treatment Centre. We will ensure we have strong arrangements for transferring people into more specialist services when they need them e.g. the Early Pregnancy Assessment Unit or Mental Health and social care services. Our plan is to keep the Walk-In Service at APCC running until Summer 2018 so that there is enough capacity during Winter 2017 when demands on health services will be high.