

# REVIEW OF URGENT CARE PROVISION IN TAMESIDE AND GLOSSOP

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

## FAQs

**Q<sup>1</sup>** What is the consultation about?

**A<sup>1</sup>** We are now mandated nationally to have a streaming service at the hospital and an Urgent Treatment Centre - we therefore need to look at the way we deliver our Urgent Care offer across Tameside and Glossop. We want to make sure our services are as simple as possible so that your journey through illness to recovery is clear, easy to access and of high quality. We are particularly keen to hear your views on the two options for locations and opening hours of Neighbourhood Care Hubs which will provide increased access to bookable Urgent Care appointments.

**Q<sup>2</sup>** What is Urgent Care?

**A<sup>2</sup>** Any form of medical attention that you need on the same day but is not life-threatening is what we deem to be Urgent Care. This could include injuries, an illness (ailment) or any other medical condition where you seek advice from a health professional such as a GP, pharmacist, NHS 111, a walk-in centre or the out of hours GP service when your local doctor's surgery is closed.

**Q<sup>3</sup>** Are you reducing the number of sites where I can access Urgent Care?

**A<sup>3</sup>** No. Currently the main site for urgent care is the Walk-in Service at Ashton Primary Care Centre (APCC) with a few practices and Out of Hours also booking people who need Urgent Care into evening and weekend appointments at Neighbourhood hubs in Glossop Primary Care Centre, Hyde and Ashton Primary Care Centre. In the proposal, the Walk-in Service will be moved to the hospital within the new Urgent Treatment Centre to improve the service by giving it access to diagnostics such as X-ray. In addition it will be possible for everyone to book appointments through their GP or Out of Hours at the Urgent Treatment Centre or at a Neighbourhood Care Hub and there are options in the proposal for a varying number and location of Neighbourhood Care Hubs offering bookable same day appointments



**Q<sup>4</sup>** I can't get an appointment now at my GP so how will this affect me?

**A<sup>4</sup>** Rapid access to GP appointments can be a challenge but we are aware of this and are working hard to resolve in Tameside and Glossop. We are working closely with all our practices to ensure all of them are able to meet the GM primary care access standards by December 2018. In addition we will build on the evening and weekend access arrangements that we have already funded, increasing the number of places where appointments can be made and ensuring that all patients are offered evening and weekend appointments. We believe that all of our population will see the impact of this.

**Q<sup>5</sup>** How will I be able to get an appointment at one of the hubs?

**A<sup>5</sup>** Most people want to see their own GP or a GP within that practice if at all possible. We will support this by improving access to all practices where possible. However, we also realise that sometimes you may not be able to access your practice either due to no appointments being available or through your choice for convenience, urgency or due to having caring responsibilities. In which case, your GP practice will be able to book you directly into an evening or weekend slot within a hub or at the Urgent Treatment Centre based at the hospital. You will also be booked into the appointments by Out of Hours or NHS 111 if it is outside of your GP Practice hours.

**Q<sup>6</sup>** Why is it necessary to move the Walk-in Service at the Ashton Primary Care Centre?

**A<sup>6</sup>** We aim to have effective, high quality services. Moving the Walk-in Service to the hospital within the new Urgent Treatment Centre creates a better service as it will have access to diagnostics. This simplifies and improves a patients journey through care as it means 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.

**Q<sup>7</sup>** What are the plans for Ashton Primary Care Centre if Urgent Care access moves to the hospital site?

**A<sup>7</sup>** Ashton Primary Care Centre (APCC) will remain open and any space which becomes vacant will be filled by increasing community, social care, primary or acute services such as Physiotherapy. The APCC is also the North Neighbourhood Care Hub and will still offer bookable same day appointments for Urgent Care. We envisage that the APCC will always be a thriving health and social care hub at the heart of the community.

**Q<sup>8</sup>** I can't park at the hospital now - what are you going to about this?

**A<sup>8</sup>** We are all aware of the challenges of car parking at the hospital. We have already commenced a development scheme in partnership with the hospital which will provide an additional 240 parking spaces. We believe this will be complete by the end of December 2017 and therefore will ease car parking.

**Q<sup>9</sup>** Will I still be able to go to A&E if I need to?

**A<sup>9</sup>** If you have an urgent medical condition that can't be diagnosed/ treated via NHS 111, at your pharmacy or at your registered GP practice, then yes, you can still go to A&E. When assessed by the streaming service you may be treated within the Urgent Treatment Centre at the hospital rather than A&E

**Q10** Where can I get more information about public transport to the locations where urgent care is provided?

**A10** For Tameside go to: [www.tfgm.com/Pages/default.aspx](http://www.tfgm.com/Pages/default.aspx)  
For Glossop go to: [www.derbybus.info/times/tt\\_201\\_999.htm](http://www.derbybus.info/times/tt_201_999.htm)

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**Q11** Can I use any of the Neighbourhood Care Hubs across Tameside and Glossop?

**A11** Yes, you can.

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**Q12** Where can I go to access Urgent Care?

**A12** You can access Urgent Care through appointments at your local GP. If an appointment isn't available or convenient to you, you can access any of the Neighbourhood Care Hubs which best suits your needs – this may be because it is the closest to where you live, work, or the quickest available appointment.

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**Q13** Where will the Neighbourhood Care Hubs providing access to Urgent Care be located?

**A13** Our proposals include Urgent Care access at Neighbourhood Care Hubs across Tameside & Glossop. Option 1 proposes access in three Neighbourhood Care Hubs in addition to the Urgent Treatment Centre based at the Tameside Hospital site. Option 2 proposes access in five Neighbourhood Care Hubs in addition to the Urgent Treatment Centre based at the Tameside Hospital site.

Our proposals are based on the North Hub being located at the Ashton Primary Care Centre and the Glossop Hub being based at the Glossop Primary Care Centre. The locations for hub in the East Neighbourhood (covering Stalybridge, Dukinfield and Mossley), the South Neighbourhood (covering Hyde and Longdendale) and the West Neighbourhood (covering Denton, Droylsden and Audenshaw) are still to be determined.

Travel time analysis for the potential access in the Hubs has been undertaken to assess any possible travel implications for residents. When modelling this travel time analysis indicative locations for the East, South and West Hubs have been used. These are – East Hub (St. Andrew's Medical Centre, Stalybridge), South Hub (Haughton Thornley Medical Practice, Hyde) and West Hub (Denton Festival Hall). The exact locations of the Neighbourhood Care Hubs will be determined following the consultation period.

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**Q14** Can I get an evening or weekend appointment for something that is not urgent?

**A14** Yes, if you do not have an urgent medical need, you can book a routine appointment with your GP Practice or at one of the Neighbourhood Hubs.

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**Q15** What is the difference between the Hubs and the walk-in at the hospital?

**A15** The Hubs are accessed through booked appointments only via your GP, Out of Hours or NHS 111. The walk-in service at the hospital means you will go through the streaming service and be assessed by a medical professional as to whether you have a non-urgent, urgent or emergency medical need. You will then be directed to the right place for the right treatment. For Urgent Care you will go to the Urgent Treatment Centre on site which has access to diagnostics such as X-rays so should you have this additional need you can be treated in one place. For emergency care you will be directed to A&E. If when you use the walk-in service and once assessed your need is not urgent you may be advised to contact your own GP or another service for support.

**Q16** Is this just about closing services?

**A16** No, we will retain all current Urgent Care services and enhance them. We need to make changes as outlined in the consultation booklet in order to deliver the mandated services while still providing the best health and social care and value for the people of Tameside and Glossop.

**Q17** Why can't you leave things as they are?

**A17** As commissioners of health and social care services in Tameside and Glossop, we need to look at the way we deliver our range of Urgent Care services so that we can provide the mandated streaming service and Urgent Treatment Centre at the hospital in an affordable way. We also want to ensure that we have an understandable and accessible Urgent Care offer built around this which balances quality, access and the best use of our resources.

**Q18** How have you calculated how long it takes for people to travel to the location of the current Walk in Service at Ashton Primary Care Centre, the proposed site for the Urgent Treatment Centre at Tameside Hospital and the potential locations of the Neighbourhood Care Hubs?

**A18** Basemap's TRACC software was used to calculate travel times to Ashton Primary Care Centre, Tameside hospital (Tameside and Glossop Integrated Care NHS Foundation Trust) and the potential locations of the Neighbourhood Care Hubs using public transport at both peak and off peak time periods. This covers all major public transport options across Tameside and Glossop including bus, train and tram.

TRACC was also used to calculate drive times at both peak and off peak time periods, and walk times.

The data processed through Tracc to extract the travel times is called Trafficmaster TM Speed. Trafficmaster TM Speed data is GPS sourced and centrally purchased by the Department of Transport

The drive time in minutes figures are bi-directional so are an average of both directions of travel. The drive time in minutes is by any available road route and Tracc calculates the 'fastest route' between the given locations

Trafficmaster TM Speed data is calculated annually, meaning that the figure is derived from the speed of sample cars travelling Monday-Friday throughout the entire year (this would include school holidays and bank holidays).

Full details of this public transport, drive time and walk time analysis (including maps) is included in the Equality Impact Assessment.

**Q19** How will my responses to the consultation help you make a decision?

**A19** There is no preferred option in the proposal for the location and opening hours of the Neighbourhood Hubs. We are therefore keen to hear your views so that we can take your feedback into account when making the final decision.

**Q20** When will the final decision be made?

**A20** Once the consultation period finishes on 26 January 2018, we will analyse all responses received. We aim to submit a recommendation to the Single Commissioning Board in February 2018. This report will be available on the CCG's website: [www.tamesideandglossopccg.org](http://www.tamesideandglossopccg.org)

