



**Northern Doctors
Urgent Care Ltd**

Part of the **vocare** group 

ITEM 5 

**Scarborough and Ryedale
Clinical Commissioning Group**

About the new urgent care service in Scarborough and Ryedale

What is urgent care?

'Urgent care' is for a sudden illness or injury that needs treating fast, but is not considered to be a 999 emergency. You do not need an appointment to access an urgent care service.

Typically, patients won't need to access urgent care on a frequent basis. It is only for treating illnesses and injuries that cannot wait to be treated by your own GP or local pharmacy.

Urgent care services should not be used as an alternative to accessing treatment for minor illnesses and injuries. If you are unsure about which service to access, you should call NHS 111.

What is the new urgent care service in Scarborough and Ryedale?

The new urgent care service will operate across Scarborough and Ryedale from 1 April 2015.

It replaces three different urgent care services currently provided in Scarborough and Ryedale:

- GP out of hours (available across Scarborough and Ryedale)
- Minor injuries at Malton Community Hospital
- Walk-in service at Castle Health Centre

The new service will be provided by an organisation called Northern Doctors Urgent Care who has extensive experience of providing urgent care services in other parts of the country.

The service will cater for all aspects of urgent care, with treatment being provided by GP and nursing staff.

Where will the new service be provided?

The service will be provided from two main locations, with one based at Scarborough Hospital and one based at Malton Hospital. At Scarborough Hospital, the service will be co-located with the A&E department. This will enable patients to be directed to either A&E or the urgent care service as appropriate for their needs. The service at Malton Hospital will be located where the minor injuries unit (MIU) is currently.

The service will provide urgent care 24 hours a day, 365 days per year.

As well as these two physical locations, the service will include a GP out-of-hours service which includes home visits for patients for whom it is appropriate.

What are the benefits of these locations?

There is significant national evidence to support services being provided in close proximity to each other and emergency services. This ensures safe management and smooth transfer of patients where necessary.

This approach maximises the opportunity to ensure patients are seen and treated in one place, which was a key theme raised during the public consultation.

In Scarborough, directing patients to the appropriate service as they arrive at the Urgent Care Centre will relieve pressure on A&E and enable urgent care and A&E staff to support each other in times of high demand. It also avoids the `shall I go here or shall I go there` dilemma which again was raised in the feedback received.

Locating the service within hospital sites is convenient because public transport links are good and are less likely to be withdrawn.

Operating a single management structure for the urgent care service will result in a more efficient service, with more of the cost being dedicated to providing the front line services.

How do patients access the service?

Patients will typically access the service in one of three ways:

- Calling NHS 111
- Walking-in
- Being redirected by an alternative health service

Where possible we recommend that patients call NHS 111 as they will be able to advise the most appropriate service to access.

How were the views raised during the public consultation used to develop the new service?

A public consultation was undertaken during 2014 which gave members of the public the opportunity to share their views on what they wanted from the new urgent care service.

This feedback was used to help develop the service specification which was used as part of the procurement process. Potential providers were asked how they would respond to the issues raised during the public consultation and bids were then assessed against a set of associated criteria.

How do the locations of the urgent care centres respond to the accessibility issues raised during the consultation?

Both Scarborough Hospital and Malton Hospital are, by their very nature, positioned in highly accessible locations. Both locations have ample on-site parking and the Scarborough site has recently undergone major works to improve its car parking capacity.

Both locations are also positioned on bus routes which have regular services from the surrounding area.

Scarborough Hospital is located within two miles of the centre of town and less subject to traffic congestion. Both urgent care centres will be well lit, safe, secure and accessible to all patients.

Although located outside the town centre, the Scarborough site is within a reasonable distance for the majority of people who live in the town centre to travel to, especially as patients typically won't need to access the service on a frequent basis.

What will happen to Castle Health Centre if the walk-in service is no longer being provided there?

The only service that will be integrated into the urgent care service from Castle Health Centre is the walk-in service. NHS England is currently leading a piece of work to procure services for the GP registered list currently provided at Castle Health Centre. This will include the GP Practice for registered patients and some of the more specialist services that are currently provided there.

How will staff working in current urgent care services be affected?

Northern Doctors Urgent Care will ensure they have high quality staff to deliver the urgent care service.

There is a formal process to follow which may result in staff transferring over to the new service. The new providers are currently organising staff meetings to start this process.

How will the service cope with any increase in demand from visitors to the area?

Northern Doctors Urgent Care has planned for an increase in demand for the service during the tourist season and will ensure the service is responsive to this.

How will people be made aware of the new service?

Northern Doctors Urgent Care will work with the CCG and other health services to ensure patients are fully informed of the new service. This will help patients to navigate urgent care with good signposting to the appropriate services where necessary.

A significant awareness raising campaign will be undertaken in the run up to the launch of the new service, with main aim of promoting NHS 111 as the first port of call for patients needing urgent care.