

# REVIEW OF URGENT CARE IN TAMESIDE AND GLOSSOP

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



TAMESIDE AND GLOSSOP  
**Care together**  
SINGLE COMMISSIONING FUNCTION

**NHS**  
Tameside and Glossop  
Clinical Commissioning Group

**Have YOUR say**

FIND OUT MORE AND HAVE YOUR SAY ON THE PROPOSALS AT  
[WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE](http://WWW.TAMESIDEANDGLOSSOPCCG.ORG/URGENTCARE)

## **INTRODUCTION**

NHS Tameside and Glossop Clinical Commissioning Group (CCG) is committed to ensuring our residents can access the right care, at the right time and in the right place should you or someone you care for have an urgent medical need. We want to make our urgent care system as simple as possible so that your journey through illness to recovery is clear, easy to access and of a high quality.

With an increasing demand on the health and social care system, health services want to ensure that those who are the sickest and in most need of emergency care receive the quickest treatment. To achieve this, there is now a national requirement to provide a streaming service at every Accident and Emergency (A&E) by October 2017. In addition, we have been mandated to provide an Urgent Treatment Centre (UTC) which is GP-led, open 12 hours a day, every day. This UTC needs to be equipped to diagnose and deal with many of the most common ailments which people attend A&E with that aren't a life-threatening emergency.

Once implemented in Tameside and Glossop, both of these nationally mandated services will relieve pressure on A&E by streaming people who arrive at our A&E into either the main A&E Department or the UTC ensuring they receive the right care and treatment in the right place. Those who are in most need of emergency care will therefore receive this quickly in A&E and those who do not have major or life threatening illness/injury will receive effective treatment in the UTC.

As commissioners of health and social care services in Tameside and Glossop, we need to look at the way we deliver our whole range of urgent care services so that we can deliver the streaming service and the UTC at the hospital in an affordable way. We also want to ensure that we have understandable and accessible urgent care which balances quality, access and makes the best use of our resources.

This document sets out our proposals for improving our urgent care system and we want your views.

## **WHAT IS URGENT CARE?**

Any form of medical attention that you need on the same day but is not life-threatening is what we deem to be Urgent Care. This could include injuries, an illness (ailment) or any other medical condition where you seek advice from a health professional such as a GP, pharmacist, NHS 111, a walk-in centre or the out of hours GP service when your local doctor's surgery is closed.

## **WHAT IS A STREAMING SERVICE?**

If you arrive at A&E at the Hospital, you will be greeted and assessed by an experienced professional who will make a decision as to whether you need emergency care or urgent care. If your need is assessed as urgent, you will be directed through to the UTC and if you need emergency treatment, you will stay in A&E and receive care there as quickly as possible. This means you, and all patients, will receive the right care, in the right place, delivered by the right healthcare professional.

## OUR VISION FOR URGENT CARE

The current urgent care services in Tameside and Glossop overlap. This means there are numerous options for people trying to access Urgent Care which leads to confusion, complexity and duplication. We want to ensure our services are easy to understand so you receive effective care first time, in the right place and do not have to visit multiple services for the same issue.

Our vision for urgent care is part of our wider Care Together programme to improve the outcomes and experience of health and social care across Tameside and Glossop. This includes developing a strong focus on prevention and how to self-care as we aim to reduce the risk of people requiring Urgent Care in the first place. Care Together also aims to improve care closer to home by increasing local access to same day appointments through GP practices, pharmacists and Neighbourhood Care Hubs as well as the new Urgent Treatment Centre. We want to provide this range of appointments 7 days a week.

To enable us to achieve this ambition, we have identified the following outcomes for our urgent care system:

- **A simpler system** – telephone help to know where to go and only one place to walk in to receive effective care. Ring your GP first for help and advice. If out of hours, an automated message will tell you what to do.
- **An efficient System** - with your consent, your medical records will be available to clinicians in the Neighbourhood Care Hubs and the Urgent Treatment Centre. This means you won't have to tell your story twice, creating a better care experience.
- **Care closer to home** – increased choice of same day appointments locally either with your local GP, by visiting one of the Neighbourhood Care Hubs or the Urgent Treatment Centre at the hospital.
- **Reduce pressure on A&E** – an effective system to ensure A&E staff are able to focus on emergencies and life threatening situations and enable all who arrive at A&E to receive the appropriate level of treatment and care.
- **Sustainability** – less duplication and complexity to create a more cost effective approach to Urgent Care and ensure people feel better equipped and supported to reduce the risk of the same need arising in the future.

## HOW HAVE WE DEVELOPED THE PROPOSALS?

The proposals have been developed following ongoing engagement with local communities and groups discussing Care Together and the approach to future service provision. In recent months, we have engaged specifically on the approach to Urgent Care through various patient/public groups and networks. These sessions identified the following:

- Logistical factors influence where people attend (distance, car parking, public transport)
- People who are unable to get an urgent appointment at their GP are likely to utilise A&E or the Walk In Centre (WiC)
- Confidence in the professional providing treatment influenced the decision whether to use a service or not
- Many people would rather be seen locally than go to hospital unless absolutely necessary
- Desire for social care support to work alongside health support when necessary
- The term “urgent” was not seen as easily understood.

Reflecting on the above, we have developed proposals for the future of Urgent Care and now want to hear your views.

**FIND OUT MORE AND HAVE YOUR SAY ON THE PROPOSALS AT  
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## THE PROPOSAL

With the mandatory introduction of a streaming service at A&E and the requirement to develop an 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 a 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.

## 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:

	Opening Hours		Access	
	Weekdays	Weekends	Booked Appointments	Walk-in
Urgent Treatment Centre at the hospital, Ashton	9am to 9pm	9am to 9pm (inc Bank Holidays)	Yes	Yes
North Hub	6.30pm to 9pm	9am to 1pm	Yes	No
Glossop Hub	6.30pm to 9pm	9am to 1pm	Yes	No
South Hub	6.30pm to 9pm	9am to 1pm	Yes	No

## OPTION 2

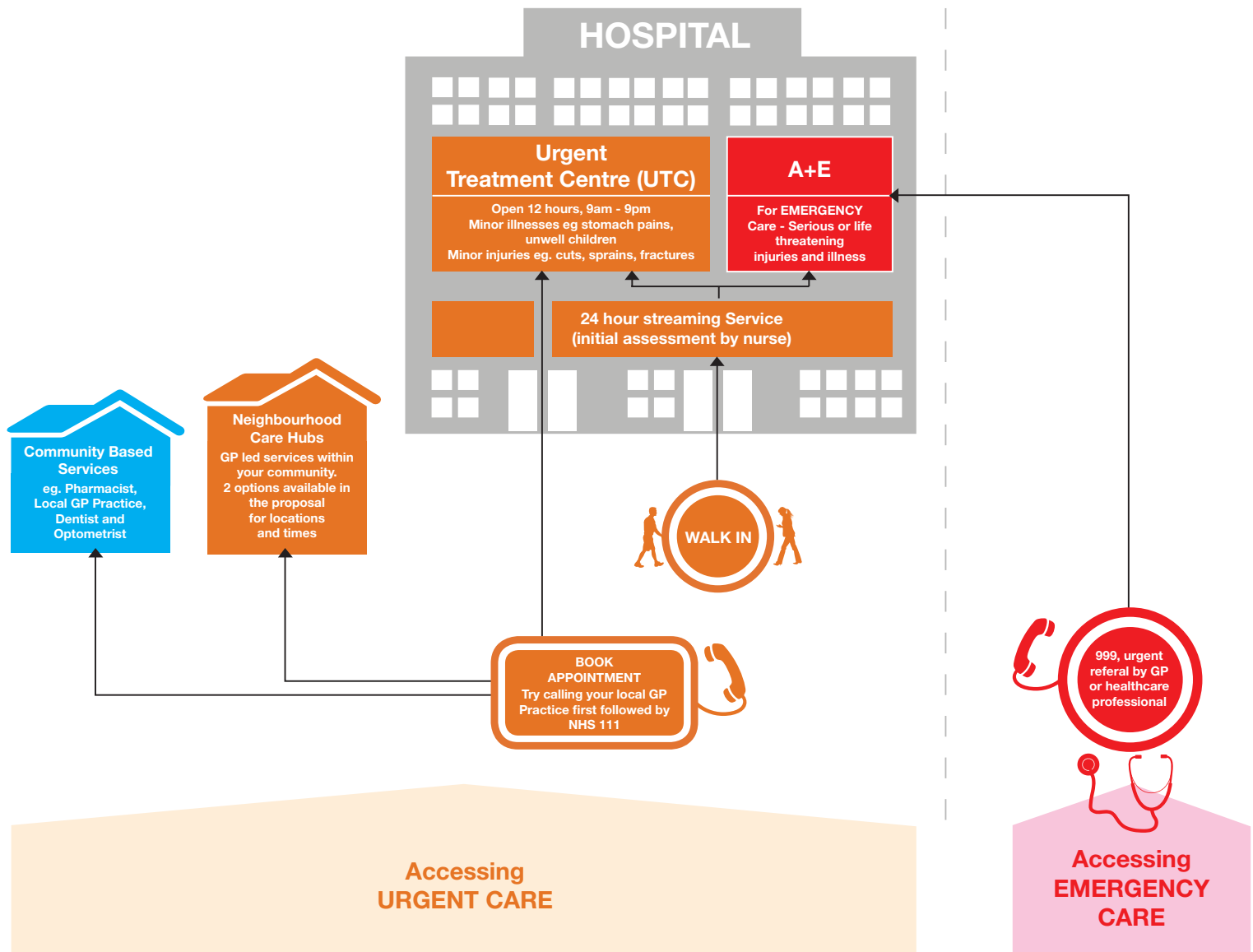
In addition to the Urgent Treatment Centre based on the Tameside Hospital site offering booked appointments and walk-in access, Option 2 proposes Urgent Care access in five Neighbourhood Care Hubs; The North Hub (Ashton Primary Care Centre), The South Hub (Hyde or Longdendale), The East Hub (Stalybridge, 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:

	Opening Hours		Access	
	Weekdays	Weekends	Booked Appointments	Walk-in
Urgent Treatment Centre at the hospital, Ashton	9am to 9pm	9am to 9pm (inc Bank Holidays)	Yes	Yes
North Hub	6.30pm to 9pm	Appointments available at the UTC and Glossop Hub	Yes	No
Glossop Hub	6.30pm to 9pm	9am to 1pm	Yes	No
South Hub	6.30pm to 9pm	Appointments available at the UTC and Glossop Hub	Yes	No
East Hub	6.30pm to 9pm	Appointments available at the UTC and Glossop Hub	Yes	No
West Hub	6.30pm to 9pm	Appointments available at the UTC and Glossop Hub	Yes	No

# ADVANTAGES AND DISADVANTAGES

Options	Advantages	Disadvantages
1	<ul style="list-style-type: none"> <li>Easily understandable opening hours as they are the same at the North, Glossop and South Neighbourhood Care Hub</li> <li>No change in the current availability for evening or weekend bookable access</li> </ul>	<ul style="list-style-type: none"> <li>Some people will need to travel outside of their neighbourhood</li> </ul>
2	<ul style="list-style-type: none"> <li>Urgent Care access available in five Neighbourhood Care Hubs</li> <li>Increased evening access in East and West</li> <li>No change in Glossop availability for evening or weekend bookable access</li> </ul>	<ul style="list-style-type: none"> <li>Weekend access at the Glossop Neighbourhood Care Hub and Urgent Treatment Centre only.</li> </ul>

## URGENT CARE PROPOSED MODEL



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## HOW WILL THIS WORK FOR YOU?



Jenny was worried about her mum Pauline who lives in Droylsden as she seemed off colour and was complaining that her legs really hurt. Jenny rang her mum's GP and when she explained what the matter was, the receptionist offered to book her an appointment at the practice at 3:30pm or at The South Neighbourhood Care Hub at 6:30pm. Jenny chose the appointment at The Hub as then her husband would be able to look after their children whilst she took Pauline to the doctors. At The Hub, the doctor was able to read Pauline's medical records and provide reassurance that this was a symptom of Pauline's ongoing condition as her own GP had recently increased her steroids. The GP advised Pauline to give it a bit more time and re-iterated the management plan in her medical notes.



Teckla and Michael were worried about Sasha their 3 year old daughter who has developed a rash after playing in the garden. Teckla rang NHS 111 as it was 10 am on a Sunday. The children's nurse she spoke to suggested they book an appointment to see a GP in one of the Neighbourhood Care Hubs and offered appointment times that day at The Glossop Hub or The North Hub. They decided to take the 11:30am appointment at The Glossop Hub in the Primary Care Centre where the GP examined Sasha, checked her medical records and prescribed some chlorphenamine for the rash and itch.



Peter was out running on Tuesday evening and tripped over. He felt sore when he went to bed but was not worried. The next morning his ankle and foot were very swollen and it was really difficult to put any weight on it. He rang his GP to see if he could get an appointment and they suggested he would be better going to the Urgent Treatment Centre on the hospital site in Ashton as he may need an X-ray. They offered to book an appointment for him and explained he could also just walk in if he would rather. He decided to book a 1pm appointment so his friend could take him. On arrival, Peter was assessed and had an X-ray which thankfully showed nothing was broken. He had sprained his ankle and was advised to rest, use ice and elevate his leg.



Asad was visiting his cousin Mahir in Denton when he developed a severe headache. Mahir suggested they go to the Urgent Treatment Centre at the hospital. When they arrived they were assessed and then seen by the Advanced Nurse Practitioner who took a full history and performed a neurological examination. The headache was in keeping with a tension type headache, and the family were under stress due to recent bereavements. Support and simple analgesia was offered.

## HAVE YOUR SAY ON THE PROPOSALS

We are keen to hear your views on our proposals and whether you have any preferences about the opening hours or locations of our Neighbourhood Hubs. You can provide your views by:

Completing the online survey at [www.tamesideandglossopccg.org/urgentcare](http://www.tamesideandglossopccg.org/urgentcare)

- You can pick up a paper copy at local GPs and Libraries across Tameside and Glossop
- You can pick up a paper copy at the Ashton Primary Care Centre
- You can email [TGCCG.Communications@nhs.net](mailto:TGCCG.Communications@nhs.net) and we will send you a paper copy

## HOW WILL WE USE YOUR COMMENTS?

The consultation will run for 12 weeks from 1 November 2017 until 26 January 2018. Once the consultation closes, we will analyse all responses received by the closing date. Your feedback along with a range of other factors including legal and financial considerations will be taken into account when preparing a final proposal on which option should be implemented.

We aim to submit a recommendation to the Single Commissioning Board in February 2018. This report will be available on the CCG's website: [www.tamesideandglossopccg.org](http://www.tamesideandglossopccg.org)

## WHERE CAN I GET MORE INFORMATION ABOUT THIS CONSULTATION?

Additional written information, including the detailed reports presented to the Tameside and Glossop Single Commissioning Board are available on the CCG website: [www.tamesideandglossopccg.org](http://www.tamesideandglossopccg.org)

You can write to us at: NHS Tameside and Glossop Clinical Commissioning Group, Dukinfield Town Hall, King Street, Dukinfield, Tameside, SK16 4LA or email us at: [tgccgurgentcareconsultation@nhs.net](mailto:tgccgurgentcareconsultation@nhs.net)

Alternatively call us on: **0161 342 5517**





# REVIEW OF URGENT CARE PROVISION IN TAMESIDE AND GLOSSOP

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## FACT SHEET

### An Enhanced Service:

- Giving you increased choice and access to same day Urgent Care and routine appointments locally
- Access to diagnostics for Urgent Care such as X-rays on one site meaning you do not have to visit multiple services for the same issue.
- With your consent, your medical records will be available to clinicians in the Neighbourhood Care Hubs and the Urgent Treatment Centre. This means you won't have to tell your story twice, creating a better care experience.

### A Simpler Service:

- Making your journey through illness to recovery clear, easy to access and of a high quality.
- Creating a single walk-in point at the hospital for Urgent Care will mean you receive effective care first time

### Care Closer to Home

- Giving you more options locally for same day and routine appointments through your local GP, by visiting one of the Neighbourhood Care Hubs or the Urgent Treatment Centre at the hospital

### Reducing Pressure on A&E

- Ensuring those who are the sickest and in most need of emergency care receive the quickest treatment.

### A Sustainable Service

- Creating a simple, high quality and cost effective approach to Urgent Care
- Reducing duplication of services to ensure effective use of resources
- The new streaming service and the development of an Urgent Treatment Centre are mandated nationally to ensure those who go to A&E with a non-life threatening condition are directed to the best place for treatment and thus relieving pressures on A&E .



- 1 Urgent Care means any form of medical attention that you need on the same day but is not life threatening. This could include injuries, an illness (ailment) or any other medical condition where you could seek advice from a Primary Care Service such as a pharmacist, NHS 111 or a GP.
- 2 The Review of Urgent Care is part of wider Care Together programme: Improving the individual's experience of health and social care by giving them better access to joined-up, high quality and affordable services. We want people to get the right treatment, in the right place, at the right time.
- 3 Using Urgent Care will reduce pressure on A&E and ensure that people are supported by the most appropriate person - fully utilising the skills of the wider Primary Care teams rather than unnecessarily going to A&E.
- 4 We are bringing care closer to home through an enhanced Urgent Care offer. The proposals will provide increased, local access to same day health advice and treatment. This will be through your local GP practices, the Neighbourhood Care Hubs, the Urgent Treatment Centre and increased use of Pharmacists, Opticians and Dentists when an urgent need arises.
- 5 The government want to ensure that those who are the sickest and in most need of emergency care receive the quickest treatment. They have therefore mandated nationally that every A&E has a Primary Care Streaming Service which is now in place at the hospital in Ashton. This will stream people who go to A&E with a non-life threatening condition to the best place for treatment.
- 6 The government have also mandated that every area has to have an Urgent Treatment Centre (UTC) that will be GP-led, open 12 hours a day, every day, and be equipped to diagnose and deal with many of the most common ailments people attend A&E for. This will ease the pressure on A&E leaving it free to treat the most serious cases.
- 7 We are proposing to move the Walk-in Service currently provided at the Ashton Primary Care Centre (APCC) and enhance it by locating it within the proposed Urgent Treatment Centre at the hospital so that those attending can also access a range of diagnostics.
- 8 Providing walk-in access to the Urgent Treatment Centre on the same site as A&E with access to diagnostics meaning those people who on assessment need more specialist diagnostics e.g. X-ray or treatment, will receive the care they need promptly without the need to travel to another location.
- 9 By bringing services together on the hospital site we are making better use of NHS resources in an increasingly challenging time. We will use staff and resources from the existing services to ensure that we have the right skills and capacity to effectively and efficiently treat patients both on the hospital site and the Neighbourhood Care Hubs.

- 10** The proposed Urgent Treatment Centre at the hospital in addition to the two options for where and when you can book appointments at a Neighbourhood Care Hub will provide extended, more local access to Primary Care services – increasing the availability of same day appointments in the evenings and at weekends.
- Option one includes Hubs in the North (Ashton Primary Care Centre), the South Hub (Hyde or Longdendale) and Glossop (Glossop Primary Care Centre)
  - Option two includes Hubs in the North (Ashton Primary Care Centre), the South (Hyde or Longdendale), the East (Stalybridge, Dukinfield or Mossley), the West (Denton, Droylsden or Audenshaw) and Glossop (Glossop Primary Care Centre)

The weekend opening hours in the two options vary and locations within the South, East and West are to be confirmed

- 11** The current services that provide Urgent Care in Tameside and Glossop overlap. This means we have multiple access routes for patients who have an urgent need. This is not cost effective and we want to ensure that a patient's journey through care is simple so they receive effective care first time and do not represent to other services for the same issue.

- 12** The majority of users of the current Walk-In Service at Ashton Primary Care Centre (APCC) are from the North neighbourhood and hence this service is not used evenly across the borough. 73% of users are registered with a Tameside and Glossop GP (June 2017 - May 2017) while 10% are unregistered users.

- 13** The APCC will remain open and will house a range of GP and outpatient services such as Physiotherapy. It will also be the North Neighbourhood Care Hub with access to bookable same day appointments for Urgent Care in addition to the Urgent Treatment Centre at the hospital with walk-in and bookable access to Urgent Care and access to diagnostics.

- 14** Introducing the UTC at the hospital alongside the Neighbourhood Care Hubs mean that anyone who needs an appointment out-of-hours will be seen locally within Tameside and Glossop. This is not currently the case as under our current model residents can be sent to Oldham.

- 15** Our proposal is to relocate the Walk in Service from Ashton Primary Care Centre to an Urgent Treatment Centre at Tameside Hospital. Tameside hospital is 1.5 miles from the APCC which means there is no demonstrable difference in travel times for those travelling by car. Some people's journeys may be shorter and some longer. Our transport analysis shows that on average 99.8% of Tameside and Glossop residents are within 0-30 minutes drivetime of both APCC and the hospital whether travelling at peak time weekday morning, peak time weekday afternoon / evenings, off peak weekdays or weekends.

- 16** Our proposal is to relocate the Walk in Service from Ashton Primary Care Centre to an Urgent Treatment Centre at Tameside Hospital. Tameside hospital is 1.5 miles from the APCC. The proposed site for the UTC is well served by public transport including links from the Ashton Public Transport Hub.

- 17** Should the proposal go ahead, we will ensure a safe transition to the new model of care. The streaming at A&E is already in place and we will continue to learn from that what additional services we need to have available at the Urgent Treatment Centre. We will ensure we have strong arrangements for transferring people into more specialist services when they need them e.g. the Early Pregnancy Assessment Unit or Mental Health and social care services. Our plan is to keep the Walk-In Service at APCC running until Summer 2018 so that there is enough capacity during Winter 2017 when demands on health services will be high.

# REVIEW OF URGENT CARE PROVISION IN TAMESIDE AND GLOSSOP

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## FAQs

**Q<sup>1</sup>** What is the consultation about?

**A<sup>1</sup>** We are now mandated nationally to have a streaming service at the hospital and an Urgent Treatment Centre - we therefore need to look at the way we deliver our Urgent Care offer across Tameside and Glossop. We want to make sure our services are as simple as possible so that your journey through illness to recovery is clear, easy to access and of high quality. We are particularly keen to hear your views on the two options for locations and opening hours of Neighbourhood Care Hubs which will provide increased access to bookable Urgent Care appointments.

**Q<sup>2</sup>** What is Urgent Care?

**A<sup>2</sup>** Any form of medical attention that you need on the same day but is not life-threatening is what we deem to be Urgent Care. This could include injuries, an illness (ailment) or any other medical condition where you seek advice from a health professional such as a GP, pharmacist, NHS 111, a walk-in centre or the out of hours GP service when your local doctor's surgery is closed.

**Q<sup>3</sup>** Are you reducing the number of sites where I can access Urgent Care?

**A<sup>3</sup>** No. Currently the main site for urgent care is the Walk-in Service at Ashton Primary Care Centre (APCC) with a few practices and Out of Hours also booking people who need Urgent Care into evening and weekend appointments at Neighbourhood hubs in Glossop Primary Care Centre, Hyde and Ashton Primary Care Centre. In the proposal, the Walk-in Service will be moved to the hospital within the new Urgent Treatment Centre to improve the service by giving it access to diagnostics such as X-ray. In addition it will be possible for everyone to book appointments through their GP or Out of Hours at the Urgent Treatment Centre or at a Neighbourhood Care Hub and there are options in the proposal for a varying number and location of Neighbourhood Care Hubs offering bookable same day appointments



**Q<sup>4</sup>** I can't get an appointment now at my GP so how will this affect me?

**A<sup>4</sup>** Rapid access to GP appointments can be a challenge but we are aware of this and are working hard to resolve in Tameside and Glossop. We are working closely with all our practices to ensure all of them are able to meet the GM primary care access standards by December 2018. In addition we will build on the evening and weekend access arrangements that we have already funded, increasing the number of places where appointments can be made and ensuring that all patients are offered evening and weekend appointments. We believe that all of our population will see the impact of this.

**Q<sup>5</sup>** How will I be able to get an appointment at one of the hubs?

**A<sup>5</sup>** Most people want to see their own GP or a GP within that practice if at all possible. We will support this by improving access to all practices where possible. However, we also realise that sometimes you may not be able to access your practice either due to no appointments being available or through your choice for convenience, urgency or due to having caring responsibilities. In which case, your GP practice will be able to book you directly into an evening or weekend slot within a hub or at the Urgent Treatment Centre based at the hospital. You will also be booked into the appointments by Out of Hours or NHS 111 if it is outside of your GP Practice hours.

**Q<sup>6</sup>** Why is it necessary to move the Walk-in Service at the Ashton Primary Care Centre?

**A<sup>6</sup>** We aim to have effective, high quality services. Moving the Walk-in Service to the hospital within the new Urgent Treatment Centre creates a better service as it will have access to diagnostics. This simplifies and improves a patients journey through care as it means people who on assessment need more specialist diagnostics e.g. X-ray or treatment, will receive the care they need promptly without the need to travel to another location.

**Q<sup>7</sup>** What are the plans for Ashton Primary Care Centre if Urgent Care access moves to the hospital site?

**A<sup>7</sup>** Ashton Primary Care Centre (APCC) will remain open and any space which becomes vacant will be filled by increasing community, social care, primary or acute services such as Physiotherapy. The APCC is also the North Neighbourhood Care Hub and will still offer bookable same day appointments for Urgent Care. We envisage that the APCC will always be a thriving health and social care hub at the heart of the community.

**Q<sup>8</sup>** I can't park at the hospital now - what are you going to about this?

**A<sup>8</sup>** We are all aware of the challenges of car parking at the hospital. We have already commenced a development scheme in partnership with the hospital which will provide an additional 240 parking spaces. We believe this will be complete by the end of December 2017 and therefore will ease car parking.

**Q<sup>9</sup>** Will I still be able to go to A&E if I need to?

**A<sup>9</sup>** If you have an urgent medical condition that can't be diagnosed/ treated via NHS 111, at your pharmacy or at your registered GP practice, then yes, you can still go to A&E. When assessed by the streaming service you may be treated within the Urgent Treatment Centre at the hospital rather than A&E

**Q10** Where can I get more information about public transport to the locations where urgent care is provided?

**A10** For Tameside go to: [www.tfgm.com/Pages/default.aspx](http://www.tfgm.com/Pages/default.aspx)  
For Glossop go to: [www.derbybus.info/times/tt\\_201\\_999.htm](http://www.derbybus.info/times/tt_201_999.htm)

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**Q11** Can I use any of the Neighbourhood Care Hubs across Tameside and Glossop?

**A11** Yes, you can.

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**Q12** Where can I go to access Urgent Care?

**A12** You can access Urgent Care through appointments at your local GP. If an appointment isn't available or convenient to you, you can access any of the Neighbourhood Care Hubs which best suits your needs – this may be because it is the closest to where you live, work, or the quickest available appointment.

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**Q13** Where will the Neighbourhood Care Hubs providing access to Urgent Care be located?

**A13** Our proposals include Urgent Care access at Neighbourhood Care Hubs across Tameside & Glossop. Option 1 proposes access in three Neighbourhood Care Hubs in addition to the Urgent Treatment Centre based at the Tameside Hospital site. Option 2 proposes access in five Neighbourhood Care Hubs in addition to the Urgent Treatment Centre based at the Tameside Hospital site.

Our proposals are based on the North Hub being located at the Ashton Primary Care Centre and the Glossop Hub being based at the Glossop Primary Care Centre. The locations for hub in the East Neighbourhood (covering Stalybridge, Dukinfield and Mossley), the South Neighbourhood (covering Hyde and Longdendale) and the West Neighbourhood (covering Denton, Droylsden and Audenshaw) are still to be determined.

Travel time analysis for the potential access in the Hubs has been undertaken to assess any possible travel implications for residents. When modelling this travel time analysis indicative locations for the East, South and West Hubs have been used. These are – East Hub (St. Andrew's Medical Centre, Stalybridge), South Hub (Haughton Thornley Medical Practice, Hyde) and West Hub (Denton Festival Hall). The exact locations of the Neighbourhood Care Hubs will be determined following the consultation period.

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**Q14** Can I get an evening or weekend appointment for something that is not urgent?

**A14** Yes, if you do not have an urgent medical need, you can book a routine appointment with your GP Practice or at one of the Neighbourhood Hubs.

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**Q15** What is the difference between the Hubs and the walk-in at the hospital?

**A15** The Hubs are accessed through booked appointments only via your GP, Out of Hours or NHS 111. The walk-in service at the hospital means you will go through the streaming service and be assessed by a medical professional as to whether you have a non-urgent, urgent or emergency medical need. You will then be directed to the right place for the right treatment. For Urgent Care you will go to the Urgent Treatment Centre on site which has access to diagnostics such as X-rays so should you have this additional need you can be treated in one place. For emergency care you will be directed to A&E. If when you use the walk-in service and once assessed your need is not urgent you may be advised to contact your own GP or another service for support.

**Q16** Is this just about closing services?

**A16** No, we will retain all current Urgent Care services and enhance them. We need to make changes as outlined in the consultation booklet in order to deliver the mandated services while still providing the best health and social care and value for the people of Tameside and Glossop.

**Q17** Why can't you leave things as they are?

**A17** As commissioners of health and social care services in Tameside and Glossop, we need to look at the way we deliver our range of Urgent Care services so that we can provide the mandated streaming service and Urgent Treatment Centre at the hospital in an affordable way. We also want to ensure that we have an understandable and accessible Urgent Care offer built around this which balances quality, access and the best use of our resources.

**Q18** How have you calculated how long it takes for people to travel to the location of the current Walk in Service at Ashton Primary Care Centre, the proposed site for the Urgent Treatment Centre at Tameside Hospital and the potential locations of the Neighbourhood Care Hubs?

**A18** Basemap's TRACC software was used to calculate travel times to Ashton Primary Care Centre, Tameside hospital (Tameside and Glossop Integrated Care NHS Foundation Trust) and the potential locations of the Neighbourhood Care Hubs using public transport at both peak and off peak time periods. This covers all major public transport options across Tameside and Glossop including bus, train and tram.

TRACC was also used to calculate drive times at both peak and off peak time periods, and walk times.

The data processed through Tracc to extract the travel times is called Trafficmaster TM Speed. Trafficmaster TM Speed data is GPS sourced and centrally purchased by the Department of Transport

The drive time in minutes figures are bi-directional so are an average of both directions of travel. The drive time in minutes is by any available road route and Tracc calculates the 'fastest route' between the given locations

Trafficmaster TM Speed data is calculated annually, meaning that the figure is derived from the speed of sample cars travelling Monday-Friday throughout the entire year (this would include school holidays and bank holidays).

Full details of this public transport, drive time and walk time analysis (including maps) is included in the Equality Impact Assessment.

**Q19** How will my responses to the consultation help you make a decision?

**A19** There is no preferred option in the proposal for the location and opening hours of the Neighbourhood Hubs. We are therefore keen to hear your views so that we can take your feedback into account when making the final decision.

**Q20** When will the final decision be made?

**A20** Once the consultation period finishes on 26 January 2018, we will analyse all responses received. We aim to submit a recommendation to the Single Commissioning Board in February 2018. This report will be available on the CCG's website: [www.tamesideandglossopccg.org](http://www.tamesideandglossopccg.org)





# REVIEW OF URGENT CARE PROVISION IN TAMESIDE AND GLOSSOP

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

## 1 NOVEMBER 2017 – 26 JANUARY 2018

Urgent Care is any form of medical attention that you need on the same day but is not life-threatening. We want to ensure our services are easy to understand so that you receive effective care first time, in the right place and do not have to visit multiple services for the same issue.

Your views are important to us in making a decision on how we can best deliver our Urgent Care services so that we balance an enhanced, accessible service with affordability.

**FIND OUT MORE AND HAVE YOUR SAY ON THE PROPOSAL AT:**

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

**OR PICK UP A PAPER COPY FROM YOUR LOCAL GP**

# Have YOUR say

