

## **Right Care, First Time Consultation Update: for Information to Health and Wellbeing Board**

Formal public consultation on the proposals for Urgent Care ended on 26 July 2013.

The consultation concluded over 18 months of engagement which took the form of a series of discussions, focus groups, market research and briefings. Work with local stakeholders, including patient and community groups, initially helped the CCG to understand the use and perceptions of NHS services and how these could be improved and developed to meet patient needs. Formal consultation sought views on the proposal to bring together services for patients who need urgent care into one place, at a new Urgent Care Centre.

### **The consultation process**

Formal public consultation took place between 6 May and 26 July 2013.

It was undertaken in line with Government guidance on consultation and service changes. In particular the CCG sought to ensure that the proposal has:

- commitment and support from clinicians;
- a clear clinical evidence base;
- Clear benefits for patients in terms of quality of care and availability of services.

The comments and suggestions submitted as part of the pre-consultation and formal consultation will be taken fully into account in arriving at the final decision.

A range of consultation channels were used including:

- Distribution of the consultation document, including an easy-read version, to over 500 individuals, groups and local networks;
- posters and flyers, also widely distributed, primarily to promote the public meetings;
- articles in the local and regional media and in NHS staff and stakeholder publications targeted at staff;
- online consultation pages on the CCG website and an online response form;
- public meetings and attendance at scheduled user group meetings during the consultation period;
- one-to-one meetings with stakeholders;
- Social media.

### **Consultation responses**

The consultation results are now being analysed. The consultation asked for feedback in the form of comments and issues about the proposal, which means that there is much qualitative analysis to be completed. From the initial analysis, there is broad support for the proposal from statutory stakeholders and from public meetings.

98 responses from individuals/groups have been received through a combination of online, email and paper responses. There is an equal split between those who either agree or strongly agree with the proposal and those who disagree or strongly disagree. 11% of responders were neutral. Amongst individuals and some of the patient/community groups the main issues raised include:

1. Car parking at RFT (availability, convenience, cost, proximity to Urgent Care Centre)
2. Quality of Care (ie the desire to see quality at least maintained or improved overall as well as the opportunities closer working with A&E will bring)
3. Convenience of Walk in Centre location (this covers both its physical location and the convenience of the services it offers)

There are also a large number of comments making suggestions about the physical accessibility of the proposed building and how the design and planning of the new service could improve the patient and carer experience.