

Shakespeare walk in centre engagement – you said/we did

You said (Recommendations)		We did (What did the commissioning team do)
Information	Promote self-care and support people to manage minor health conditions at home.	<p>We run a number of campaigns locally alongside our partners, including Leeds City Council as well as other NHS Trusts in the city to encourage people to self-care. You can find some examples of our work on our website (please note there are a number of campaigns taking place throughout the year – this is just a snapshot): https://www.leedsccg.nhs.uk/health/campaigns/</p> <p>In addition we support a number of national campaigns including Help Us Help You (https://www.nhs.uk/staywell) and self care week http://www.selfcareforum.org/events/self-care-week-resources/)</p> <p>We continue to promote the NHS website which has lots of information and advice about managing minor health conditions at home as well as looking after yourself should you have a long-term condition(s) – www.nhs.uk</p>
	Ensure that any change in location is well promoted and that the benefits are clearly outlined.	This will be factored in the overall service development for urgent treatment centre. https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/
	Provide accessible information about changes to urgent care services in Leeds.	At the moment the formal engagement on the proposals for the urgent treatment centres in Leeds is under way. Once the engagement closes we will consider this feedback in the

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		<p>promotion of the new urgent treatment centres.</p> <p>https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/. Our formal engagement has seen us develop easy read resources as well as a video that includes a British Sign Language (BSL) interpreter and subtitles.</p>
Accessibility	<p>Working with primary care</p> <p>Continue to work with primary care to improve access to on-the-day GP appointments. This might include extended hours</p>	<p>We are continuing to work closely with primary care commissioners to address this issue. The feedback from this engagement has been shared with the primary care commissioners.</p>
	<p>Opening hours</p> <p>Provide access to urgent care services outside traditional working hours, such as in the evening and the weekend.</p>	<p>The extended access (GP) services are currently in operation across the city. More information on extended access can be found here:</p> <p>https://www.leedsccg.nhs.uk/health/services/extended-gp-appointments/</p> <p>The current engagement on the proposals for the urgent treatment centre in Leeds is gathering information about people's preferences of opening times.</p> <p>https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/</p> <p>A decision on opening times will be made once the current</p>

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		engagement comes to an end.
	<p>Location</p> <ul style="list-style-type: none"> • Ensure that urgent care services are provided from locations with ample and cheap parking. • Ensure that future urgent care services are provided in safe, well-lit locations. 	<p>We (the CCG) and often our partners who provide healthcare services cannot always influence the availability and cost of parking for a number of reasons. This could range from space available to develop parking spaces while ensuring we have enough room to build adequate health facilities through to some car parks being managed by external providers due to the costs involved in managing and maintaining such facilities</p> <p>However we make every effort to consider healthcare facilities in locations that are generally easy to access by public transport. All our proposed sites/locations for the new urgent treatment centre factor in the transport networks.</p> <p>The safety of patients and visitors has been factored in our proposed locations for the new urgent treatment centre.</p> <p>We are also working with partners to ensure adequate security arrangements are in place on site.</p>
	<p>Waiting times</p> <p>Consider how any future urgent care service can maintain or reduce the waiting times.</p>	<p>Reduced waiting times is one of the key drivers for our proposals however we also recognise that an increasing population leads to an increase in demand which does inevitably lead to waiting times. We feel that by offering some pre-bookable appointments at the urgent treatment centres we will be able to provide a more convenient service where possible.</p>

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		<p>People in Leeds are invited to share their views and preferences of opening times for the urgent treatment centres. More details will be provided once we know more about the outcomes of the current engagement. https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/</p>
	<p>Ensure that future urgent care services are designed in a way which is easy to understand and navigate.</p>	<p>Our proposals for urgent treatment centre are offered as a solution to reduce variation in different urgent care services and deliver a more standardised, less confusing service.</p> <p>https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/</p>
	<p>Consider the geographical spread of urgent treatment centres in Leeds and continue to work with GP practices so that people are able to access urgent care services in their own communities.</p>	<p>All five locations proposed for the urgent treatment centres are across the city of Leeds while looking to make the best use of our existing buildings and healthcare staff.</p> <p>https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/</p>
<p>Quality of service</p>	<p>Ensure that people staffing urgent care services have the training and support they need to provide services that are person-centred.</p>	<p>As part of the service development we will be considering the skills and qualifications of staff.</p>

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	Consider reviewing staffing in light of any change	As part of the service development we will be factoring in the right staffing levels.
	Ensure that urgent care services can offer a range of different interventions under one roof.	The core standards for the development of urgent care treatment centres include the provision of a range of treatments and interventions, such as x-rays and some health tests.
	Ensure that the future urgent care services are provided from modern facilities.	Providing modern and better facilities to patients has been one of the reasons for our proposal to host the walk-in centre at the proposed co-located urgent treatment centre at St James's Hospital.
Relocation of the Shakespeare Walk-in centre	Consider the value of moving the walk-in from Shakespeare to St James's Hospital but also be aware that a number of people did not support this change in location.	All the feedback we received, including people's concerns, will be considered in the service development for urgent treatment centres.
	Outline how a move to St James's will be managed to ensure that the site remains accessible.	The urgent treatment centres will offer a separate service to patients. This will be an additional service to A&E. The St James's hospital is in an accessible and well recognised location with good transport links.
Equality of access	Urgent treatment centres should consistently meet the requirements of	We will be undertaking a full quality and equality impact assessment in relation to all our proposed urgent treatment

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<p>improving access and providing services for people with diverse needs</p>	<p>the Equality Act 2010 so that services are accessible to all diverse communities in Leeds.</p>	<p>centres and take the necessary steps to ensure that we are providing an accessible service.</p>
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