

# URGENT CARE

The right treatment, in the right place, at the right time

## OPTIONS FOR THE DELIVERY OF URGENT CARE IN TAMESIDE AND GLOSSOP

[WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE](http://WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE)



**Have YOUR say**

# URGENT CARE

The right treatment, in the right place, at the right time

## Care Together

- Driving up Healthy Life Expectancy
- Reducing Inequalities
- Improving outcomes including patient experience
- Improving financial stability
- Key stakeholders:- NHS Tameside & Glossop CCG, Tameside Metropolitan Borough Council and Tameside & Glossop Integrated Care NHS Foundation Trust

[WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE](http://WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE)



**Have YOUR say**

# URGENT CARE

The right treatment, in the right place, at the right time

## Driving Integrated Care

We will:

- Support local people to remain well
- Provide high quality integrated services designed around the needs of the individual and provided in the most appropriate location
- Equip people to take greater control over their own care needs and the services they receive

[WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE](http://WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE)



**Have YOUR say**

# URGENT CARE

The right treatment, in the right place, at the right time

## What is Urgent Care?

- Any form of medical attention needed on the same day but is not life-threatening
- Includes:
  - injuries,
  - an illness or ailment
  - or any other medical condition where you seek advice from a health professional such as a GP, pharmacist, NHS 111 or a Walk-in-Centre

[WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE](http://WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE)



**Have YOUR say**

# URGENT CARE

The right treatment, in the right place, at the right time

## Our Urgent Care

- Evening and weekend appointments commissioned
- Our current Walk In Centre sees 154 per day, many of whom could self care with support
- Our local A&E sees an average of 236 people a day  
84 of them are people who have minor needs
- We want A&E to be freed up to care for the sickest people, including older people
- Other services available include Minor Ailments (Pharmacy), Minor Eye Conditions
- Current fractured service is not improving patient outcomes, experience or resources

# URGENT CARE

The right treatment, in the right place, at the right time

## National and Greater Manchester Expectation

### A&E Streaming at Tameside and Glossop Integrated Care Foundation Trust

- Clinical streaming in place by October 2017
- Operating up to 12 hours a day

### Urgent Treatment Centre in Tameside and Glossop

- Open at least 12 hours a day
- Will do blood tests, and most will have x-ray facilities
- People able to book an appointment via NHS 111, their own GP, or walk in

### GP Access

- Increased pre-bookable evening & weekend appointments with general practice

[WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE](http://WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE)



**Have YOUR say**

# URGENT CARE

The right treatment, in the right place, at the right time

## Developing our Proposal

Over last 3 years People have told us:

I want prompt advice and my fears allayed

I want to talk to someone I trust like my GP practice

I want a simple means of access with consistent opening hours

I choose the easiest place to get to

I go where I think I will be seen soonest

Local people know where the hospital is

I want a more integrated service with Mental Health and Social Care

[WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE](http://WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE)

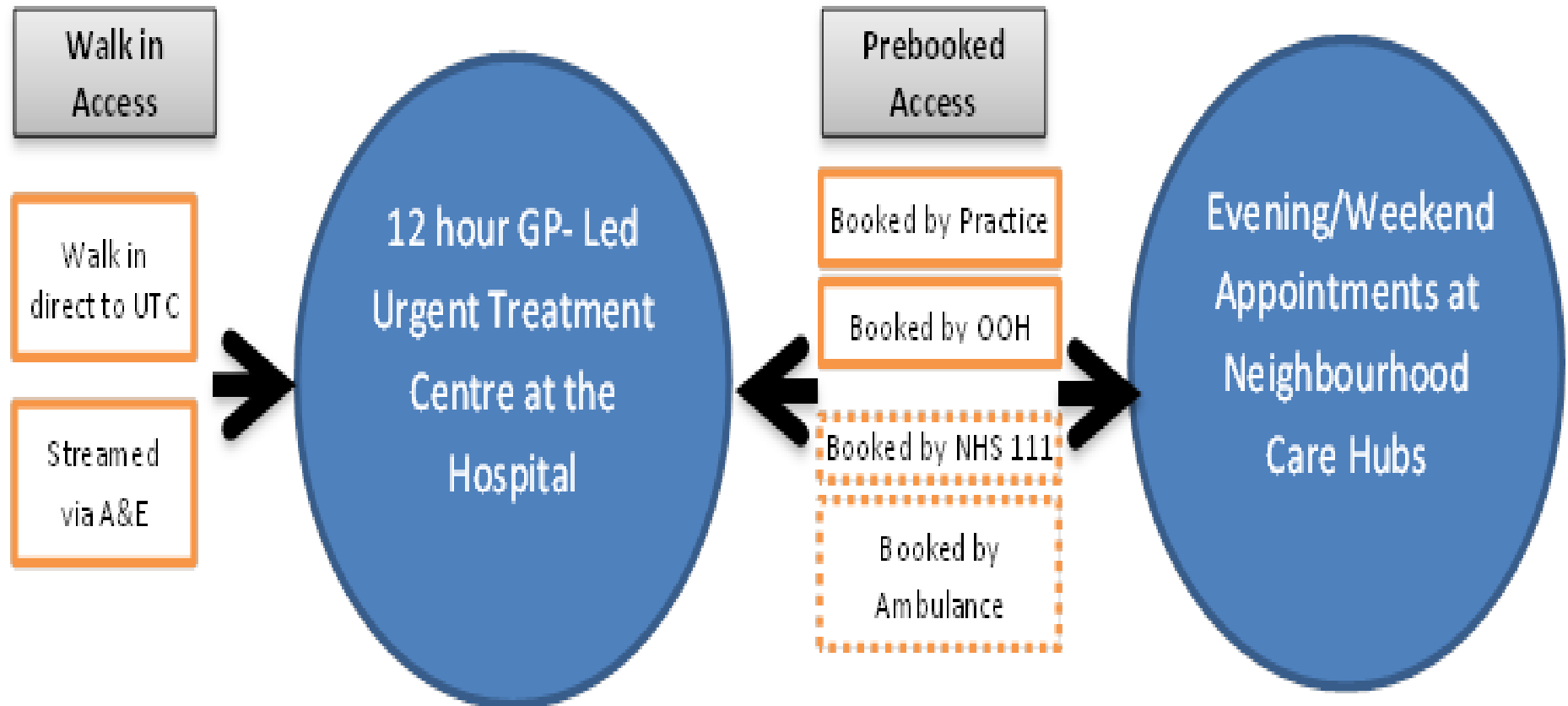
**Have YOUR say**



# URGENT CARE

The right treatment, in the right place, at the right time

## Our Proposal





# URGENT CARE

The right treatment, in the right place, at the right time

Option 1	Opening Hours		Access		Location
	Weekday	Sat and Sun	Booked appointments	Walk-in	
Urgent Treatment Centre	9am to 9pm	9am to 9pm	Yes	Yes	Hospital Site in Ashton
North Hub	6.30pm to 9pm	9am to 1pm	Yes	No	Ashton Primary Care Centre
South Hub	6.30pm to 9pm	9am to 1pm	Yes	No	To be Confirmed
Glossop Hub	6.30pm to 9pm	9am to 1pm	Yes	No	Glossop Primary Care Centre

Option 2	Opening Hours		Access		Location
	Weekday	Sat and Sun	Booked appointments	Walk-in	
Urgent Treatment Centre	9am to 9pm	9am to 9pm	Yes	Yes	Hospital Site in Ashton
North Hub	6.30pm to 9pm	None	Yes	No	Ashton Primary Care Centre
South Hub	6.30pm to 9pm	None	Yes	No	To be Confirmed
West Hub	6.30pm to 9pm	None	Yes	No	To be Confirmed
East Hub	6.30pm to 9pm	None	Yes	No	To be Confirmed
Glossop Hub	6.30pm to 9pm	9am to 1pm	Yes	No	Glossop Primary Care Centre

# URGENT CARE

The right treatment, in the right place, at the right time

## Questions and Answers

<http://www.tamesideandglossopccg.org/URGENTCARE>

[WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE](http://WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE)



**Have YOUR say**