

# NHS Rotherham Clinical Commissioning Governing Body

## Confidential

Operational Executive – Date

Strategic Clinical Executive – Date

GP Members Committee (GPMC) – Date

Clinical Commissioning Group Governing Body - 4<sup>th</sup> September 2013

## Right Care, First Time – Report of Public Consultation

Lead Executive:	Chris Edwards, Chief Officer
Lead Officer:	Sarah Lever, Head of Contracting and Service Improvement
Lead GP:	Dr Ian Turner

### Purpose:

The purpose of this report is to provide NHS Rotherham Clinical Commissioning Group (CCG) with the views and suggestions from local stakeholders, patients and the public on the proposal for a new Urgent Care Centre for Rotherham.

This feedback has been gathered through a range of engagement and consultation processes, with the public consultation taking place from 6 May – 26 July 2013.

The report also outlines the rationale, development and delivery of engagement and consultation activities.

### Background:

The period of public consultation, which ended on 26 July 2013, was the culmination of over 18 months of engagement activities including structured discussions, focus groups, market research and briefings.

Our work with local stakeholders, including patient and community groups, initially helped us to understand the use and perceptions of current NHS urgent care services and how these could be improved and developed to meet patient needs.

Formal consultation sought views on the proposal to bring together in one place the services for patients who need urgent care. This proposal was titled, "Right Care, First Time".

### Analysis of key issues and of risks

#### Key outcomes of the consultation

- There is broad support from stakeholders, groups and individuals for an improvement in urgent care and emergency services, particularly around quality and timeliness of care available to patients 24/7.
- Patients, carers and the public in particular supported the idea of simplifying and streamlining access for urgent and emergency care.
- The benefits of a single location for urgent and emergency care were widely recognised and supported.
- Car parking availability for the proposed Urgent Care Centre was a concern for many stakeholders, groups and individuals. This proved to be the reason most often given as to why individuals or groups could not support the proposal and was considered a significant barrier to accessing the Centre.
- Accessibility was an important issue the CCG was asked to incorporate into its plans. This was raised by a number of groups and individuals. The comments on accessibility referred to:

- the Urgent Care Centre meeting the needs of all patient and carer groups , particularly around waiting times, opening times and assessment processes and
- the physical attributes of the building itself, including proximity to car parking and drop off/pick up points and the facilities inside – which covered access to pharmacy, privacy and seating/waiting areas.

**Patient, Public and Stakeholder Involvement:**

The report is based on the engagement and consultation with patients, individuals, groups and stakeholders that has taken place over the last 18 months, concluding with the public consultation.

**Equality Impact:**

The consultation was open to all local residents and those with an interest in the health of the people of Rotherham.

The consultation information was widely available and was available in a number of formats, including an easy read version.

The CCG received the support of a number of groups and networks in circulating the information and facilitating access to it.

**Financial Implications:**

The results of consultation will help to inform the business case for the Urgent Care Centre.

**Human Resource Implications:**

There are no HR implications.

**Procurement:**

N/A

**Approval history:**

**Recommendations:**

It is recommended that:

- The CCG welcomes the feedback from all responders and the issues raised.
- The Urgent Care Steering Group is requested to continue to develop an action plan which directly addresses the main points of concern raised through the consultation to ensure that these are fully addressed.
- As well as publishing the consultation report, the CCG should provide a “You said, we did” summary of the key actions it is taking in response to the issues raised. An example is attached at Appendix A.
- The findings and recommendations from the national review of emergency and urgent care are incorporated into the plans as they become available.
- That the process of engagement and involvement in the development of Urgent Care services for Rotherham continues, particularly using the CCG’s existing networks and patient participation frameworks.