



## Improving urgent care services

### Introduction

Urgent care is a term that describes the range of services provided for people who require **same day** health or social care advice, care or treatment.

This is different from emergency care provided in our emergency departments (A&E), other hospital departments, 999 and ambulances which are set up to respond to serious or life threatening emergencies.

Following a national review in 2014, NHS England set out very clear commissioning standards to ensure future urgent and emergency care services are integrated and offer a consistent service. These commissioning standards are informing how we – through **East Sussex Better Together** – best organise and provide local urgent care services.

Any changes to these services will come into effect from March 2018 at the earliest, and we're seeking people's views now to help us get the design right.

### Improving urgent care locally

Local urgent care services include:

- GP practices
- Walk-in centres at Eastbourne Station and Station Plaza, Hastings
- Pharmacies
- Mental health crisis support
- Adult social care – emergency duty service
- Out of hours GPs (clinics and home visits)
- Out of hours nursing and social care teams
- NHS 111
- NHS Choices website
- Health Help Now app
- East Sussex 1Space (East Sussex directory of care, support and wellbeing services).

We want to ensure we have a really good range of appropriate high quality urgent care services available 24/7 to help people get the right advice/treatment/care in the right place, first time.

To support this, we have been talking to local people, clinicians and partner organisations as well as taking into account national guidance and best practice.

From feedback to date we have learned:

- When people have an urgent care need they rightly expect high quality advice and treatment quickly but they find the current urgent care system confusing.



- It's not always clear where to go or which is the best service to contact so people end up repeating their 'story' a number of times before they reach the service that can offer the right help.
- It can be difficult to get same-day GP appointments.
- People want to easily access advice on how to self-manage minor illnesses through the internet or phone apps.
- People want the option to have telephone and video consultations with a clinician.
- Because the system is confusing, many people go to A&E for urgent care because they know they will be seen there. This puts pressure on our emergency services and costs more than treating minor illnesses and injuries at home or in the community.

### Next steps

Both our local hospitals – Eastbourne District General and the Conquest – have A&E departments. We want to improve these departments by introducing a broader mix of staff to better manage people's wide-ranging needs. These staff will work alongside A&E consultants and emergency care staff at both hospitals to ensure patients' needs are met as quickly as possible and they can be referred on to appropriate community services to better support them on discharge.

Our consideration of improvements to the way other urgent care services are organised and accessed has focused primarily to two main services - NHS 111 and the walk-in GP service.

Any changes to these services will happen from March 2018 and we are seeking people's views now to help us get the service specification right.

### 1. NHS 111

111 is the free NHS non-emergency number, available 24 hours a day, 365 days a year. It's the number to call to speak to a highly trained adviser, supported by healthcare professionals; callers are asked a series of questions to assess symptoms and directed to the best service to meet their needs.

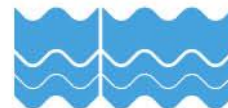
We want to improve and expand the range of services accessed through 111, making it the main point of access for local people who have an urgent health/social care need but do not know which service to contact.

This would involve:

- linking NHS 111 with local urgent care services so people could speak to a local healthcare professional should this be needed
- a local healthcare professional giving advice or, if needed, directly booking an appointment for people who need to be seen and/or treated by an urgent care clinician.

### 2. Eastbourne and Hastings GP walk-in centres

These health centres at Eastbourne Station and Station Plaza, Hastings, currently provide a walk-in service where people join a queue to be seen.



We want this service to be more effective for people who have an urgent care need and must be seen that day and are considering introducing a triage (assessment) system, which would be provided by local health care professionals and accessed via NHS 111.

They would discuss people's needs and symptoms on the telephone. If the assessment identified the need for them to be seen or treated the same day, an appointment would be booked, or another, appropriate service offered to meet their needs – including A&E or calling an ambulance if it's very serious.

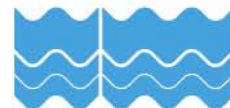
Healthcare professionals managing the local assessment service would have information about all the options for meeting people's urgent health/social care needs, including home visiting for people who are housebound or unable to travel provided as part of the GP out of hours service outside of normal GP practice working hours.

Linked to the above and in response to earlier feedback, we are also exploring:

- how we might use **technology** to improve information and advice by offering confidential telephone consultations, online / web video consultations and web 'chat' with healthcare professionals; and
- how to improve the **information** about how to access local services; there are already many sources of self-help and service information, including NHS Choices and the Health Help Now app but what else might help people to help themselves when they have a minor illness or injury.

For more background information, engagement, and next steps see the Q&A. The questions we are asking the public are overleaf.

If you would like further information or to be kept up-to-date about the programme, email [esbt@eastsussex.gov.uk](mailto:esbt@eastsussex.gov.uk) or telephone 01273 485300.



## What matters to you? Improving urgent care services questionnaire

Building on previous urgent care engagement, we want to communicate and engage more widely on our plans for urgent care. Any changes will come into effect from March 2018 and we're seeking people's views now to help us get the design right.

**Urgent care is a term that describes the range of services provided for people who require same day health or social care advice, care or treatment. This is different from the emergency care provided by our emergency departments (A&E), 999 and ambulances which are set up to respond to serious or life threatening emergencies.**

**NHS 111** is the call to make to when you need help with urgent needs (including, for example, when your own GP practice is closed).

We are proposing to improve and expand the range of services that NHS 111 can access or refer you on to, making it the main point of access for people who have an out-of-hours urgent care need.

This will involve making sure, when you ring 111:

- you are advised or referred to the right service to meet your needs first time
- you can speak to a local healthcare professional should this be needed
- if needed, either an appointment can be booked for you to be seen by an urgent care healthcare professional on the same day, or you will be given advice about what you should do (for example, visit your local pharmacy, or attend A&E).

**The survey closes 30 September 2016**

### Q1. What would make you more likely to use the 111 service?

Please select all the reasons that apply to you.

☐ If I could **have confidence** that a healthcare professional would respond to my enquiry quickly.

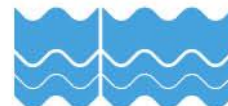
☐ If I have **more information** about the possible options for assistance once I have spoken to someone at 111.

☐ If my **health record** was available to the clinicians.

☐ If I could **type using a web chat** rather than telephoning.

☐ If I could **make a video call** rather than telephoning.

☐ I am not likely to use the 111 service.



Other (please specify)

### GP walk-in centres

There are two centres locally providing walk-in GP appointments - at Station Plaza, Hastings and Eastbourne Rail Station. We are looking at how these services are best provided.

We are considering changing the way these services are accessed. For example, instead of walking in and queuing to see a GP, you would call NHS 111 and be given a telephone assessment. If necessary you would then be offered an appointment on the same day without the need to queue.

### Q2: From the options below, what things are important to you in a service that assesses your needs on the telephone?

Please select all options that are important to you.

- ☐ To receive advice and/or treatment on the same day if needed.
- ☐ Having the telephone service available 7 days a week, 24 hours a day.
- ☐ Being able to receive information about self-help, such as relevant online information, locations of pharmacies, nearest services to you, opening times and more.
- ☐ Being able to speak to a local healthcare professional should this be needed.

Other (please specify)

### Q3. How helpful would it be for you if you could be booked for a same-day appointment (should this be needed) so you didn't have to queue?

Note: If a healthcare professional assesses your need, they can direct you to the service which is best able to assist you. This may be to a pharmacy, a GP service or - as now - if it's very serious, to A&E or call for an ambulance.

- ☐ Very helpful
- ☐ Quite helpful
- ☐ Unsure
- ☐ Not very unhelpful
- ☐ Not at all helpful



Other comments:

**Q4. What would make you want to use web chat typing or video calling (in addition to the 111 telephone service) to offer more ways to access urgent, same day advice or care?**

**Q5. How important is it for you to walk-in somewhere, without calling or booking first?**

Note: By using a walk-in service you may be assessed and provided with an appointment later on, or directed to a service which is best able to meet your particular need.

☐ Very  
important

☐ Fairly  
important

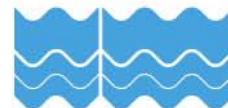
☐ Unsure

☐ Not very  
important

☐ Not at all  
important

Other comments:





**Q6. How helpful would it be to you if your own GP practice could direct you to an assessment service if they weren't able to offer you a same day appointment?**

- ☐ Very helpful    ☐ Quite helpful    ☐ Unsure    ☐ Not very helpful    ☐ Not at all helpful

Other comments:

**Q7. Do you currently ask pharmacists for advice and/or remedies – as well as medicines?**

- ☐ Yes, often    ☐ Yes, sometimes    ☐ No    ☐ I didn't know I could get advice from a pharmacist.

Other comments:

**Q8. Which council area do you live in?**

- ☐ Eastbourne Borough Council    ☐ Hastings Borough Council    ☐ Rother District Council    ☐ Wealden District Council    ☐ Lewes District Council    ☐ None of these

**Q9. Are there any other comments you would like to make about same day, urgent care services?**



## About you

We want to make sure that everyone is treated fairly and equally and that no one gets left out. That's why we ask you these questions. We won't share the information you give us with anyone else. We will only use it to help us make decisions and make our services better. If you would rather not answer any of these questions, you don't have to.

**Q1 Are you.....?** Please select one box

- ☐ Male ☐ Female ☐ Prefer not to say

**Q2 Do you identify as a transgender or trans person?** Please select one box

- ☐ Yes ☐ No ☐ Prefer not to say

**Q3 Which of these age groups do you belong to?** Please select one box

- ☐ 19 or under ☐ 30-39 ☐ 50-59 ☐ 70-79  
☐ 20-29 ☐ 40-49 ☐ 60-69 ☐ 80 or over ☐ Prefer not to say

**Q4 To which of these ethnic groups do you feel you belong?** (source: 2011 census)

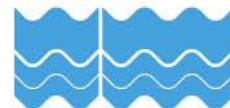
Please select one box

- |  |   |
|--|---|
| <input type="checkbox"/> White British                   | <input type="checkbox"/> Asian or Asian British Indian      |
| <input type="checkbox"/> White Irish                     | <input type="checkbox"/> Asian or Asian British Pakistani   |
| <input type="checkbox"/> White Gypsy/Roma                | <input type="checkbox"/> Asian or Asian British Bangladeshi |
| <input type="checkbox"/> White Irish Traveller           | <input type="checkbox"/> Asian or Asian British other*      |
| <input type="checkbox"/> White other*                    | <input type="checkbox"/> Black or Black British Caribbean   |
| <input type="checkbox"/> Mixed White and Black Caribbean | <input type="checkbox"/> Black or Black British African     |
| <input type="checkbox"/> Mixed White and Black African   | <input type="checkbox"/> Black or Black British other*      |
| <input type="checkbox"/> Mixed White and Asian           | <input type="checkbox"/> Arab                               |
| <input type="checkbox"/> Mixed other*                    | <input type="checkbox"/> Chinese                            |
| <input type="checkbox"/> Other ethnic group*             | <input type="checkbox"/> Prefer not to say                  |

\*If your ethnic group was not specified in the list please describe your ethnic group.

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed





**Q5 Do you consider yourself to be disabled as set out in the Equality Act 2010?**

Please select one box

☐ Yes

☐ No

☐ Prefer not to say

**Q6 If you answered yes to Q5, please tell us the type of impairment that applies to you.**

You may have more than one type of impairment, so please select all that apply. If none of these apply to you please select other and give brief details of the impairment you have.

- ☐ Physical impairment
- ☐ Sensory impairment (hearing and sight)
- ☐ Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy
- ☐ Mental health condition
- ☐ Learning disability
- ☐ Prefer not to say
- ☐ Other\*

\*If other, please specify

**Q7 Do you regard yourself as belonging to any particular religion or belief?**

Please select one box

☐ Yes

☐ No

☐ Prefer not to say

**Q8 If you answered yes to Q7 which one? Please select one box**

- |                                    |                                 |                                 |   |
|------------------------------------|---------------------------------|---------------------------------|---|
| <input type="checkbox"/> Christian | <input type="checkbox"/> Hindu  | <input type="checkbox"/> Muslim | <input type="checkbox"/> Any other religion, please specify |
| <input type="checkbox"/> Buddhist  | <input type="checkbox"/> Jewish | <input type="checkbox"/> Sikh   | <input type="text"/>  |

**Q9 Are you... Please select one box**

☐ Bi/Bisexual

☐ Gay woman/Lesbian

☐ Other

☐ Heterosexual/Straight

☐ Gay Man

☐ Prefer not to say

If you have printed this survey you can send it to us using any envelope, by using this address: **Improving urgent care, Freepost, SEA2474, BN8 2ZZ**

Survey also online at

<https://www.surveymonkey.co.uk/r/9Z9MLXK>