

Report to: East Sussex Health Overview and Scrutiny Committee (HOSC)

Date of meeting: 1 December 2016

By: Assistant Chief Executive

Title: East Sussex Better Together - Urgent Care Redesign Programme

Purpose: To inform HOSC of work to redesign urgent care services in Eastbourne, Hailsham and Seaford and Hastings and Rother as part of the East Sussex Better Together health and social care transformation programme.

RECOMMENDATIONS

1) To consider and comment on the report.

2) To consider whether further scrutiny of this issue is required.

1 Background

1.1 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 emergency departments (A&E), other hospital departments, 999 and ambulances which are set up to respond to serious or life threatening emergencies.

2 Supporting information

2.1 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 local health and social care partners in Eastbourne, Hailsham and Seaford and Hastings and Rother – through the East Sussex Better Together programme – look to best organise and provide local urgent care services.

2.2 The following services are included in the development of an integrated urgent care model:

- NHS 111
- GP (In Hours and Out of Hours)
- Walk-in Centres (in Eastbourne and Hastings)
- Activity at Accident and Emergency (A&E) departments
- Hospital Intervention Team
- Mental Health Crisis Support
- South East Coast Ambulance Service (SECAmb)
- Adult Social Care- Emergency Duty Service

2.3 The East Sussex Better Together Programme Director has provided a progress report with further details of the redesign programme – attached at appendix 1. This includes details of the public and stakeholder engagement which is informing the development of urgent care services.

3. Conclusion and reasons for recommendations

3.1 This report informs HOSC about the work underway in relation to urgent care and also presents an opportunity for the Committee to contribute to the work through raising questions or making comments. HOSC is recommended to consider and comment on the report and to determine whether further scrutiny is required.

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