



Right care, first time

Proposal from Rotherham Clinical Commissioning Group for improving the quality of urgent care in Rotherham

How to get involved and have your say

Welcome

We'd like to invite you to give us your comments on our proposal to improve urgent care for patients in Rotherham.

As one of the local GPs working as part of the new Clinical Commissioning Group for Rotherham, I am committed to working with my colleagues to improve the quality of care. Working together, we believe there is a better way to deliver urgent care services, in one place, available whenever you need it. Our proposal will give you the right care, the first time.

This document explains our plans for urgent care services, including plans for investment in a new Urgent Care Centre. It also explains how we plan to develop urgent care, alongside your other NHS services.

Before we go any further, we're giving local people in Rotherham the chance to give us your comments. We hope you'll read our plans and tell us what you think. There will be plenty of opportunities for you to give us your comments over the next three months. At the end of the three months we'll review all of the comments we've received and build more detailed plans, taking into account what you've told us.

Dr Ian Turner

GP, Lead for Primary Care Quality and Efficiency



How we plan to improve your care

Our proposal is to bring together services for patients who need urgent care into one place. This will be a purpose-built Urgent Care Centre, at the Accident & Emergency (A&E) department at Rotherham Hospital (part of The Rotherham NHS Foundation Trust). The new Centre will have a number of benefits for patients:

- **Right care, first time**

The Urgent Care Centre will provide everything you need, under one roof, when you need NHS care urgently. It will mean that patients will know where to go to get the advice and treatment they need.

experienced in assessing and treating patients. They will be backed-up by the full resources of the A&E department, so if patients do need emergency care, they will have the reassurance of knowing they are in the right place.

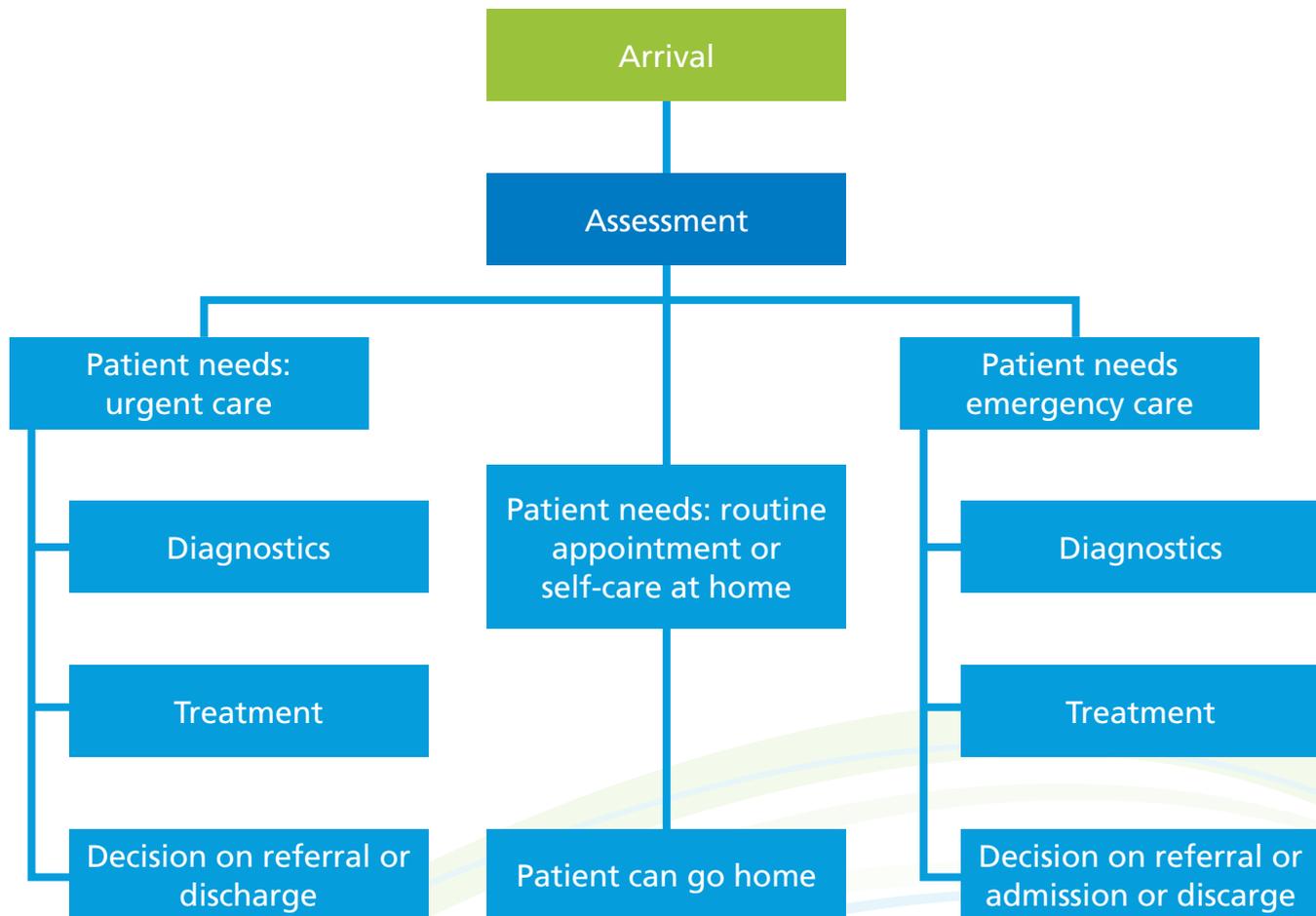
- **Quality of care**

The Urgent Care Centre will be staffed by highly skilled and trained nurses and doctors, who are

- **Open 24/7**

The Urgent Care Centre will be open 24 hours a day, 7 days a week, 365 days a year.

This is how the Urgent Care Centre will work:



Other NHS services

- **New NHS 111 service**

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help and is available 24/7. Calls are free from mobiles and landlines.

- **Rotherham NHS Walk-in Centre**

The Walk-in Centre building will not close. The services the Walk-in Centre provides for when you need urgent care, will transfer to the new

Urgent Care Centre at Rotherham Hospital. The Urgent Care Centre will be open 24 hours a day, providing care at times when the Walk-in Centre was closed, as well as during the day.

The money, which currently pays for the Walk-in Centre services, will be re-invested in our plans for urgent care.

The other NHS services which are based in the Rotherham Community Health Centre (in the same building as the Walk-in Centre) will stay there. They are not affected by this change. The NHS will continue to use the Health Centre for a range of community and primary care services.

When will it happen?

Our plan is for the new Urgent Care Centre no later than Spring 2015.

This will give us time to develop the detailed plans and also to design and build the new centre.



What is an Urgent Care Centre?

Urgent Care Centres are purpose-designed to meet the needs of patients when they have minor injuries or urgent medical problems.

It is an NHS service for patients whose condition is urgent enough so that they cannot wait for the next GP appointment, but who do not need emergency treatment at A&E. It is run by GPs and emergency nurse practitioners, working alongside their colleagues in A&E.

Patients will be assessed by a senior nurse or doctor who will be able to refer them to the most appropriate treatment for their needs. This could be to A&E in the case of serious illness, or it may be to the patient's GP or a pharmacist if they do not need to be treated at the Urgent Care Centre.

What is "urgent care"?

Urgent care is for illnesses or injuries where you cannot wait to see a doctor or nurse. These include:

- broken bones
- insect or animal bites
- burns and scalds
- Illnesses in children and adults including fever, infections and rashes
- sprains
- wounds

What is emergency care?

Emergency care is for life-threatening illnesses or injuries. These include:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped

If you experience any of these symptoms you should dial 999.

Why we're planning to invest in Urgent Care

These are the reasons why we think it is right to invest in urgent care services for Rotherham now:

- It will improve the quality of urgent care for everyone in Rotherham. By joining up the skills of primary care – GPs and nurses – with the skills and facilities of the A&E department, patients will be referred more rapidly and seamlessly to the right service for them.
- The current system is confusing to patients. It can often result in patients going from one service to another, before they get the treatment they need. Or, patients do not know which service to go to in the first place. For people who need urgent care, we want to make sure that they can go to the right service, the first time.
- Doing nothing is not an option. More and more patients are using urgent care services, every year. We want to make sure that we can continue to provide high quality services, which are sustainable and affordable in the future. Without making changes now, we'll be storing up problems for the future. And if we don't act now, we may have to make cuts in other services, later.

How we developed our plans

Our plans are based on the best clinical advice and clinical practice, as well as on the views of patients, GPs and NHS professionals in Rotherham:

- Your local GPs carried out a review during 2012, looking at the quality of care available and how it could be improved
- We've asked patients who use the Walk-in Centre, A&E and also local people what NHS services they would use if they had an illness or injury that couldn't wait
- We've involved the clinical teams from the Walk-in Centre and the A&E department
- We've spoken to local stakeholders including the council and MPs
- We looked at the alternatives – from keeping things the way they are, to other ways to provide the urgent care services Rotherham people need now and in the future.

Next steps

Between **6 May 2013** and **26 July 2013** we are asking for your comments. The last day you can give us your comments is **Friday 26 July 2013**.

Once we've reviewed all of the comments we receive, we will publish our detailed plans for improving Urgent Care services. This will be in September 2013.



Who we are

Rotherham Clinical Commissioning Group is responsible for planning, designing and paying for your NHS services. This includes planned and emergency hospital care, rehabilitation, most community services and mental health and learning disability services.

Contact us

You can contact us by post at:

Rotherham CCG
Oak House, Moorhead Way
Bramley, Rotherham
South Yorkshire S66 1YY.

By phone at: **01709 302 000**

By email: **rightcare@rotherham.nhs.uk**

How to get involved

We're asking for your views and comments on our plans for urgent care services in Rotherham.

You can give us your comments at any time between 6 May 2013 and 26 July 2013. The last day you can give us your comments is Friday 26 July 2013.

There are a number of different ways you can get involved.

Public meetings

We are organising special meetings where you can come and meet us, hear about our plans and ask us any questions. The meetings are:

Date	Time	Place
Wed 15 May	1.30pm–3pm	Edward Dunn Memorial Hall, Tickhill Road, Maltby S66 7NQ
Wed 29 May	1.30pm–3.30pm	Myplace Rotherham, St Ann's Road, Rotherham S65 1PH
Wed 5 June	3pm–5pm	Montgomery Hall, Church Street, Wath upon Dearne, Rotherham S63 7RD
Wed 12 June	1pm–4pm	John Smith Room, Town Hall, Moorgate Street, Rotherham S60 2TH

If you would like to come along to one of these meetings and you may need help to enable you to do so, please contact us on **01709 302 000** or email **rightcare@rotherham.nhs.uk**.

Online

You can find all the details of our plans at:

www.rotherhamccg.nhs.uk/your-say.htm

You can use the online questionnaire to give us your comments.

Social media

We'll be updating you on the consultation using Twitter.

 Follow us on Twitter **@nhsrotherhamccg**

In writing

We've included a form in this leaflet which you can tear off and return to us with your comments.

Or you can write to us at:

Right care, first time, Rotherham CCG
Oak House, Moorhead Way, Bramley,
Rotherham South Yorkshire S66 1YY.

How your involvement will help

We want to make sure our plans for urgent care meet the needs of local people in Rotherham. We've already spent time talking to some patients and local people to get their views on the current services and how they can be improved. We've used this information to help develop our plans. Now we'd like to get your views to help to build our detailed plans for urgent care services.

Answers to some of the questions you may have.

Who will pay for the new Centre?

The money for building the new centre will be provided by the CCG, from its budget. The money to pay for the services the centre provides, will be re-invested from the money which currently pays for the Walk-in Centre services.

Are you making these changes to help balance the NHS budget?

No. The money from the Walk-in Centre will be re-invested in to improve the quality of urgent care services. We know that high quality care benefits patients and means that the whole NHS can work better.

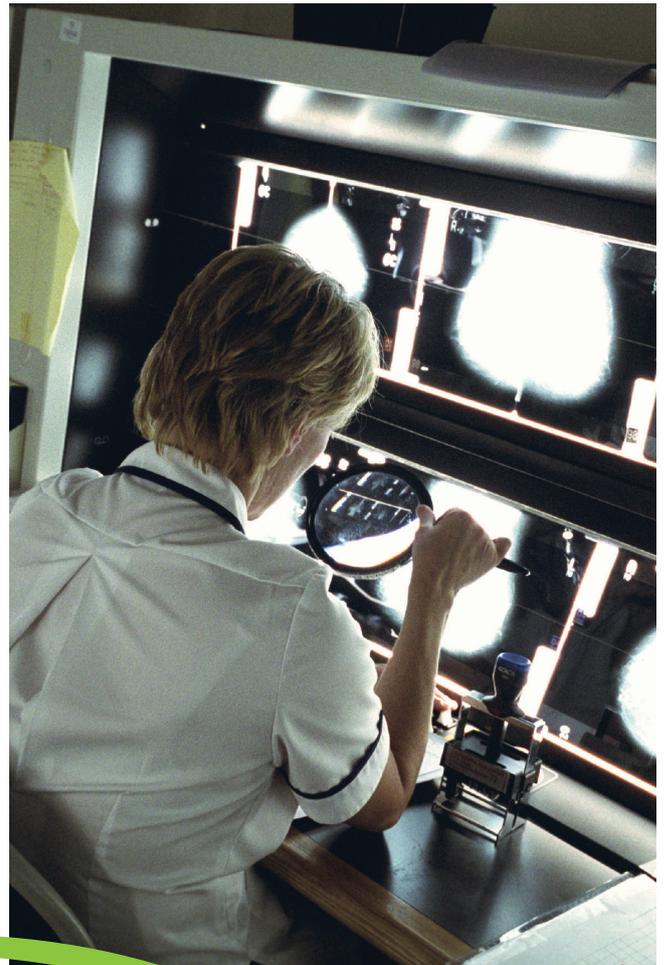
Why are you investing money in urgent care?

We've done a review of what's needed, led by local GPs. We've also asked patients, local people and stakeholders for their views on current services. We know that there will be an increasing demand for urgent care services, so we are planning ahead.

How will I get to the Urgent Care Centre?

There are 23 travel options to Rotherham Hospital including options for public transport and travel by car. Bus routes 3a, 6, 10, 10a, 13, 19b, 20, 25, 25a, 27, 29, 35, 49 and 66 stop at the Hospital, with services seven days a week. There is a bus stop immediately outside the A&E department, and level

access to the hospital. As part of developing our detailed plans for the Urgent Care Centre, we will work with the Hospital, Rotherham Metropolitan Borough Council and local transport providers to ensure that the needs of patients visiting the Centre are taken into consideration.



What about car parking?

There is public car parking at each of the main entrances at Rotherham Hospital, including close to A&E. The Hospital also has plans to increase the number of car parking spaces on site. We will be working with the Hospital on the detailed plans for the new Urgent Care Centre, including looking at transport and parking.

Are you closing the Community Health Centre on Greasbrough Road?

No. The building will stay open. The NHS services which are provided at the Health Centre, including the GP Practice, will continue and are not affected by these proposals. The NHS will look at other services which can be provided from the Centre, using the space where the Walk-in Centre is now.

I use the Walk-in Centre for lots of things, not urgent care. Where will I go now?

You should contact your GP, visit your local pharmacy or local dentist. The other services in the Health Centre, for example contraception and sexual health, podiatry and community dental services, will continue and are not affected by these proposals.

If you're not sure where to go, or you need help and advice, you can call NHS 111. This is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. Calls are free from mobiles and landlines.



Have your say – reply form

Please complete this form and send it back to us, so that it reaches us no later than Friday 26 July 2013.

Urgent Care Centre

The plan for a new urgent care centre will improve the quality of care for patients who need urgent care.

Please tick one option from the list below:

- I agree strongly with this statement
- I agree with this statement
- I neither agree nor disagree
- I disagree with this statement
- I disagree strongly with this statement

What are your reasons for choosing this option?

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I would like to make the following comments about the plans for Urgent Care services in Rotherham

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About You

I am responding to these plans as:

- An individual
- A representative of an organisation or group

Please give the name and location of your organisation or group

.....

.....

The following information is optional and is for our own records only.

Are you:

- Patient
- Carer
- NHS Staff member

If you are a member of staff, please indicate your role and place of work

.....
.....

- Other (please specify)

.....
.....

Are you:

- Male Female

What age group are you in?

- 18 or under 19 – 40 41 – 60 61 – 80 81 or over

What is your ethnic group?

- British Irish European white White other
- European other Black Caribbean Indian Pakistani
- Asian other Chinese Other

Please write the first four characters of your postcode below

This will **not** allow us to identify the house where you live.

Please return this form to us at:

**Right care, first time,
Rotherham CCG,
Oak House,
Moorhead Way,
Bramley,
Rotherham,
South Yorkshire
S66 1YY**

Code of practice on consultation

This consultation document has been produced in accordance with the Government Cabinet Office 'Code of Practice on Consultation', which sets out

six criteria against which public consultation should be conducted. The Code can be seen in full at www.bis.gov.uk/files/file47158.pdf

Confidentiality, privacy, and data protection

A summary of responses to this consultation will be published on Rotherham CCG's website at www.rotherhamccg.nhs.uk

Paper copies are available on request.

Information provided in response to this consultation, including personal information, may be published, or disclosed, in accordance with the Freedom of Information Act 2000 and the Data Protection Act 1998.

If you want the information that you provide to be treated as confidential, it would be helpful if you

could explain to us why you regard the information that you have provided as confidential. We are bound by a code of practice and if we receive a request for disclosure of the information we will take full account of your explanation. However, we cannot give an assurance that confidentiality can be maintained in all circumstances.

An automatic confidentiality disclaimer generated by your IT system will not, in itself, be regarded as binding on Rotherham CCG.

Rotherham CCG will manage your personal data in accordance with the Data Protection Act 1998.



Glossary

This explains some of the terms we've used in this document.

Accident and Emergency (A&E)

Accident and Emergency departments assess and treat people with serious injuries and those in need of emergency treatment. People sometimes call them 'casualty' departments.

Clinical teams

Doctors, nurses and other health professionals who work together to deliver care to patients.

Consultation

The planned process through which local people and those people and organisations with an interest in health services in Rotherham can give us their comments and suggestions on our plans.

Diagnostics

The tests a nurse or doctor may use to help find out what illness or injury a patient has. These might include blood tests, x-rays or scans, for example.

Discharge (from hospital)

This is when a patient is ready to go home – or to another care service – and no longer needs to have care provided by the hospital.

GPs

General Practitioners (GPs) are doctors who work from a local surgery or health centre. They provide medical advice and treatment to patients who have registered with them.

GP out of hours services

A service which provides urgent access to a GP when practices are closed for healthcare needs which cannot wait until practices reopen.

NHS 111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

Over the counter

Medicines or treatments that you can get from your local chemist, without the need for a prescription from your doctor.

Referral

This is when a patient is directed to another service or professional who can provide advice or treatment which the patient needs. This is usually a specialist service which deals with the patient's illness or injury.

Routine appointment

When there is no urgent or immediate need for treatment or care. The patient can be booked to see a doctor or nurse on another day.

Walk-in Centre

NHS walk-in centres are usually staffed by nurses, and are available to everyone for minor injuries and illnesses. Patients do not need to make an appointment. GPs are also based in some walk-in centres, like the one in Rotherham.



Rotherham Clinical Commissioning Group

