We would like your views

Our proposal for urgent treatment centres in Leeds

Closing date to feedback your views: 15 April 2019
The NHS in Leeds is committed to providing you with the best possible services when you need urgent care

We have a vision for urgent treatment centres in Leeds and we want to help you understand more about this and give you the chance to share your views.

You can read about our proposals over the next few pages and there is a short survey at the end of this booklet that you might like to complete and return.

Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>2</td>
</tr>
<tr>
<td>Our vision and the case for change</td>
<td>5</td>
</tr>
<tr>
<td>Learning from the urgent treatment centre pilot</td>
<td>7</td>
</tr>
<tr>
<td>Accessing urgent care in Leeds currently</td>
<td>8</td>
</tr>
<tr>
<td>What is an urgent treatment centre?</td>
<td>10</td>
</tr>
<tr>
<td>Our proposals on the sites hosting urgent treatment centres</td>
<td>11</td>
</tr>
<tr>
<td>Are there any changes to current services?</td>
<td></td>
</tr>
<tr>
<td>Differences between co-located and community-based urgent treatment centres.</td>
<td></td>
</tr>
<tr>
<td>Have your say</td>
<td>14</td>
</tr>
<tr>
<td>Feedback survey</td>
<td>15</td>
</tr>
</tbody>
</table>
About this document

**NHS England**

NHS England is the organisation that oversees the budget, planning, delivery and day-to-day operation of the commissioning (planning and funding) side of the NHS in England.

NHS England has reviewed urgent care services across the country and recognises that people sometimes are confused about where to go if they need care urgently but it isn’t an emergency.

As a result they have issued clinical commissioning groups, the organisations responsible for planning and funding (commissioning) services for the local area and population they cover, with guidance about establishing at least one **urgent treatment centre** in their area.

**NHS Leeds Clinical Commissioning Group**

As your local clinical commissioning group (CCG), NHS Leeds CCG has made some proposals for urgent treatment centres for the citizens of Leeds and we want to hear your views about these proposals.

Over the last few years we have spoken to local people who have told us that it’s not always clear who would be best placed to help you, or a loved one, when you’re not feeling well or have been injured.

This is especially the case where you feel you need to be seen quite quickly but you know it’s not an emergency. We know that the way services are currently designed to help you in this situation – which we often call urgent care services – are not easy to understand.

We feel that our proposals will help simplify the system for you when you have an **urgent care** need.
Before you share your views it’s important to understand what we mean by **urgent care**

Throughout this document we refer to **urgent care**. This is different to emergency care however to many people the term ‘urgent care’ can be confusing (if it’s urgent isn’t it an emergency?).

Many people go to accident and emergency (A&E) but other places might be better for them.

**Urgent care**

is care that someone feels is needed on the same day but their illness or injury is **not life-threatening**.

This could include anything from cuts, minor injuries, bites or stings through to mild fevers, vomiting and diarrhoea etc.

**Emergency care**

is provided in a medical emergency when **life or long-term health is at risk**.

For example, this could include serious injuries, severe infections, blood loss, chest pains, choking or blacking out.
Our vision and the case for change

A simpler system
We’ve been talking to local people for a number of years and they all tell us that they find the current system for accessing urgent care confusing. This feedback is the same across the country.

As a result some people end up going to the city’s accident and emergency (A&E) units because they’re not sure where they should go or might have found it difficult to get an appointment elsewhere.

A&E is really busy
More people are living for longer. This is great news although for many people, as they get older, it’s increasingly likely that they will live with one or more long-term condition. When these long-term conditions are not managed effectively at home or in a community setting, people’s health worsens resulting in emergency treatment or admission to hospital.

Local and national data shows that around one in five visits to A&E could have been avoided if people used other services or were confident enough to manage their own health. This means that people that really do need specialist care at A&E, have to wait longer to be seen, treated and be discharged or admitted to hospital.

Right place
People in Leeds can now access primary care (GP services) appointments on evenings and weekends. In addition, you can also pop in to your local pharmacy should you start to feel unwell. Pharmacists are trained medical professionals that can help you should you feel unwell.

Our proposals would see five urgent treatment centres in the city, making it easier for you to get support for your urgent care need.
Listening to what you’ve told us

Listening to healthcare professionals

Our proposals are being developed by working closely with healthcare professionals (‘clinicians’). We’re using their expertise to ensure that the services we develop are safe, are the best possible quality and improve your experience when receiving care.

Listening to what you have already told us

As well as telling us that the system is confusing, we’ve also been listening to what you have told us previously about urgent care services in the city.

Most recently from 4 October to 16 November 2018 we asked for your views and wanted to know more about your experience of using the Shakespeare Walk-in Centre. Your feedback has helped us develop our proposals.

You can read more here: www.leedsccg.nhs.uk/get-involved/your-views/your-views-needed-on-the-shakespeare-walk-in-centre

Making the best use of your money and our resources

We have a duty to make the best use of taxpayers’ money. Our proposals are designed to make the best use of the resources available to us. This is not just about making the best use of the budget that we are given but also the staff we have in Leeds.
Learning from our pilot project

We have an urgent treatment centre based at the St George’s Centre in Middleton, LS10. NHS England selected Leeds as a pilot site to test how an urgent treatment centre could deliver services.

The pilot has been running since March 2018 and in that time we have been learning and adapting the service to meet local needs. We are pleased to announce that the St George’s site is now officially an urgent treatment centre as it meets the core standards set out in NHS England’s guidance.

Although this urgent treatment centre is now open we still need your feedback. We will listen to what you tell us through the survey, at the back of this booklet. This will help us to see if we can improve the services we provide, understand more about any access issues you have and any suggestions that could improve the experience you have when using the centre.
Accessing urgent care in Leeds now

**Self care**

Some people are confident to manage a health condition that has suddenly developed or an existing long-term condition. For example, people might choose to go to a pharmacy and buy some medicines over the counter or rest at home until their condition improves.

**Through your GP practice**

There are 100 GP practices in Leeds providing people with support to manage long-term conditions as well as any urgent on-the-day care needs. All GP practices now offer extended opening hours, including evening and weekend appointments with the most appropriate clinician such as a practice nurse. We know that there is some variation when booking an appointment as well as the services each GP practice is able to provide. You have told us that this means you are not always able to get an urgent GP appointment.

**NHS 111**

The NHS 111 service is available 24 hours a day, 7 days a week (telephone and online), to help you access the right service when you need medical help fast but it's not an emergency. NHS 111 is staffed by fully trained advisors.

**GP out-of-hours**

The GP out-of-hours service is accessed through NHS 111. It provides urgent clinical help and advice outside GP opening hours for patients who are unable to wait for their GP practice to re-open.

**Pharmacies**

Pharmacists are trained medical professionals that can help you should you start to feel unwell or have a less serious injury (such as a sprain). A number of pharmacies are open late; most have private consulting rooms and can offer advice and support on a range of common health conditions. In addition, pharmacies can provide expert advice on any medicines you are taking. They could well be the most appropriate first port of call for your healthcare needs.
Accessing urgent care in Leeds now

Walk-in centre

There is one walk-in centre in Leeds, currently based at Burmantofts Health Centre. The walk-in centre can be used for minor illness and medical concerns that do not need emergency care; such as coughs, chest infections, fevers, sore throats and headaches.

Minor injury unit

We have one minor injury unit in Leeds based at Wharfedale Hospital. Minor Injuries Units deal with cuts, bites, sprains, bone, muscle or joint injuries. Under our proposals, this is where one of our urgent treatment centres will be hosted.

St George’s urgent treatment centre

The St George’s urgent treatment centre (UTC) has a minor injury service running from 8am-11pm, seven days a week.

The service can support you with less severe minor injuries and minor illness. X-ray facilities are available each day until 8:30pm.

The UTC has a primary care service running 8am-6pm, Monday to Friday. This can see acute (a sudden not long-standing) minor illness.

However, the service does not see babies under six weeks old or deal with any pregnancy related conditions.

A&E

There are two A&E departments in Leeds, one at Leeds General Infirmary and the other at St James’s Hospital (no children’s A&E on this site).

A&E is there to help you when you have a life-threatening or serious illness or injury.

As we have outlined in this document people also use A&E for more routine conditions that could be seen elsewhere such as sore throats or colds.

Our proposals are designed to make urgent care better

We want to be able to offer you the care and support you need at any time of day when you have an urgent care need. To do this, we are proposing to develop five urgent treatment centres in Leeds, this includes the existing one at the St George’s Centre in Middleton.
What is an urgent treatment centre?

It is useful to understand what an urgent treatment centre is and how you will be able to access one in the future.

NHS England says that:

“Urgent treatment centres will be GP-led, open at least 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. Urgent treatment centres will ease the pressure on hospitals, leaving other parts of the system free to treat the most serious cases.”

So what does this actually mean?

It means that you can access healthcare services and support when you, or a loved one, is feeling unwell or has an injury that needs to be seen quickly but it isn’t a serious life-threatening emergency. The service will offer treatments and tests for common or minor illnesses and injuries so that A&E departments can deal with more serious cases.

An urgent treatment centre will:

- Offer you a bookable appointment through NHS 111, if the fully trained advisor feels you need to be seen by a healthcare professional
- Provide a walk-in service to help you should you have a minor illness or injury (such as sprains, cuts or grazes) that need to be seen on the same day
- Provide some diagnostic tests such as x-rays, blood and urine tests

This will provide a simpler way for you to access urgent care services.
Our proposed sites

Our proposals on the sites hosting urgent treatment centres

Where will the urgent treatment centres be based?

Our proposals will see a total of five urgent treatment centres in the city. These will be based at the following locations:

- Two will be **community-based urgent treatment centres**. One will be at Wharfedale Hospital in Otley, (where the current minor injuries service is based) and the other is now open at St George’s Centre in Middleton

- We will **‘co-locate’ two urgent treatment centres** with the city’s accident and emergency departments at Leeds General Infirmary and St James’s Hospital

- The fifth site we’re proposing will be in east Leeds. Our early thoughts are that this will be in the Seacroft area, although we have not decided the exact location.

Why are you proposing east Leeds for the fifth site?

We have chosen east Leeds (most likely to be in the Seacroft area) as the fifth site as we feel this will help us meet anticipated future need in the city based on development plans in east Leeds. This will result in a number of additional new homes as well as new businesses which we need to plan for. In addition, based on current data, we know that people in the east of the city have limited options when faced with an urgent care need, resulting in increased attendances at A&E.
Our proposed sites

Will they be new build centres or based in existing buildings?

We are not proposing any new buildings due to the current budget available to us. Where possible we’re looking to use existing NHS buildings and remodelling them so that they can host urgent treatment centres. Based on our planning work we are confident that we should have enough space to accommodate the urgent treatment centres on the sites being proposed.

Depending on the site in the east of the city, we may need to look at a new development that meets the clinical and wider needs of local people. This proposed development would also be subject to planning permissions as well as patient, clinical and wider involvement of other key partners including local elected members (councillors and MP).

Is there anything that will close or move due to these proposals?

The urgent treatment centre that is being proposed to be co-located at St James’s Hospital will include the services currently provided by the Shakespeare Walk-in Centre, based in Burmantofts Health Centre. Before finalising these proposals we undertook engagement with patients and the wider public, particularly those that have used the walk-in centre to find out what they thought about this change.

If you want to find out more about the engagement around the Shakespeare Walk-in Centre visit: https://www.leedscgg.nhs.uk/get-involved/your-views/your-views-needed-on-the-shakespeare-walk-in-centre/

Based on what people have told us, we feel assured that hosting the walk-in centre, up the road at St James’s Hospital, is the right option.
## Differences between co-located and community-based urgent treatment centres

<table>
<thead>
<tr>
<th>Services</th>
<th>Co-located urgent treatment centres at A&amp;E (Leeds General Infirmary and St James’s Hospital)</th>
<th>Community-based urgent treatment centres (St George’s Centre, Wharfedale Hospital and east Leeds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offers pre-booked (through NHS 111) and walk-in appointments</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Walk-in service for common health conditions / minor illnesses such as colds, ear infections etc</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Minor injuries such as sprains, minor cuts and bites and stings</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>X-rays, blood and urine tests</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>GP-led services with a skilled mix of healthcare professionals including pharmacists and nurses</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Open every day including bank holidays</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Open 24 hours</td>
<td>Yes</td>
<td>No – the centres are likely to be open from 8am to 11pm however we would welcome your views</td>
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We feel that our proposals make the **most effective use** of our highly skilled workforce, existing buildings and the budget (money) available to us.
Have your say

We feel our proposals offer the best options to help local people and reduce pressure on our A&E departments by making it easier to access urgent care services. However it is important that services are developed in a way which meet the needs of all people in Leeds.

To achieve this we would like your views on our proposals.

We want to know:

- If you have had any difficulties accessing healthcare services, particularly those when you have had an urgent care need
- More about your experiences when you have needed to use urgent care services and what could have been improved
- Your views on our proposals
- Your views on the opening hours for the community-based urgent treatment centres
- Your views on our proposal for a fifth urgent treatment centre to be based in east Leeds

We will also be running events on the following dates, which includes a presentation from the project team with an opportunity to ask questions.

**22 March 2019, 10am-12pm and 1.30-3.30pm**

Hamara Centre, Tempest Road, Leeds LS11 6RD

If you’d like to come along to one of the above events you can either register online at www.nhsleedsccg.eventbrite.co.uk or call us to book a place on 0113 843 5470

In addition a number of drop-in events will be held, including at evening and weekends; these will be advertised on our social media channels – Facebook (NHS Leeds) and Twitter (@nhsleeds) and on our website www.leedsccg.nhs.uk/utcsurvey

**What will we do with your feedback?**

Once the survey has closed, we will analyse your feedback and write a report. This report will then help us understand how we plan and fund (commission) and buy (procure) services for the city’s urgent treatment centres.

**For further information...**

Please visit our website where, if you prefer, you can provide your feedback online: www.leedsccg.nhs.uk/UTCSurvey

If you have any questions please contact us:

Tel: 0113 843 5470
e-mail Leedsccg.comms@nhs.net

We very much look forward to hearing from you.

This survey is open from 21 January until 15 April 2019.
How you access urgent care services at present

1. If you had an urgent healthcare need, how confident would you feel that you would pick the right service? (please select one)
   - Extremely confident
   - Confident
   - Slightly confident
   - Not confident at all

2. If you currently have an urgent healthcare need which service are you most likely to use, in the first instance? (please select one)
   - Self care
   - Pharmacist
   - GP
   - Walk-in centre or minor injuries unit
   - NHS 111
   - Call 999
   - Go straight to A&E

   What is the main reason for choosing the service you have selected above?

How you might access urgent care services in the future

3. People have told us that trying to access the right urgent care service can be confusing. Will the introduction of urgent treatment centres in Leeds make it easier for you to access urgent care? (please select one)
   - Yes
   - No
   - Possibly

   Please use the space below to tell us more about your answer.

4. Based upon your understanding of our proposals how would this impact you accessing urgent care in the future? (please select one)
   - Make it worse
   - No effect
   - Improve it
   - Unsure

   Please use the space below to tell us more about your answer.
Opening hours and services

5. Do you think the opening hours of 8am - 11pm for the community-based urgent treatment centres are right?

☐ Yes as the two co-located centres within A&E are open 24 hours

☐ No

If no what hours should they be open?

Access and support

7. Is there anything else we need to consider to meet your access needs?

☐ Yes

☐ No

If yes what would help?

Our proposal for an urgent treatment centre in east Leeds (likely to be Seacroft)

We are proposing the fifth urgent treatment centre to be in Seacroft based on future expected need and current lack of access to urgent care services in east Leeds.

6. Do you think this is the right location for the site?

☐ Yes

☐ No

If no, why not?

Any other comments

9. Do you feel there is anything missing from our proposals?

8. Based on your previous experience of using healthcare services do you think you are given the information you need to look after yourself or a loved one, before you leave?

☐ Yes

☐ No

If no what would help?

10. Do you have any other comments or suggestions that could improve urgent care in Leeds?
We deliver a wide range of services and we need to know who is benefiting from our services and who might be missing out. We would really appreciate you answering the questions below by ticking the boxes that you feel most describes you. Some questions may feel personal, but the information we collect will be kept confidential, secure and kept separately from any personal information you might have provided elsewhere.

Please tick here if you would prefer not to answer any of the equality monitoring questions

[ ] I would prefer not to answer any of the equality monitoring questions

What is your postcode? ____________________________

What is your age?

[ ] Under 16  [ ] 16-25  [ ] 26-35  [ ] 36-45
[ ] 46-55  [ ] 56-65  [ ] 66-75  [ ] 76-85
[ ] 86+  [ ] Prefer not to say

Are you disabled?

(The Equality Act 2010 defines disability as ‘a physical, sensory or mental impairment which has, or had a substantial and long-term adverse affect on a person’s ability to carry out normal day to day activities’.)

[ ] Yes  [ ] No  [ ] Prefer not to answer

If yes, what type of impairment? (tick all that apply)

[ ] Long-standing illness
[ ] Physical impairment
[ ] Learning disability
[ ] Mental health condition
[ ] Hearing impairment (such as deaf or hard of hearing)
[ ] Visual impairment (such as blind or partially sighted)
[ ] Prefer not to answer
[ ] Other (please specify): ____________________________

What is your ethnic background?

[ ] Prefer not to say

White

[ ] British (English/ Welsh/Scottish/Northern Irish)
[ ] Irish
[ ] Gypsy or Traveller
[ ] European
[ ] Any other white background (please state) ____________________________

Mixed or Multiple ethnic groups

[ ] White and Black Caribbean
[ ] White and Black African
[ ] White and Asian
[ ] Any other Mixed or Multiple ethnic (please state) ____________________________

Asian or Asian British

[ ] Indian
[ ] Pakistani
[ ] Bangladeshi
[ ] Chinese
[ ] Any other Asian background (please state) ____________________________

Black, African, Caribbean or Black British

[ ] African/
[ ] Caribbean
[ ] Any other Black, African or Caribbean background (please state) ____________________________

Other ethnic group

[ ] Arab
[ ] Any other ethnic group (please state) ____________________________
What is your employment status? (please tick all that apply)

- Student
- At college
- At university
- Employed - Full time
- Employed - Part time
- In receipt of state benefits (e.g. Personal Independence Payment, Universal Credit)
- Unemployed – Looking for work
- Unemployed – Unable to work
- Unemployed – Not looking for work
- Apprenticeship/training
- Retired
- Prefer not to answer
- Other (please specify):

Are you pregnant at this time?
- Yes
- No
- Prefer not to say

Have you recently given birth (within a 26 week period)?
- Yes
- No
- Prefer not to say

Are you a parent or carer of a child or children under the age of five years old
- Yes
- No

What is your religion or belief?
- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- No religion
- Prefer not to say
- Other (please specify):

What is your sexual orientation?
- Bisexual (both sexes)
- Gay man (same-sex)
- Lesbian/gay woman (same-sex)
- Heterosexual/straight (opposite sex)
- Prefer not to say
- Other (please specify):

What is your relationship status?
- Civil Partnership
- Co-habiting (live with partner)
- Divorced
- Married
- Widowed
- Prefer not to say
- Other (please specify):

Are you a carer?
- Yes
- No
- Prefer not to say

Are you transgender? (Is your gender different to the gender you were given at birth?)
- Yes
- No
- Prefer not to say
Please share your contact details below if you would like to receive a copy of the engagement report and see what people have said. Your details will be stored in our system securely for one year and will only be used for the above purpose and any updates regarding this project.

Your personal information will be kept separate from the answers and your response to the questions will be anonymous.

Please be aware that if you provide us with personal information in your survey responses it may mean that your survey answers are no longer anonymous.

What are your contact details? Please note that you do not have to fill in your personal details to complete this survey.

Name

Address

Email

Telephone

GP practice

If you would like to find out more about any future changes to your local health services please tick this box to join our community network (if you tick the box below, we will be in contact with you shortly after the engagement has closed).

☐ I would like to find out more about future changes to my local health services

How did you hear about this survey (please select one option)?

☐ Social media

☐ CCG website

☐ Voluntary sector organisation

☐ NHS Trust

☐ At an event (such as a drop-in event)

☐ Other (please state)

For office use only

☐ VAL
You can return this form in the post, addressed:

Urgent Treatment Centres
FREEPOST
RTEG-JRZR-CLZG,
NHS Leeds CCG,
Suites 2-5 Wira House,
Wira Business Park,
West Park Ring Road,
Leeds,
LS16 6EB

(no stamp needed)

If you have any queries regarding this survey please contact:

Telephone: 0113 843 5470
Or email: leedsccg.comms@nhs.net

Alternative formats

An easy read version of this document is available on our website www.leedsccg.nhs.uk/
UTCSurvey. If you’d like a copy to be printed and sent to you please email us
Leedsccg.comms@nhs.net or call us on 0113 84 35470

An electronic version of this survey is available on our website at:
www.leedsccg.nhs.uk/utcsurvey

If you need this information in another language or format please contact us by telephone:
0113 84 35470 or by email: leedsccg.comms@nhs.net

‘Jeśli w celu zrozumienia tych informacji potrzebuje Pan(i) pomocy w innym języku lub innej
formie, prosimy o kontakt pod numerem tel.: 0113 84 35470 lub poprzez email na adres:
leedsccg.comms@nhs.net

اگر آپ کو ان معلومات کو سمجھنے کے لینے یہ کسی اور زبان سے بھری ہوئی ڈاٹ مارک کرو، تو برائے ممبرانی
سے اس نمبر پر فون کر کے رتی۔ کرین: 0113 8435470 یا اس پر ایک میل لکھیں: leedsccg.comms@nhs.net