



The Rotherham **NHS**
NHS Foundation Trust



NHS
Rotherham
Clinical Commissioning Group

The Emergency Centre: Right Care, First Time

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Your life, Your health

Recap - our proposal

To redesign our urgent and emergency care system to ensure :

1. *Patients receive the right care first time*
 - one place to go to if you have an emergency or urgent care need
2. *Patients receive quality care*
 - bringing together the skills of primary care with the skills of accident and emergency in a modern facility
3. *Rotherham's emergency and urgent care services are sustainable for the future*
 - more and more patients need and will need urgent care.
 - Re-investing in this area will make the whole NHS in Rotherham work better

Why do we need to change?

- Rotherham patients told us that the existing system is confusing and they don't know where to go to when they have an urgent care need. Sometimes they go to more than one service.
- We know that sometimes patients can wait a long time when they access urgent care, we want to improve this.
- We know that demand for urgent and emergency care services continues to rise. The existing services may struggle to meet the demand in the future, especially with an ageing population.
- We know that patients are sometimes admitted to hospital unnecessarily creating pressure on services.
- Nationally, the evidence base states that 30% of A&E attendances are for conditions which could be treated by primary care.
- Nationally the direction of travel is to develop emergency centres.

The Vision

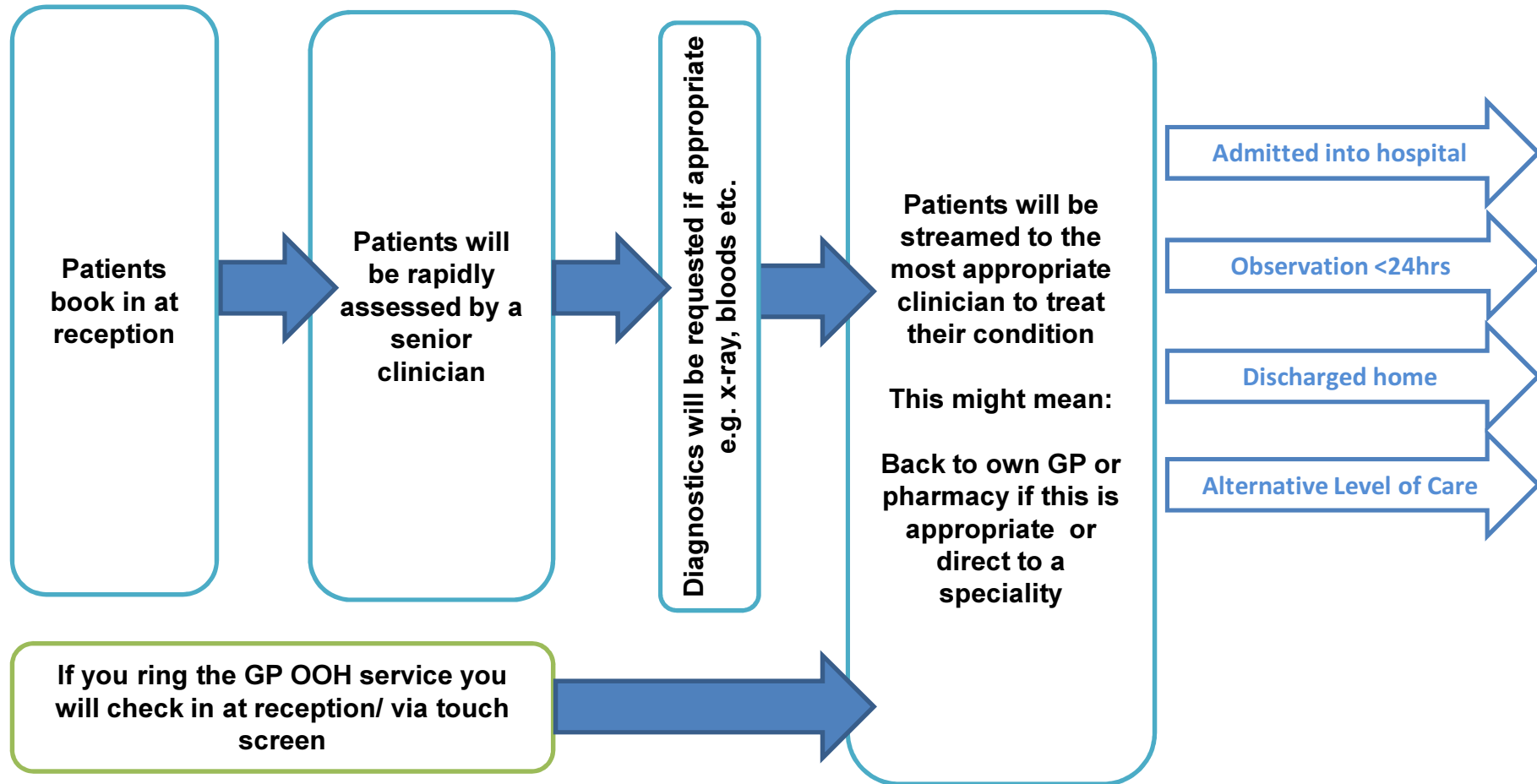
To have one **Emergency Centre** to provide a single urgent and emergency care system for the people of Rotherham, located at the hospital.

This means:

- Emergency Department staff and Primary Care staff working together to provide a multi-skilled workforce fully equipped to meet the patients needs
- The GP OOH service and care coordination centre will be based there so all urgent care services are together in one place
- It will have better links with mental health services
- It will have better links with social care services
- Enhanced facilities to meet future demand

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How will it work – service model



What difference will it make to the people of Rotherham?

- **It will ensure patients see the right clinician first time.**
 - Patients no longer have to make a decision about which service to use if their condition is urgent, they can go to one place and be rapidly assessed to the most appropriate clinician.
- **Improved waiting times**
 - Having more experienced physicians at the start of patients journey means people see the right clinician, first time and reduces the time patients are waiting.
 - The ability in the model to flex capacity depending where the demand is the highest follows the latest thinking around patient flow and will help to reduce waiting times.
- **Quality, safe care**
 - This model has been developed by Rotherham Clinicians, following consultation with Rotherham residents and is based on local and national evidence.
 - It is clinically beneficial for both patients and staff
- **More sustainable services for the future**
 - The new model is focused on what is best for Rotherham patients and staff. It truly meets the needs of Rotherham now *and* for the future
 - The new model focused on developing a diverse

Timescales



Relevant boards for approval
October /November
14



Capital Scheme Commences
October/November
14



Capital Scheme Complete
September 2016



Service model operational
October 2016



Frequently Asked Questions

Q. Will the whole of Rotherham Community Health Centre will be closing after the Walk-in-Centre leaves the building.

A. The centre currently provides health services to patients other than the Walk-in-Centre. There will still be health services provided in the building after the walk-in service leaves.

Q. Is A&E closing, where do I go if I have an emergency?

A. We are not closing the A&E department, we are bringing together all emergency and urgent care services under one roof to make it easier to know where to go when you have an emergency or urgent condition.

Q. What's happening about parking?

A. We recognise that parking is an concern. We know staff park in the patients car park. As part of the scheme we will be building an additional 122 spaces to move staff out of the patient car park, which will free up car parking spaces for the public.

Q. Will I have to pay for parking?

A. Yes. Patients who access A&E now pay for parking. When the emergency centre opens this will not change.

Q. What is going into the health centre when the WIC moves out?

A. We are currently in the process of looking at what services could be better delivered from the community health centre.

Thank you for listening

Comments and Questions



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