

APPENDIX 2

Urgent Care Consultation

NHS Tameside & Glossop Clinical Commissioning Group is currently reviewing how Urgent Care can be best delivered across Tameside & Glossop. You can access further information about our proposals for Urgent Care in our information document available at www.tamesideandglossopccg.org/urgentcare

1. Are you currently registered with a GP in Tameside & Glossop? (Please tick one box only)

- Yes (Go to Q3)
 No (Go to Q2)

2. Are you registered with a GP in another area? (Please tick one box only)

- Yes
 No

3. Please indicate how recently you have used the following services when you have had an urgent health care need (Please tick one box per row)

	Within the last week	Within the last month	Within the last six months	Within the last year	More than one year ago	I have never used this service
NHS 111 service (telephone service available 24 hours a day)						
NHS Choices (internet based service available 24 hours a day)						
Pharmacies						
Minor eye conditions service within opticians						
GP practice appointments						
Out of hours GP service						
Walk-in Service at Ashton Primary Care Centre						

	Within the last week	Within the last month	Within the last six months	Within the last year	More than one year ago	I have never used this service
Walk-in Service outside of Tameside & Glossop						
Accident & Emergency department at Tameside & Glossop ICFT Hospital site (Tameside Hospital)						
Accident & Emergency department at a hospital outside of Tameside & Glossop						

The Proposal

With the mandatory introduction of a streaming service at A&E and the requirement to develop an Urgent Treatment Centre (UTC), we are proposing to move the Walk-in Service at Ashton Primary Care Centre (APCC) to the UTC at the hospital so that it becomes an enhanced Urgent Care service with access to diagnostics.

By providing an UTC on the same site as A&E we believe we will achieve the outcomes we want for our Urgent Care system. A key example of this is should you walk in to the UTC and on assessment, need more specialist diagnostics e.g. an X-ray, you will receive this promptly and without the need to travel to another location. Having one place to walk in to receive assessment on where to go for treatment will mean you do not have to decide where to go – a professional will support you, providing clarity which is likely to particularly help carers and parents.

Our proposal is to create an Urgent Treatment Centre based at Tameside Hospital which will provide walk-in and bookable access 12 hours a day (9.00am to 9.00pm), 7 days a week, 365 days a year. This service will be in addition to your local GP – it doesn't replace it.

	Urgent Treatment Centre (Hospital Site)	Walk in Centre (APCC)
Bookable same day / urgent and routine appointments	✓	✗
Walk in access for urgent care	✓	✓
Access to urgent diagnostics	✓	✗
Improved patient safety due to emergency services available on site	✓	✗
Well known location within Tameside & Glossop	✓	✗
Good transport links	✓	✓

In addition to the new streaming service and UTC, we propose to increase the level of same day and routine GP appointments and provide more access to Urgent Care locally through the Neighbourhood Care Hubs. We have two options on how we could do this and want to hear your views on these options. The two options are a combination of sites with variable hours available at each site. There is no preferred option.

4. When the walk in service currently provided at Ashton Primary Care centre is relocated to an Urgent Treatment Centre on the Tameside Hospital site what impact will this have for you? (Please explain in the box below)

Further to the relocation of urgent care services to the Urgent Treatment Centre on the Tameside Hospital site, we will also be looking at where to best place Neighbourhood Care Hubs. The Hubs will provide additional locations where people can book appointments. We are inviting your views on **two options** for how we can best deliver increased, local access to Urgent Care across Tameside and Glossop through our Neighbourhood Care Hubs. These are:

Option 1

In addition to the Urgent Treatment Centre based on the Tameside Hospital site offering booked appointments, and walk-in access, Option 1 proposes Urgent Care access in **three** Neighbourhood Care Hubs; The North Hub (Ashton Primary Care Centre), The Glossop Hub (Glossop Primary Care Centre) and the South Hub (Hyde or Longdendale). These hubs will offer booked appointments via your own GP or via NHS 111. Option 1 offers opening hours as detailed below:

Neighbourhood Care Hub	Opening Hours		Access	
	Weekdays	Weekends	Booked Appointments	Walk-in
Urgent Treatment Centre at the hospital, Ashton	9.00am to 9.00pm	9:00am to 9:00pm (inc. Bank Holidays)	Yes	Yes
North Hub	6.30pm to 9.00pm	9.00am to 1.00pm	Yes	No
Glossop Hub	6.30pm to 9.00pm	9.00am to 1.00pm	Yes	No
South Hub	6.30pm to 9.00pm	9.00am to 1.00pm	Yes	No

Option 2

In addition to the Urgent Treatment Centre based on the Tameside Hospital site offering booked appointments, and walk-in access, Option 2 proposes Urgent Care access in **five** Neighbourhood Care Hubs; The North Hub (Ashton Primary Care Centre), The South Hub (Hyde or Longdendale), The East Hub (Stalybridge, Dukinfield or Mossley), The West Hub (Denton, Droylsden, or Audenshaw) and The Glossop Hub (Glossop Primary Care Centre). This option has increased availability in more locations for weekday appointments but offers weekend appointments across fewer locations. This option will offer booked appointments via your own GP or via NHS 111 during the hours detailed below:

Neighbourhood Care Hub	Opening Hours		Access	
	Weekdays	Weekends	Booked Appointments	Walk-in
Urgent Treatment Centre at the hospital, Ashton	9.00am to 9.00pm	9:00am to 9:00pm (inc. Bank Holidays)	Yes	Yes
North Hub	6.30pm to 9.00pm	Appointments available at Urgent Treatment Centre or Glossop Hub	Yes	No
Glossop Hub	6.30pm to 9.00pm	9.00am to 1.00pm	Yes	No
South Hub	6.30pm to 9.00pm	Appointments available at Urgent Treatment Centre or Glossop Hub	Yes	No
East Hub	6.30pm to 9.00pm	Appointments available at Urgent Treatment Centre or Glossop Hub	Yes	No
West Hub	6.30pm to 9.00pm	Appointments available at Urgent Treatment Centre or Glossop Hub	Yes	No

5. Which of the two options above do you think best suit the urgent care needs of the population across Tameside & Glossop? (Please tick one box only)

- Option 1
- Option 2

6. Please tell us your reasons for selecting the option you have for Question 5 (Please explain in the box below)

7. If you have an alternative option on how Urgent Care could be delivered across Tameside & Glossop in the future please tell us in the box below. Please explain the benefits this alternative option will bring and any financial considerations.

8. Do you have any other comments you would like to make about Urgent Care services in Tameside & Glossop? (Please write your comments in the box below)

About You

9. Please tick the box that best describes your interest in this issue? (Please tick one box only)

- A member of the public
- A carer on behalf of someone else
- An employee of Tameside Council
- An employee of NHS Tameside & Glossop Clinical Commissioning Group
- An employee of Tameside & Glossop Integrated Care NHS Foundation Trust
- A GP who works in Tameside & Glossop
- A pharmacist, optician or dentist working within Tameside & Glossop
- A community or voluntary group
- A partner organisation
- A business / private organisation
- Other (please specify below)

10. What is your home postcode? (Please state)

11. What best describes your gender?

- Female
- Male
- Prefer to self-describe
- Prefer not to say

12. What is your age? (Please state)

13. Which ethnic group do you consider yourself to belong to? (Please tick one box only)

White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background (Please specify)

Mixed / Multiple Ethnic Groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / Multiple ethnic background (Please specify)

Black / African / Caribbean / Black British

- African
- Caribbean
- Any other Black / African / Caribbean background (Please specify)

Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background (Please specify)

Other ethnic group

- Arab

- Any other ethnic group (Please specify)

14. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include problems related to old age. (Please tick one box only)

- Yes, limited a lot
 Yes, limited a little
 No

15. Do you look after, or give any help or support to family members, friends, neighbours or others because of either, long-term physical or mental ill-health / disability or problems due to old age? (Please tick one box only)

- Yes, 1-19 hours a week
 Yes, 20-49 hours a week
 Yes, 50+ hours a week
 No

16. Are you a member or ex-member of the armed forces?

- Yes
 No
 Prefer not to say

17. What is your marital status?

- Single
 Married / Civil Partnership
 Divorced
 Widowed
 Prefer not to say

18. Are you pregnant, on maternity leave or returning from maternity leave?

- Yes
 No
 Prefer not to say