



## **Right care, right place, first time**

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Consultation on making changes  
to community urgent care services

What do you think about our plans for local GP hubs,  
walk-in services, and GP Out of Hours services?

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# About this document

This document explains why we want to change and improve the way we provide community urgent care services in Barking and Dagenham, Havering and Redbridge (BHR) and our proposals for doing this.

Community urgent care services provide urgent same-day care and advice for people with urgent, but not emergency or life-threatening, physical and mental health issues. They are the services you use when you have an urgent problem but you cannot see your own GP, such as GP hubs and walk-in centres.

Our consultation is about improving urgent care across our area. What do we mean by urgent? We mean things like cuts, minor injuries, urinary infections or mild fevers etc. – so not an emergency or something life threatening, but things that can’t and shouldn’t wait.

**We want to make it easier to get this care if you need it by:**

- Making it easy to book a same-day appointment if your GP can’t see you
- Upgrading facilities at some locations so more places can help with injuries or illnesses that need tests or x-rays
- Making it easier to know how to get the care you need first time with more consistent opening times and help available from different places.

**To do this, we want to:**

- Make NHS111 the number to call for urgent health care advice or services (999 is still the emergency number)
- Maintain a wide choice of community locations where you can book an urgent appointment, but have fewer places where you can walk in and wait without seeking advice first. This will reduce waiting times.

# Introduction

People are confused by the community urgent care services currently available, and want it to be easier to get help when they need to see a GP or nurse on the same day. We know many services are similar or even duplicate each other – so we need to make it easier for you to get the right care in the right place, first time when you need it.

In future, people will get healthcare and services in a very different way from today. Using the latest technology, patients will be able to click or call before they come into a service. We’re already seeing Skype and online tools being used in parts of London, and a virtual NHS GP service launched in London last year.

We also need to ensure we are meeting national standards for urgent care and, as always, spending NHS money wisely.

We are taking the first steps towards this simpler model of care, by making it easier to book an urgent appointment by calling an improved NHS 111 and moving away from walk-in services.

This consultation is not about emergency care services or changes to the A&E services at any of our local hospitals, nor are we proposing changes to how GPs run their practices.

We are asking for your views on our proposals for changes to community urgent care services.

No decision has been made. We want to know what you think and if there is anything else you want us to consider. Your feedback will inform the decision-making process.



**Dr Arnold Fertig** –  
Independent  
GP, BHR  
CCGs



**Khalil Ali** –  
Lay Member  
for Public  
Participation,  
Redbridge CCG

Co-chairs of the Community Urgent Care Programme Board

# How to have your say

We want to hear from as many people as we can so we can make the best possible decision.

We are asking you to share your views through an online questionnaire. We’ve used this approach for other consultations and it helps us to reduce costs and to spend NHS money wisely.

We are also working with GPs, patient groups, local Healthwatch organisations and community and voluntary organisations to make sure we reach as many local people as possible. If you would like us to come and talk to your group about these proposals please get in touch. Comments from health professionals are welcomed.

This document summarises our thinking and we recommend that you read this before completing the questionnaire.

**For more information visit our websites:**

[www.barkingdagenhamccg.nhs.uk/urgent-care](http://www.barkingdagenhamccg.nhs.uk/urgent-care)  
[www.haveringccg.nhs.uk/urgent-care](http://www.haveringccg.nhs.uk/urgent-care)  
[www.redbridgeccg.nhs.uk/urgent-care](http://www.redbridgeccg.nhs.uk/urgent-care)

**All responses must be received by 5pm on 21 August 2018.**

## What is urgent care?

**Urgent care is care needed on the same day.** This could include anything from cuts, minor injuries, wound infections, tonsillitis, urinary infections, or mild fevers etc.

Urgent care is not emergency care, which is provided in a medical emergency when life or long term health is at immediate risk. This could include serious injuries or blood loss, chest pains, choking or blacking out.

These descriptions were agreed with our Healthwatch colleagues as part of the BHR urgent and emergency care research study in 2016.

**At the moment, urgent care is delivered in many ways across Barking and Dagenham, Havering and Redbridge:**



### Seeing a GP

Most people will call their GP practice if they need an urgent same-day appointment.

If their practice is busy or closed, there are appointments available on weekday evenings and at weekends at our seven GP hubs across the area. You can call NHS 111 or the separate GP hubs booking line (not 24/7).

If your GP practice is closed and you call NHS 111, you may be booked an appointment with the GP Out Of Hours service (GPOOH) which sees people at three locations.

You can find out how to choose and register with a GP by visiting the NHS Choices website.

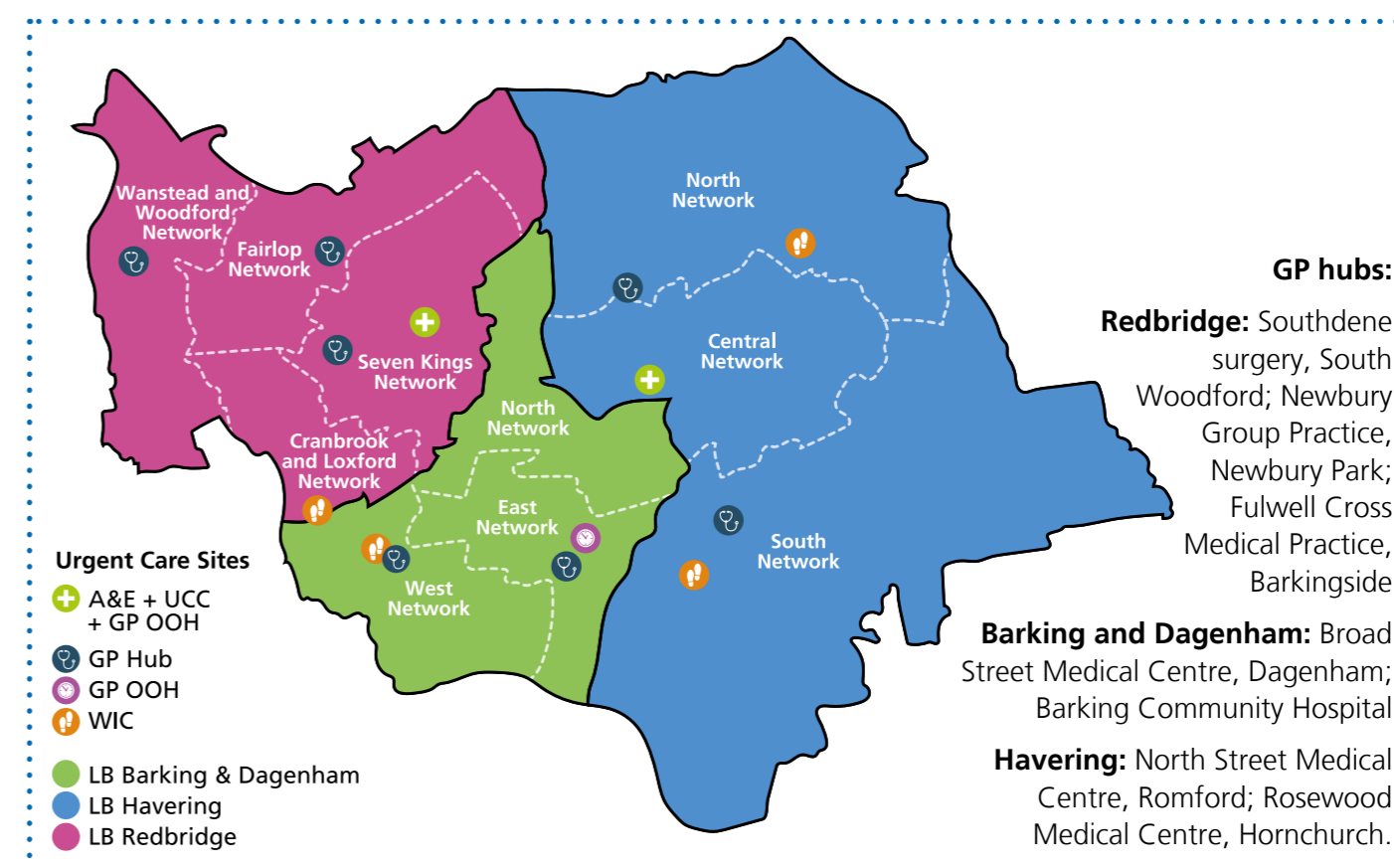
### Minor illnesses and injuries

People are not always sure where to go to get the care they need when they have a minor illness or injury. While some will choose to ask their local pharmacist for advice, most want to speak to or see a GP. In our area, many urgent care services have different names and are open at different times, but offer the same thing – an appointment with a GP or nurse.

The GP hubs see people who book appointments. Four walk-in centres (or WICs) in our area see people who walk in without an appointment. These walk-in services are at Barking Community Hospital, Harold Wood Polyclinic, South Hornchurch Health Centre and Loxford Polyclinic. People can also call NHS 111 and be booked into Loxford Polyclinic. These services are open at different times. Details are available on our websites.

People with minor illnesses and injuries who walk into our local hospitals will usually be seen first by a GP or nurse in the Urgent Care Centres (UCCs). NHS 111 can also book you an appointment at a UCC if they think this is the right place for you to be seen.

## Where are services located now?



## A better NHS 111

NHS 111 is the NHS free non-emergency telephone number where you can speak to a highly trained adviser, supported by healthcare professionals. You can call 24 hours a day, 365 days a year – just dial 111. Calls are free from landlines and mobile phones. There is also a textphone service and a confidential translator service which is available in many languages.

NHS 111 helps people who want advice for an urgent health need on the same day. It will be an important part of giving people joined-up urgent care services, and should be the first call you make if you can't see your GP or if a pharmacist can't help.

We're already making improvements to our local NHS 111 service, so you'll be able to get more than just advice and signposting to services in future.

In our area, NHS 111 health advisors fast-track parents of children aged under 12 months and people aged over 65 to speak directly with a GP or other health professional.

NHS 111 can already book you into an appointment at some of our existing community urgent care services, and we plan to add more – meaning one call to NHS 111 will be the only call you need to make.

In future, they will be able to book you an urgent appointment with your own GP. NHS tools to help you get advice online and a digital app are also being tested in other parts of London before being rolled out across the capital.



## What have local people told us?

We've talked extensively to our residents to find out what you think of local community urgent care services. Our research study in 2016 involved more than 4,000 people and included a telephone survey, 10 focus groups and two workshops.

People told us that the wide range of services available is confusing and means they don't know which service to choose. Even finding the right service is complicated – with different numbers, different

opening hours and a mix of walk-in services or pre-bookable appointments to pick from. People said they can't always get a same-day appointment with their own GP, so some will just head to A&E instead of using an alternative, more appropriate service – even though it is likely to mean a longer wait for help.

### Key findings



A&E is seen as a reliable 24/7 service, long waits are not a deterrent; **only 6% of people** said they went to A&E because they thought they got better care there



**33% of those** who went to A&E said that they could not get a timely appointment with their GP



**26% of people** had been to A&E before with the same issue



**37% of people** had seen their GP with the same issue before going to A&E.



People in Barking and Dagenham and Havering are **more aware** of walk in centres than those in Redbridge

This year, the Healthwatch organisations in all three of our boroughs worked with us to talk with local people about some of our emerging ideas. They spoke with more than 500 people – a mix of parents, young adults (15-24) and older people aged 65 and over as these groups are our biggest users of urgent care services.

A report on the findings is available on our websites alongside the other documents supporting this consultation.

While most people can confidently describe the difference between 'urgent care' and 'emergency care', it's clear more needs to be done to help people feel confident to make the right choices for their urgent health needs. Simplifying the system and providing

better support and advice through NHS 111, as well as from your local pharmacist, will help patients.

While patients would prefer to see their own GP, there is significant support for more appointments within the local community (at a GP hub or bookable service) when your own GP is not available. There's also good recognition of the role of pharmacies in providing expert advice for minor illnesses.

People welcomed news of the improvements to NHS 111 and felt this would make it easier to get health advice quickly, to book an urgent appointment and would reduce the number of people who go to A&E when they have a minor illness or minor injury. But people told us we need to do more to raise awareness about what NHS 111 can now help with.

## What services and GP practices told us

Managing demand, staffing levels and communication between service providers are some of the main issues we've heard from GPs and other healthcare providers in our area. Everyone accepts that change needs to happen but 'when' and 'how' is now the challenge. That's why we've worked closely with and involved clinicians from the start to help develop the proposals in this consultation.

We will continue to work closely with providers and GP practices on how we can make urgent care better in Barking and Dagenham, Havering and Redbridge because any change would affect them too. National issues around recruitment and staff shortages mean that staff are under increasing pressure.

### Why community urgent care in our area needs to change



**Services are confusing and vary across our three boroughs**

People have told us they want it to be simpler to get the urgent care or advice they need quickly and in a timely way.

We know that the mix of services is confusing, for patients and for many professionals too. This can mean people aren't seen in the most appropriate place first time. That can be frustrating, as it means extra travel, longer waits and delays in getting the help you need.

Some people have a telephone assessment before they see or speak to a doctor or nurse, others are booked in before a detailed assessment, and you can just walk into others, regardless of your need. This isn't fair and we want to make sure that all services prioritise those in most need in a consistent and clear way.

We also know that many of our services offer the same thing at the same time – an appointment with a GP or nurse. Some people also go to lots of different services for the same health need.

We want to make it easier for everyone to call (and in future, click) and be guided to the right place for the care you need, first time. We're already improving the NHS 111 telephone advice service. In future, there will be an online version so you can click for advice too.

We also want to move away from walk-in services and make more bookable urgent appointments available for those who need to be seen. This will help people to go to the right place for their needs, and reduce travel and waiting times. We've looked at travel times and the vast majority of local residents will be within a 15 minute drive of a community urgent care service, with good

public transport links across the three boroughs.

Because you'll need to call for an appointment, we think this will also encourage people to register with and visit a GP. This is better for your health as a GP can help patients manage their existing conditions and deal with minor illnesses and other health issues before they become more serious.

People who haven't registered with a GP can visit a walk-in service without making an appointment first. This means walk-in services often see patients who wouldn't need urgent care if their condition was properly managed.

We want these changes to help people find it easier to get the urgent care they need first time at a place and time that is convenient for them.

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**Our population is growing and changing, and so is the demand**

People are living for longer, and healthcare needs are increasing. In BHR, as with other parts of England, more and more people are using NHS services every year. This is not a good experience for patients who may have a long wait to see a GP or in A&E, and also puts increasing pressure on our hard-working frontline staff and clinicians.

Over the next 15 years, the population of Barking and Dagenham, Havering and Redbridge is expected to grow by 143,000 extra people. That’s a 19% increase – and equivalent to the size of Basildon. This is partly due to the large-scale housing developments planned in Ilford and Barking town centres, Romford, Rainham and Beam Park, and Barking Riverside.

We need to make plans now to make sure our services can provide appropriate urgent care for all local people in the future.



**A digital future for healthcare**

Advances in digital technology are already making it easier to get health advice and services online. Across London, doctors and patients are talking via Skype and we’ve seen the launch of the ‘GP at Hand’ virtual NHS service. In our

own area, GPs from NHS 111 are using video consultations with care homes when a resident is unwell, so staff can care for them safely in the home and avoid an often unnecessary journey by ambulance to A&E.

In future, it will be easier and quicker to get help from a health professional without needing to go into a busy health centre and see someone. Many people won’t even need to leave their home, as they’ll get advice through their phone, smartphone, tablet or PC.

You won’t waste time sitting around waiting and if you do need to see someone, you will be in the right place for your needs. Your appointment will fit around your life and responsibilities – collecting your children from school, your work, or caring for a relative or neighbour.

We’ll continue to make NHS 111 better for patients including introducing an online version. We’ll make sure services and organisations link up to share information including electronic health records. This will improve the quality of care patients receive.



**We need to spend NHS money wisely**

We spent £14.3 million on community urgent care in 2017/18. Too many of our existing urgent care services provide similar care at the same

time. It’s confusing for patients, and not the best use of our limited NHS resources.

Some people visit a number of services before they get the right treatment. Sometimes this is because their symptoms worsen, but sometimes it’s because the first place they go can’t meet their needs. It could be because they need to see a nurse for a wound dressing or need an X-ray. It can also be because they believe they need a specific medicine or test or just reassurance, so they go to another service if this isn’t provided at their first visit.

In our 2016 survey, 37% of people said they had seen their GP with the same issue before attending A&E. All of this costs money which could be spent more effectively. So we need to help patients by directing them to the right place, first time.

While our proposals are not just about improving quality and patient experience, we have a duty to use our funds carefully to ensure that local people can access the healthcare that is most needed and that people with equal need have equal opportunity to access treatment.

We believe our proposals will not only improve the quality of services and patient experience, but will also be more cost-efficient than our current confusing system.

Meeting national standards

We have used national guidance to shape our thinking. Not only will this help us deliver the best possible care and services for local people, but it may support our case for investment into local services where this is needed, now and in the future.

NHS England guidance says we need to establish urgent treatment centres (or UTCs) in our area. These 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 non-emergency ailments people attend A&E for.

Urgent treatment centres (or UTCs) are designed to ease the pressure on hospitals, leaving A&Es free to treat the most serious cases. This should mean fewer people need to go to A&E and when UTCs are located next to an A&E department, they will be able to deal with those people who go directly to hospital but who do not have life-threatening or emergency health issues.

UTCs will be part of a joined up system of urgent and emergency care which, in our area, will include an improved NHS 111 service and a network of services offering pre-booked urgent appointments with a GP.

Our two current hospital urgent care centres – again, we are not talking about A&E departments – will be upgraded to UTCs to offer the best medical testing available (also known as diagnostics) and allow appointments and tests to be pre-booked via NHS 111, so patients, you and your family, will avoid the usual long waits.

We have to deliver those ‘upgrades’ in any case – we’re not consulting on them - as they are part of the latest national guidance in the government’s NHS Five Year Forward View plan. They are also good news for patients and staff.

| National UTC requirements                                                 | Urgent Care Centres at King George (KGH) and Queen’s (April 2018)                                          | Urgent Treatment Centres at KGH and Queen’s |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| Open 12 hours a day, every day of the year                                | 24/7, every day of the year                                                                                | 24/7, every day of the year                 |
| Bookable appointments (via NHS 111)                                       | KGH only                                                                                                   | Yes                                         |
| Sees walk-in patients                                                     | Yes                                                                                                        | Yes                                         |
| All patients assessed by GP-led service on arrival at hospital/ ED        | KGH only                                                                                                   | Yes                                         |
| Access to patients’ GP health records                                     | No                                                                                                         | Planned                                     |
| Able to refer people with other community and hospital services if needed | No                                                                                                         | Yes                                         |
| Access to diagnostics (x-ray, ECG, urine and blood testing)               | Access to some diagnostic services at Queen’s. At KGH, patients referred into A&E if they need diagnostics | Yes                                         |

## How did we decide on our options?

We developed a number of scenarios and tested these against what local people have told us, clinical standards, and national guidance. We also looked at the financial cost of different scenarios.

Doing nothing is not an option. More and more people are using A&E when it's not an emergency, because they find choosing an alternative too complicated. As our population increases, this pressure on A&E and our GPs, the first place people call, will continue. It will mean longer waits and an increasingly poor patient experience, and will not help reduce the pressure on our dedicated workforce or our A&Es.

It's also unaffordable. We've already talked to local people about our local financial challenges – not just to NHS services but also social care services.

The Clinical Commissioning Groups (CCGs) delivered £32.3 million in savings in 2017/18 (against a £55 million savings target). 2018/19 will be just as tough and we're currently aiming to deliver £45million in savings. This means we need a simpler, more cost-effective system of care that will meet the needs of our growing population. This is why we also ruled out any scenario that would cost more money than we would spend if we carried on with current services.

You can read more about how we developed and decided on our options on our CCG websites at:

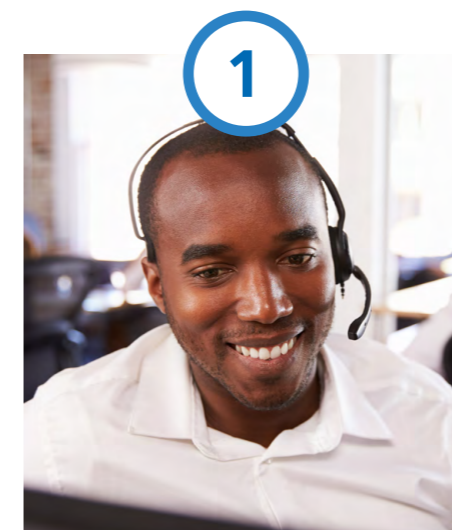
[www.barkingdagenhamccg.nhs.uk/urgent-care](http://www.barkingdagenhamccg.nhs.uk/urgent-care)

[www.haveringccg.nhs.uk/urgent-care](http://www.haveringccg.nhs.uk/urgent-care)

[www.redbridgeccg.nhs.uk/urgent-care](http://www.redbridgeccg.nhs.uk/urgent-care)

## Our proposals for changes to community urgent care services

We are proposing to:

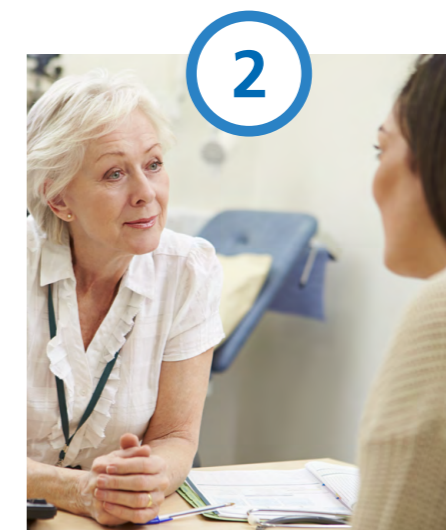


### Improve the way you access services

NHS 111 will be the one call you need for all urgent care advice and services (if you can't see your own GP). We won't have a separate number for the GP hubs in future. You should still call 999 for all emergencies. 111 is just for urgent advice or services.

When you call, NHS 111 advisors will assess your needs, give you health advice and if you need to be seen, either help you speak directly to a GP or other health professional or book you a timed appointment at a community urgent care service.

In future, you will be able to call or click before you come in as we roll out new technology such as a digital version of NHS 111.



### Change the way you get urgent GP appointments

People with an urgent health need will call NHS 111, be assessed and if they need to be seen, offered an appointment at a convenient time and location in their local area. More same-day appointments will be bookable, in advance, at 12 locations across our area, making it more convenient and easier to get the care you need when you need it. You'll be seen within a maximum of 30 minutes of your appointment time.

Most of our GP hubs are currently located at existing GP practices. In future, we will look to have GP bookable services at the same locations or from centres that are as conveniently located for local people. These bookable services will offer a standard approach to urgent care, so patients know what to expect when they attend.



### Change where you would go for minor illness and injuries

The Urgent Care Centres at King George and Queen's Hospital will be upgraded to become Urgent Treatment Centres. These will offer booked appointments as well as seeing people who walk in or are taken in by ambulance.

With more bookable appointments available at 12 locations across the area, we will make sure resources, including staffing and facilities such as x-ray and testing, are in the right places to meet demand.

This consultation is not proposing any changes to emergency care services or changes to the A&E services at any of our local hospitals.

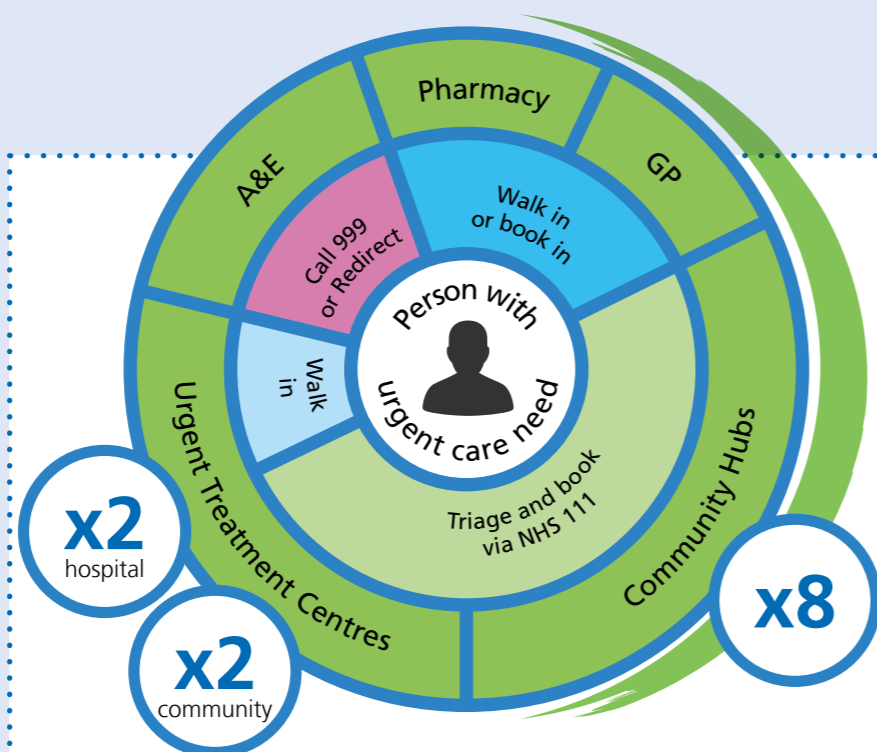


## Our options

There are two options for changes to community urgent care services that we would like your views on.

These are about services outside of our hospitals that people can choose to go to directly (i.e. walk into without booking an appointment).

Both options will help to make it easier for people to choose the right service when they have an urgent health need and will provide improved care for local people in the future.



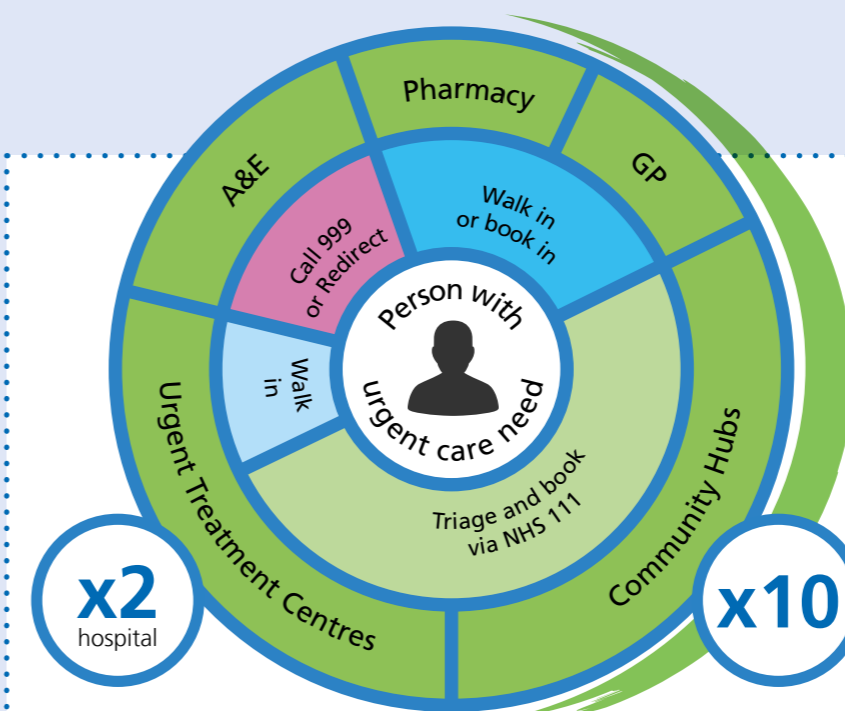
### Option 1

Our existing Urgent Care Centres at King George and Queen's Hospitals will be upgraded and become Urgent Treatment Centres in line with national policy. These will see patients who walk in or who are booked into a timed appointment by NHS 111. Patients will be encouraged to call NHS 111, rather than walk in.

As well as the two existing Urgent Care Centres, people could also continue to walk into Barking Community Hospital and Harold Wood Polyclinic, and services at these locations would be upgraded to become community Urgent Treatment Centres.

This would mean there would be four locations (including the hospital UTCs) in Barking and Dagenham, Havering and Redbridge where you can walk in and be seen as well as book an appointment by calling NHS 111.

There would also be eight other community urgent care services across the area where you can be booked in following a call to NHS 111. You will be seen within a maximum of 30 minutes of your appointment time.



### Option 2

Under option 2, the Urgent Treatment Centres at King George and Queen's Hospitals would be the only places you could walk in without making a call first or getting an appointment.

By calling NHS 111, you would be booked a timed appointment at 10 community urgent care service locations across Barking and Dagenham, Havering and Redbridge, or at one of the two UTCs.

These community locations would include Harold Wood Polyclinic, South Hornchurch Health Centre, Loxford Polyclinic and Barking Community Hospital. You would no longer be able to walk in without an appointment at these four centres.

This option means all community urgent care services outside of the hospitals would be bookable. We would make sure more appointments were made available so services could see everyone at a convenient time.

Patients would spend much less time waiting around as you will be seen within a maximum of 30 minutes of your appointment time.

When you call NHS 111, you will be assessed and given advice or booked into the right service for your needs. This means you will get the right care in the right place, first time, and you won't be redirected to another service.

Option 2 means most patients will call or click before they come in. This matches our vision for the future of urgent care and will provide local people with a simpler system of quality urgent care.

## Summary of the options

### Option 1

Patients can walk in or book urgent appointments at four Urgent Treatment Centres

- King George Hospital
- Queen's Hospital
- Harold Wood Polyclinic
- Barking Community Hospital

Bookable appointments available at eight community urgent care service locations.

No walk in service at Loxford Polyclinic or South Hornchurch Health Centre – bookable only

### Option 2

Patients can walk in or book urgent appointments at two Urgent Treatment Centres

- King George Hospital
- Queen's Hospital

Bookable appointments available at ten community urgent care service locations

No walk in service at Harold Wood Polyclinic, Barking Community Hospital, Loxford Polyclinic or South Hornchurch Health Centre – bookable only

# How services might look in the future

|                                           | Current services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Future services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Getting advice and looking after yourself | You can get advice and over-the-counter medicines for minor illnesses and injuries from your local pharmacist or you can call NHS 111 for advice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Pharmacies and NHS 111 will continue to help as they do now.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Seeing a GP                               | <p>Most people call their GP for an urgent appointment.</p> <p>Urgent GP appointments are available in the evenings and at weekends at seven GP hubs across the area.</p> <p>When your GP practice is closed, you can call NHS 111 and you may get an appointment with the GP out of hours service (three locations).</p>                                                                                                                                                                                                                                                                                                                                          | <p>You should contact your GP or NHS 111 first.</p> <p>If your practice is closed or busy, NHS 111 can give you advice and if you need to be seen, book you a convenient, timed appointment with a GP in one of 12 community urgent care services located across the area (including our Urgent Treatment Centres).</p> <p>Appointments will be available in the daytime, evenings and at weekends.</p> <p>These will have a mix of GPs and nurses so they all offer the same wide range of care.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Minor illness or injuries                 | <p>Four centres see patients who walk in without an appointment.</p> <p>These are:</p> <ul style="list-style-type: none"><li>● Barking Community Hospital</li><li>● Harold Wood Polyclinic</li><li>● South Hornchurch Health Centre</li><li>● Loxford Polyclinic</li></ul> <p>These services are not all the same, with different opening hours and days. Different diagnostics tests are also available at each location Only Barking Community Hospital and Harold Wood Polyclinic offer x-rays.</p> <p>You can also walk in and be seen at Urgent Care Centres at King George and Queen's Hospitals (as well as Whipps Cross for some Redbridge residents).</p> | <p>Our existing Urgent Care Centres will be upgraded and become Urgent Treatment Centres in line with national policy. These will see patients who walk in or who are booked into a timed appointment.</p> <p>Under option 1, people could also continue to walk into Barking Community Hospital and Harold Wood Polyclinic, and facilities would be upgraded to become community Urgent Treatment Centres, open at least 12 hours a day.</p> <p>NHS 111 will also be able to book you an appointment at these centres and at eight community locations including Loxford Polyclinic and South Hornchurch Health Centre. These would offer a standard approach to urgent care so patients know what to expect.</p> <p>Under option 2, the Urgent Treatment Centres located at King George and Queen's Hospital would be the only place you could walk in without making a call first or getting an appointment. But there will be ten locations where you book appointments by calling NHS 111.</p> |

# Future vision



## How we are engaging with local people

We want to hear from as many people as possible so we can make the best possible decision. We are providing the opportunity for everyone to have their say.

We are also working with GPs, patient groups, local Healthwatch organisations and community and voluntary organisations to make sure we reach as many local people as possible. If you would like us to come and talk to your group about these proposals please get in touch.

No decisions have been made. Over the next 12 weeks (until 21 August 2018) we are engaging with local people in order to explain the changes to community urgent care services and the reasons for developing these proposals, outline what this will mean for BHR residents and encourage them to respond.

All responses will form a report, which will go to our Governing Bodies to consider and make a decision. We will put that report and details of whatever decisions are made on our websites:

**[www.barkingdagenhamccg.nhs.uk/urgent-care](http://www.barkingdagenhamccg.nhs.uk/urgent-care)**

**[www.haveringccg.nhs.uk/urgent-care](http://www.haveringccg.nhs.uk/urgent-care)**

**[www.redbridgeccg.nhs.uk/urgent-care](http://www.redbridgeccg.nhs.uk/urgent-care)**



## How we will use your feedback

When you share your views – through our online survey or at any of the events we will be attending – we will ensure your personal information is kept secure and confidential. We will not share it and it will only be used to help us analyse the feedback we receive.

When the consultation closes, we will read and consider all the responses we receive. We appreciate you taking the time to respond.

We will use what you tell us to write a report for the three CCGs' decision-making Governing Bodies to consider, alongside any other evidence and/or information available. This includes the Equality Impact Assessment (EIA). The Governing Bodies will make a decision about what to do.

We will publish the dates of the CCGs' Governing Bodies' decision-making meeting on our three CCG websites. These are meetings held in public so you can come along and listen. All the reports that the Governing Body members read will be on our websites so you can read them too.

If you are responding on behalf of an organisation or you represent the public (as an MP, Councillor or similar), your response may be made available for the public to look at. If you are responding in a personal capacity, we will not publish your name or response in full but we may use some of what you've said to show particular points of views.

If you let us know your contact details when you complete the questionnaire, we can keep you up to date about any decisions we make.

**If you want to comment on our proposals, we must receive this by 5pm on 21 August 2018.**

## Equality Impact Assessment (EIA)

An EIA is a process to make sure that a policy, project or proposal does not discriminate or disadvantage against any of the following characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

As part of this work, we will carry out an initial EIA and publish a draft on our websites. We will take into account people's responses to our proposals and this will inform a more detailed final EIA, which will be considered before any decision is made about these proposals.



# Glossary

## Accident and Emergency (A&E)

A 24 hour service provided by an acute hospital for conditions that need immediate medical attention for emergency or life-threatening health conditions, e.g. a serious accidental injury, a heart attack, difficulty in breathing. Also known as an Emergency Department (ED)

## Carer

A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

## CCG Clinical Commissioning Group

NHS organisations that plan, design and buy (commission) local health services.

## Clinician

A healthcare professional. Can be a GP, hospital doctor, nurse or pharmacist.

## Diagnostics

Procedures to identify a condition or disease, e.g. X-ray, blood tests, ECG, urine tests



**ECG Electrocardiogram.** A simple test that can be used to check your heart's rhythm and electrical activity. Used alongside other tests to help diagnose and monitor conditions affecting the heart.

## Emergency care

Emergency care is provided in a medical emergency when life or long term health is at risk. This could include serious injuries or blood loss, chest pains, choking or blacking out.

## GP General Practitioner

Your family doctor

## Long term conditions

Long-term conditions are conditions that cannot be cured but can be managed through medication and/or therapy. They include a broad range of medical issues, for example asthma, diabetes, cancer and arthritis.

## Minor illnesses or ailments

Common health problems like aches and pains, fevers, skin conditions and stomach upsets

## Minor injuries

These could include:

- Bites, human and animal
- Cuts and lacerations
- Foreign bodies in the eyes, nose and ears
- Fractures that require plaster only
- Minor burns and scalds
- Minor head injuries (with no loss of consciousness)
- Soft tissue injuries, for example sprains and bruises
- Wound infections

## NHS 111

A free 24/7 telephone advice service for people who require urgent healthcare treatment and advice but who don't know where to go.

## GP access hub

Urgent, same day GP appointments that can be pre-booked by telephone. Primarily for urgent care. Appointments available from 6.30pm to 10pm on weekdays and 8am to 8pm at weekends. Seven locations across Barking and Dagenham, Havering and Redbridge,

## GP out of hours service

Medical care provided outside the normal working hours of GP practices. Available via NHS 111 from 6.30pm to 8am on weekdays and throughout weekends and bank holidays. Sees people at three locations – King George and Queen's Hospital and Grays Court, Dagenham

## Primary care

Services which are the main or first point of contact for the patient, usually GPs and pharmacies

## Urgent care

Urgent care is care needed the same day. This could include anything from cuts, minor injuries, wound infections, tonsillitis, urinary infections, or mild fevers etc.

## Urgent Care Centre or UCC

These are centres, usually located on a hospital site next to an A&E, which offer urgent care. Led by GPs supported by nurses.

## Urgent Treatment Centre or UTC

Open at least 12 hours a day, 365 days a year, these centres will provide urgent care. Led by GPs supported by nurses and other health professionals. Access to better diagnostics and able to deal with a wide range of minor injuries and illnesses, including minor head injuries.

## Walk-in centre or WIC

This service offers urgent care to people who walk in, without pre-booking an appointment.



# How we are engaging with local people

This document is about changes we want to make to some health services in Barking and Dagenham, Havering and Redbridge. We want to know what you think about this.

If you would like to know more, please email [haveyoursay.bhr@nhs.net](mailto:haveyoursay.bhr@nhs.net) or call **020 3688 1615** and tell us what help you need. Let us know if you need this in large print, easy read or a different format or language.

## Bengali

বার্কেিং ও দাগনেহামে, হ্যাভেরিং ও রেডব্রিজি কছু স্বাস্থ্য পরষিবোয় আমরা য়ে পরবির্তনগুনো করত়ে চাই এই ডকুমেন্টটি স়ে সম্পর্কতি আপনি ঐ সম্পর্ক়ে কী ভাবছনে আমরা স়ে বষিয়ে জানত়ে চাই। যদি আপনি আরো জানত়ে চান, তাহলে অনুগ্রহ কর়ে [haveyoursay.bhr@nhs.net](mailto:haveyoursay.bhr@nhs.net) ইমহেল ঠকিনায় বা 020 3688 1615 নম্বর়ে আমাদরে সাথে য়োগায়োগ করুন এবং আপনার কী সাহায্য প্রয়োজন তা আমাদরেকে জানান। যদি আপনি এটি বড় ছাপার অক্ষর়ে, সহজ়ে পাঠ্যযোগ্যভাবে বা ভিন্নি ক়োনো ফরম্যাটে বা ভাষায় পত়ে চান তাহলে আমাদরেকে জানান।

## Lithuanian

Šis dokumentas yra apie pokyčius, kuriuos norime įgyvendinti sveikatos priežiūros srityje Barking ir Dagenham, Havering ir Redbridge vietovėse. Norėtume sužinoti jūsų nuomonę apie tai. Jei turite klausimų ar norite sužinoti apie tai daugiau, kreipkitės į mus [haveyoursay.bhr@nhs.net](mailto:haveyoursay.bhr@nhs.net) arba tel. 020 3688 1615. Praneškite, jei šią informaciją norėtumėte gauti stambiu šriftu, lengviau įskaitomą, kita forma ar kalba.

## Portuguese

Este documento é sobre as alterações que pretendemos implementar em alguns serviços de Saúde em Barking e Dagenham, Havering e Redbridge. Gostaríamos de saber a sua opinião. Caso pretenda obter mais informações, contacte-nos através do e-mail [haveyoursay.bhr@nhs.net](mailto:haveyoursay.bhr@nhs.net) ou do número de telefone 020 3688 1615 e diga-nos que tipo de ajuda precisa. Indique-nos se precisa deste texto em letra grande, leitura fácil ou num formato ou idioma diferentes.

## Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਉਨ੍ਹਾਂ ਬਦਲਾਵਾਂ ਬਾਰੇ ਹੈ ਜੋ ਅਸੀਂ ਬਾਰਕਿੰਗ ਐਂਡ ਡੈਗਨਹੈਮ, ਹੈਵਰਿੰਗ ਐਂਡ ਰੇਡਬ੍ਰਿਜ਼ ਦੀਆਂ ਕੁਝ ਸਿਹਤ ਸੇਵਾਵਾਂ ਵਿੱਚ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹਾਂ। ਅਸੀਂ ਜਾਣਨਾ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਤੁਹਾਡੇ ਇਸ ਬਾਰੇ ਕੀ ਵਿਚਾਰ ਹਨ। ਜੇ ਤੁਸੀਂ ਹੋਰ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ [haveyoursay.bhr@nhs.net](mailto:haveyoursay.bhr@nhs.net) ਜਾਂ 020 3688 1615 ਤੇ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਸਾਨੂੰ ਦੱਸੋ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸ ਤਰ੍ਹਾਂ ਦੀ ਮਦਦ ਦਾ ਲੋੜ ਹੈ। ਸਾਨੂੰ ਦੱਸੋ ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਵੱਡੇ ਛਾਪੇ, ਅਸਾਨੀ ਨਾਲ ਪੜ੍ਹੇ ਜਾਣ ਵਾਲੇ ਜਾਂ ਕਿਸੇ ਵੱਖਰੇ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ।

## Romanian

Acest document se referă la schimbările pe care dorim să le facem în cadrul unor servicii medicale din Barking și Dagenham, Havering și Redbridge. Am dori să aflăm care este părerea dvs. despre acest lucru. Dacă doriți mai multe informații, vă rugăm să ne contactați la [haveyoursay.bhr@nhs.net](mailto:haveyoursay.bhr@nhs.net) sau la 020 3688 1615 și să ne spuneți cu ce vă putem ajuta. Spuneți-ne dacă aveți nevoie de aceste informații scrise cu caractere mari, ușor de citit sau într-un alt format ori într-o altă limbă.

## Tamil

Barking மற்றும் Dagenham, Havering மற்றும் Redbridge-இல் உள்ள சில சுகாதாரச் சேவைகளில் நாங்கள் மேற்கொள்ள விரும்பும் மாற்றங்கள் குறித்து இந்த ஆவணம் விளக்குகிறது. இது குறித்து நீங்கள் என்ன கருதுகிறீர்கள் என்பதை நாங்கள் தெரிந்துகொள்ள விரும்புகிறோம். நீங்கள் மேலும் தகவல்கள் பெற விரும்பினால், [haveyoursay.bhr@nhs.net](mailto:haveyoursay.bhr@nhs.net) என்ற மின்னஞ்சல் அல்லது 020 3688 1615 என்ற எண்ணில் எங்களைத் தொடர்புகொண்டு, உங்களுக்கு எந்த விதமான உதவி தேவை என்பதை எங்களிடம் கூறுங்கள். இந்த ஆவணத்தின் பெரிய அச்சு, எளிதில் வாசிக்கக்கூடிய பிரதி அல்லது வேறொரு வடிவம் அல்லது மொழியில் உங்களுக்குத் தேவைப்பட்டால், எங்களுக்கு தெரியப்படுத்துங்கள்.

## Urdu

یہ دستاویز ان تبدیلیوں کے متعلق ہے جو ہم بarking اور ڈیگنہم، ہیورنگ اور ریڈبریج (Barking اور Dagenham، Havering اور Redbridge) میں خدمات صحت میں ہم کرنا چاہتے ہیں۔ ہم جاننا چاہتے ہیں کہ اس کے متعلق آپ کیا سوچتے ہیں۔ اگر آپ مزید جاننا چاہیں گے، تو براہ کرم ہم سے [haveyoursay.bhr@nhs.net](mailto:haveyoursay.bhr@nhs.net) یا 020 3688 1615 پر رابطہ کریں اور ہمیں بتائیں کہ آپ کو کس مدد کی ضرورت ہے۔ ہمیں بتائیں اگر آپ کو بڑے پرنٹ، آسان پڑھائی یا کسی مختلف شکل یا زبان میں اس کی ضرورت ہے۔