

# Reviewing Urgent Primary Care across Sheffield

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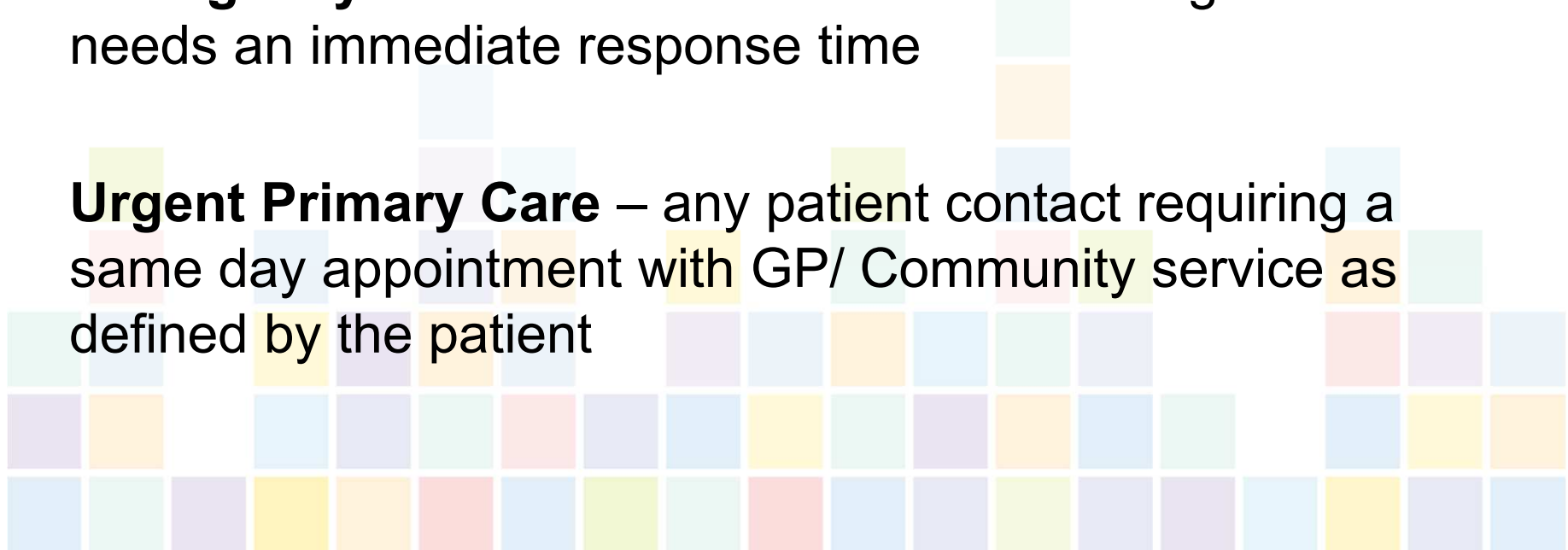
Agenda Item 7

# Definitions

**Urgent Care** – urgent but non-life threatening

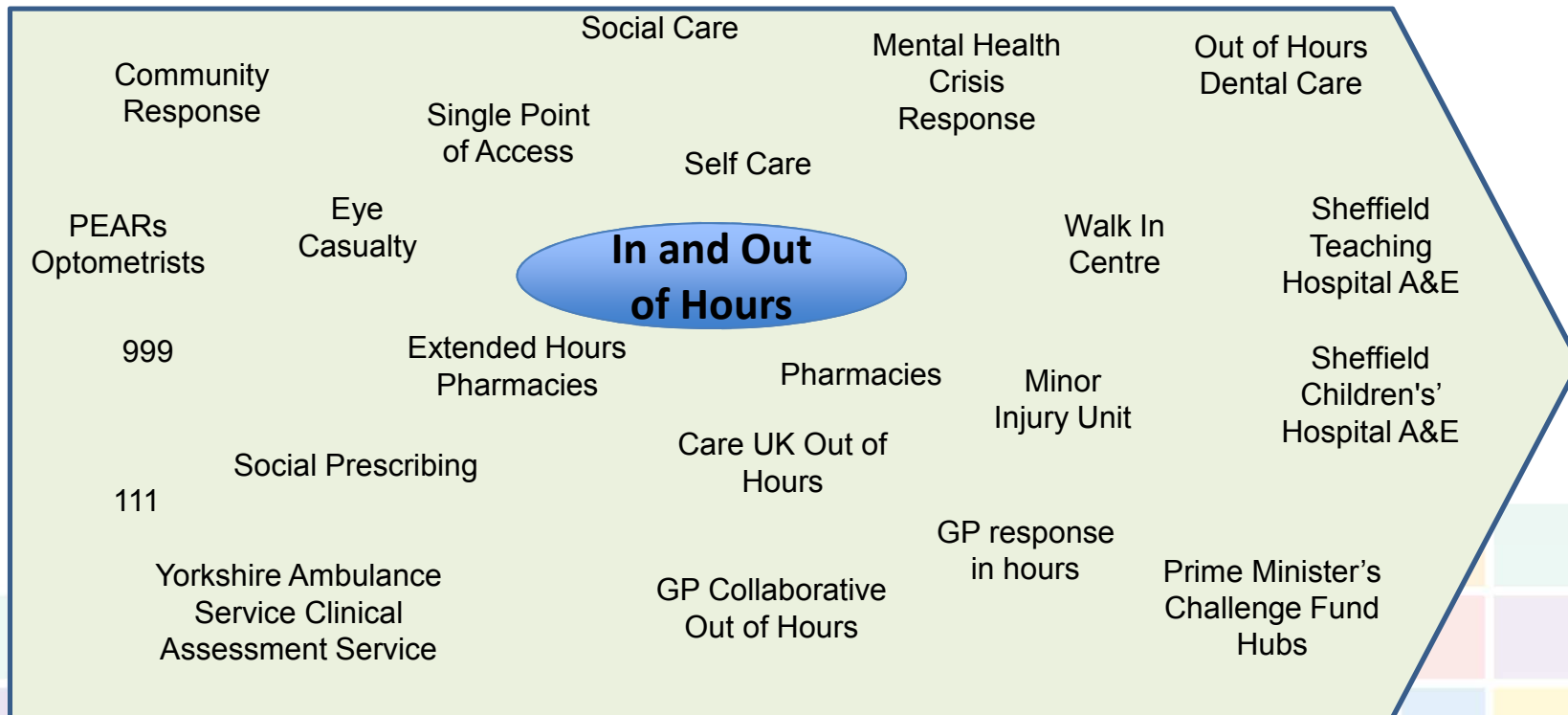
**Emergency Care** – serious and life threatening needs/  
needs an immediate response time

**Urgent Primary Care** – any patient contact requiring a  
same day appointment with GP/ Community service as  
defined by the patient



# Urgent Primary Care in Sheffield: current overview

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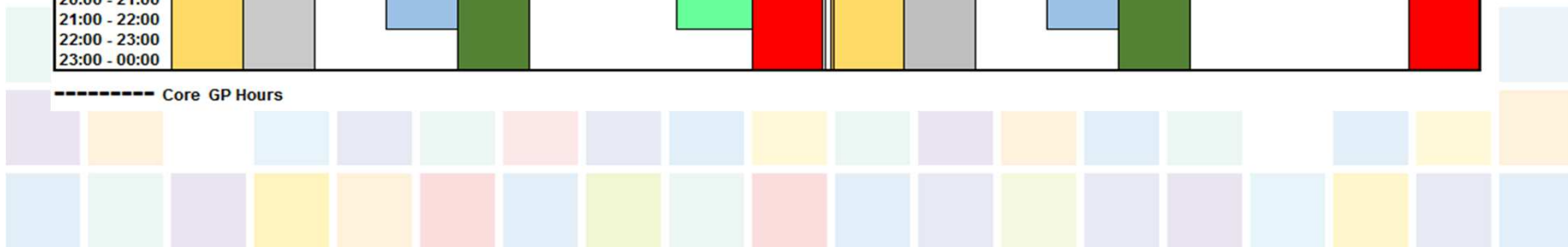


# Current Urgent Primary Care Opening Hours

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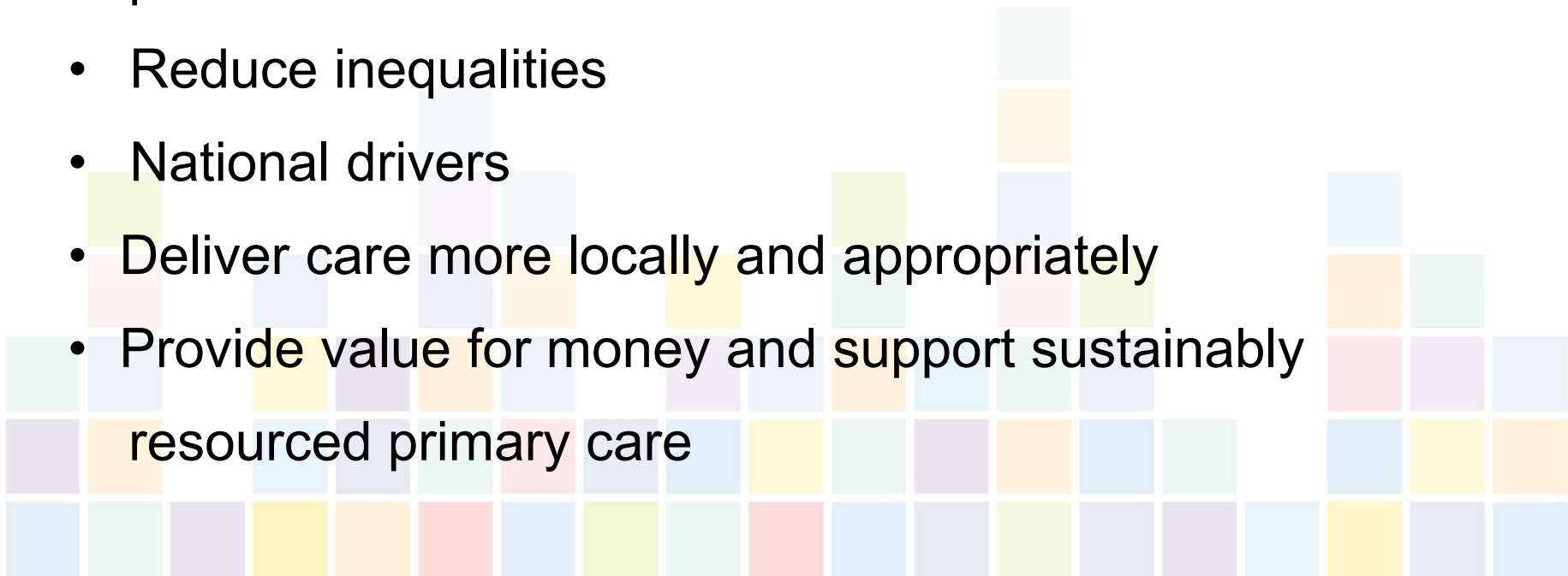
TIME	Weekdays									Weekends & Bank Holidays								
	Adult ED	Paeds ED	Core GP Hours	WIC	OOHs	MIU	Em Eye Clinic	PMCF	ECPs	Adult ED	Paeds ED	Core GP Hours	WIC	OOHs	MIU	Em Eye Clinic	PMCF	ECPs
00:00 - 01:00	Yellow	Grey			Green				Red	Yellow	Grey			Green				Red
01:00 - 02:00	Yellow	Grey			Green				Red	Yellow	Grey			Green				Red
02:00 - 03:00	Yellow	Grey			Green				Red	Yellow	Grey			Green				Red
03:00 - 04:00	Yellow	Grey			Green				Red	Yellow	Grey			Green				Red
04:00 - 05:00	Yellow	Grey			Green				Red	Yellow	Grey			Green				Red
05:00 - 06:00	Yellow	Grey			Green				Red	Yellow	Grey			Green				Red
06:00 - 07:00	Yellow	Grey			Green				Red	Yellow	Grey			Green				Red
07:00 - 08:00	Yellow	Grey			Green				Red	Yellow	Grey			Green				Red
08:00 - 08:30	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
08:30 - 09:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
09:00 - 10:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
10:00 - 11:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
11:00 - 12:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
12:00 - 13:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
13:00 - 14:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
14:00 - 15:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
15:00 - 16:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
16:00 - 16:30	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
16:30 - 17:00	Yellow	Grey	Orange	Blue		Yellow	Purple		Red	Yellow	Grey		Blue		Yellow		Green	Red
17:00 - 18:00	Yellow	Grey	Orange	Blue	Green	Yellow		Green	Red	Yellow	Grey		Blue	Green	Yellow		Green	Red
18:00 - 18:30	Yellow	Grey	Orange	Blue	Green	Yellow		Green	Red	Yellow	Grey		Blue	Green	Yellow		Green	Red
18:30 - 19:00	Yellow	Grey		Blue	Green	Yellow		Green	Red	Yellow	Grey		Blue	Green	Yellow		Green	Red
19:00 - 20:00	Yellow	Grey		Blue	Green	Yellow		Green	Red	Yellow	Grey		Blue	Green	Yellow		Green	Red
20:00 - 21:00	Yellow	Grey		Blue	Green	Yellow		Green	Red	Yellow	Grey		Blue	Green	Yellow		Green	Red
21:00 - 22:00	Yellow	Grey		Blue	Green	Yellow		Green	Red	Yellow	Grey		Blue	Green	Yellow		Green	Red
22:00 - 23:00	Yellow	Grey		Blue	Green	Yellow		Green	Red	Yellow	Grey		Blue	Green	Yellow		Green	Red
23:00 - 00:00	Yellow	Grey		Blue	Green	Yellow		Green	Red	Yellow	Grey		Blue	Green	Yellow		Green	Red

----- Core GP Hours



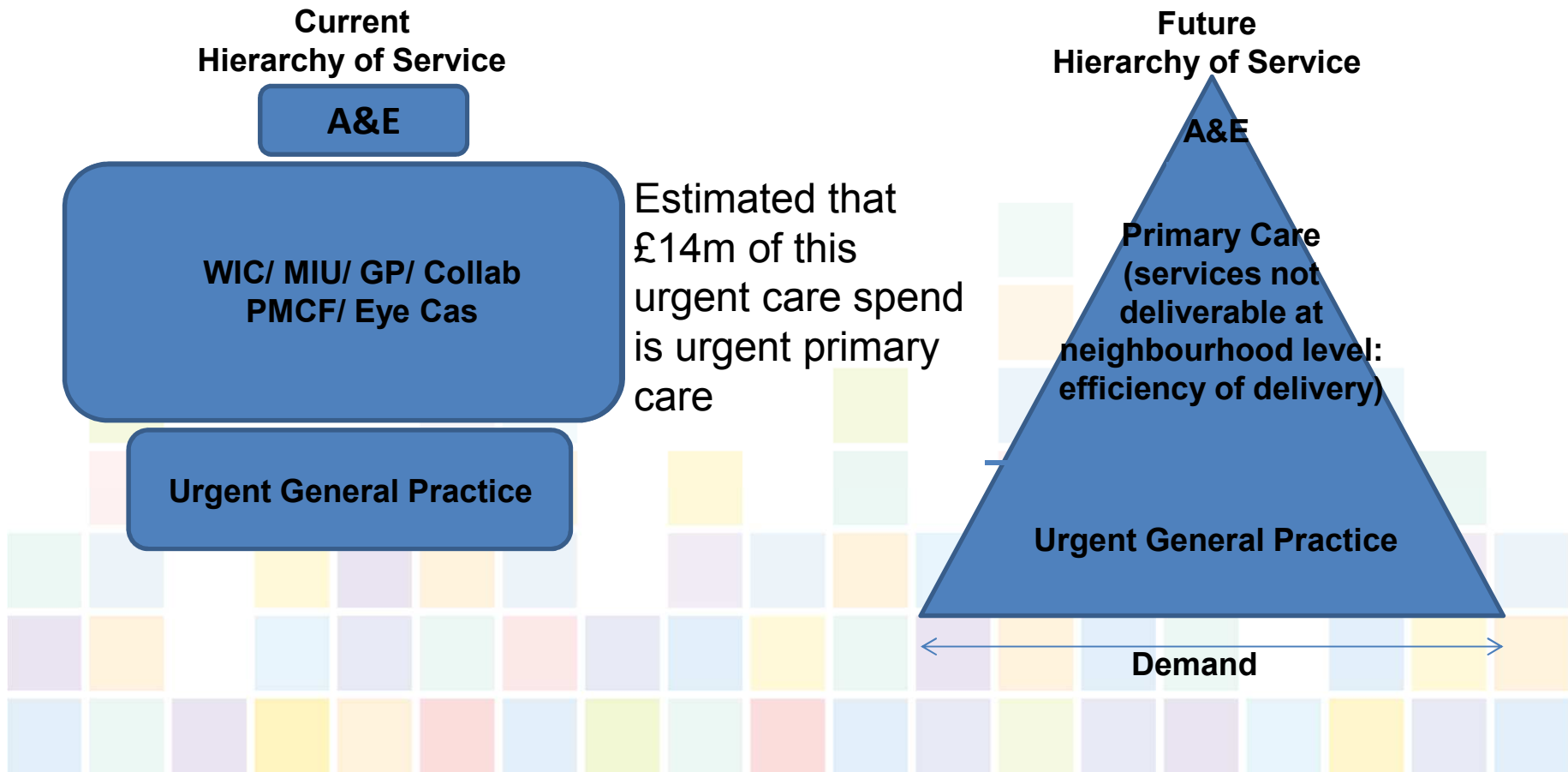
## Key issues

- Reduce duplication and simplify access
- Reduce pressure in A&E departments and improve performance
- Reduce inequalities
- National drivers
- Deliver care more locally and appropriately
- Provide value for money and support sustainably resourced primary care



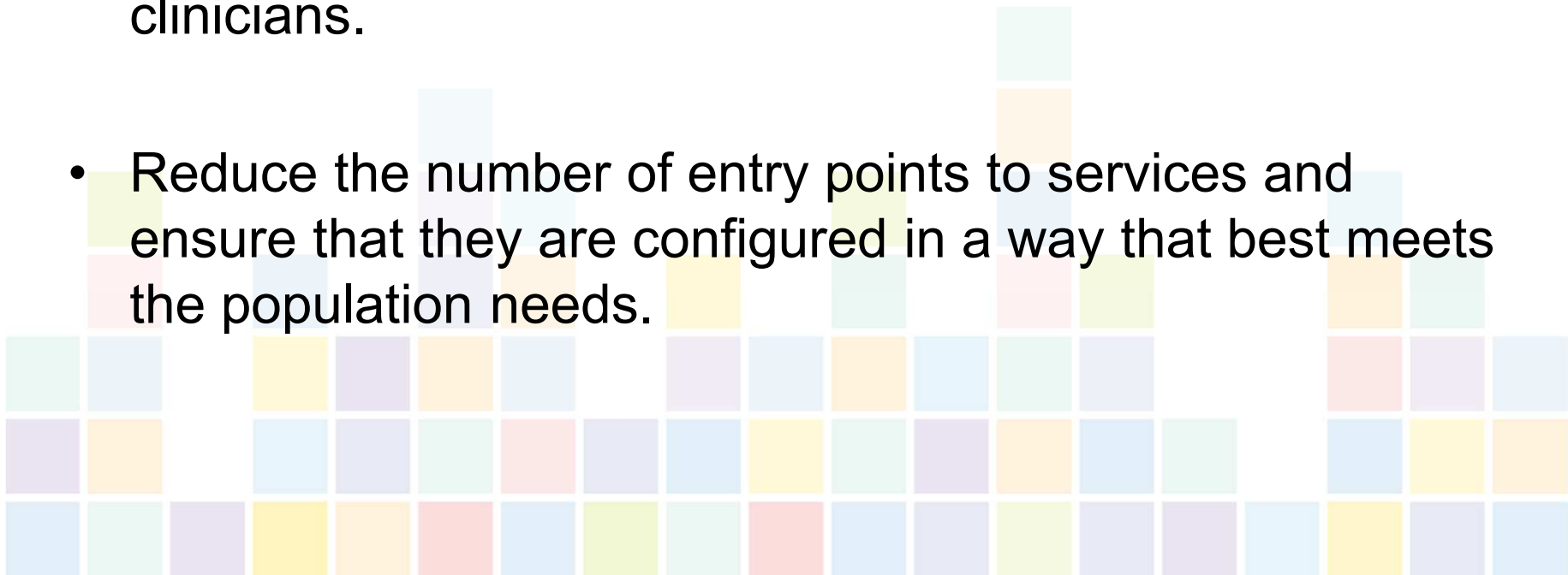
# Adjusting investment to meet patient need

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## What want to achieve

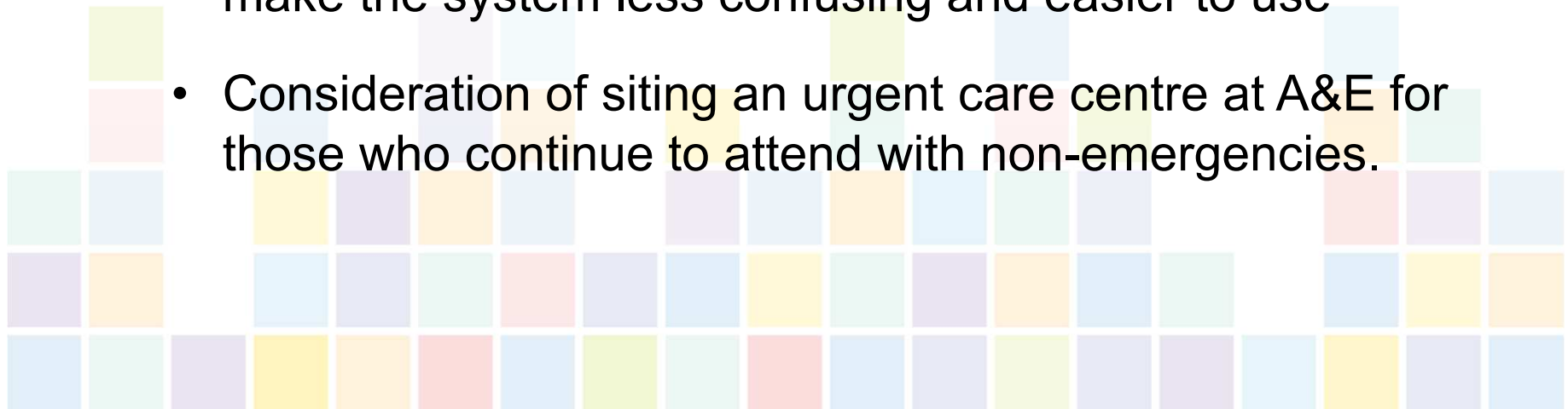
- Our new model of urgent care will provide care where needed in the most appropriate setting that is easy to understand and to access for both patients and clinicians.
- Reduce the number of entry points to services and ensure that they are configured in a way that best meets the population needs.



# The Process

## Phase 1 – developing urgent care strategy

- Based on engagement with local people to understand their experiences of using urgent care services.
- Set out intention to reorganise local urgent care services to make the system less confusing and easier to use
- Consideration of siting an urgent care centre at A&E for those who continue to attend with non-emergencies.





## Phase 2: Developing options

### **Carrying out additional engagement to inform development of options**

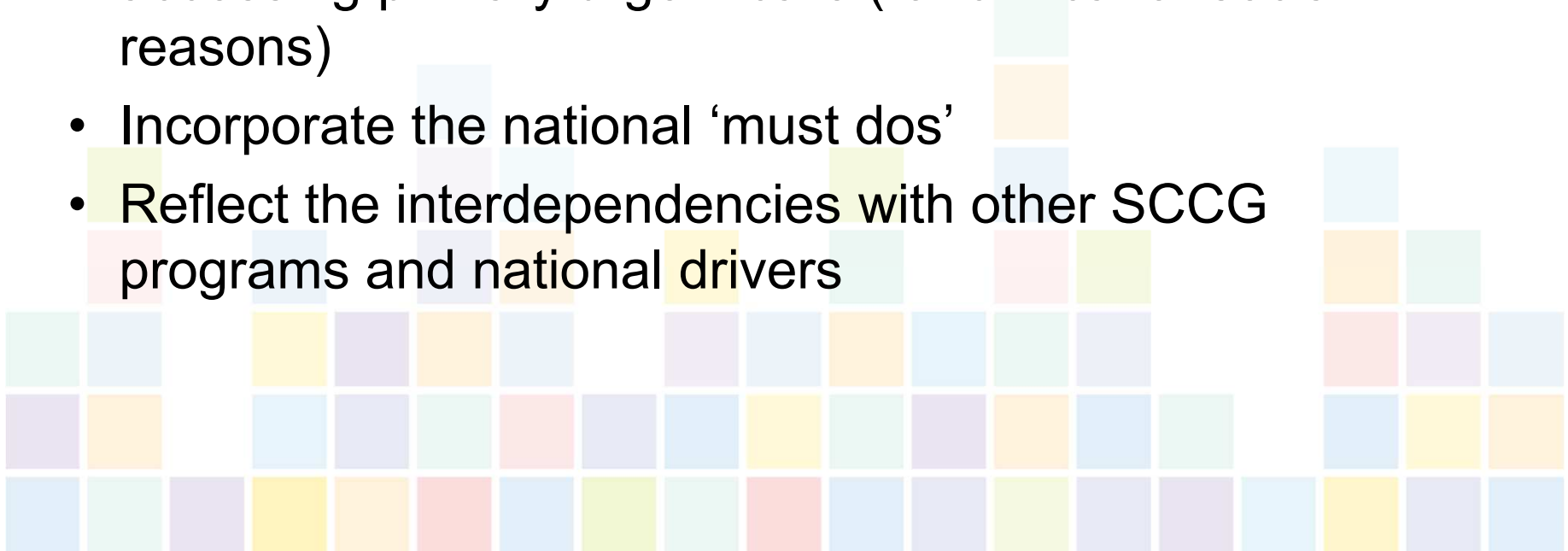
- To understand reasons behind current usage and potential impact of any changes to current system, including inequalities
- Focus on specific groups - homeless people, people dependent on drugs and alcohol, deprived communities, vulnerable people
- Working with organisations supporting these communities to reach them - using questionnaires, individual interviews and focus groups.
- Getting feedback from front-line staff working with these communities..

### **Work with GPs and neighbourhoods**

- To understand patient needs and demands and professionals' views
- Linking into other programmes of work e.g. Active Support and Recovery

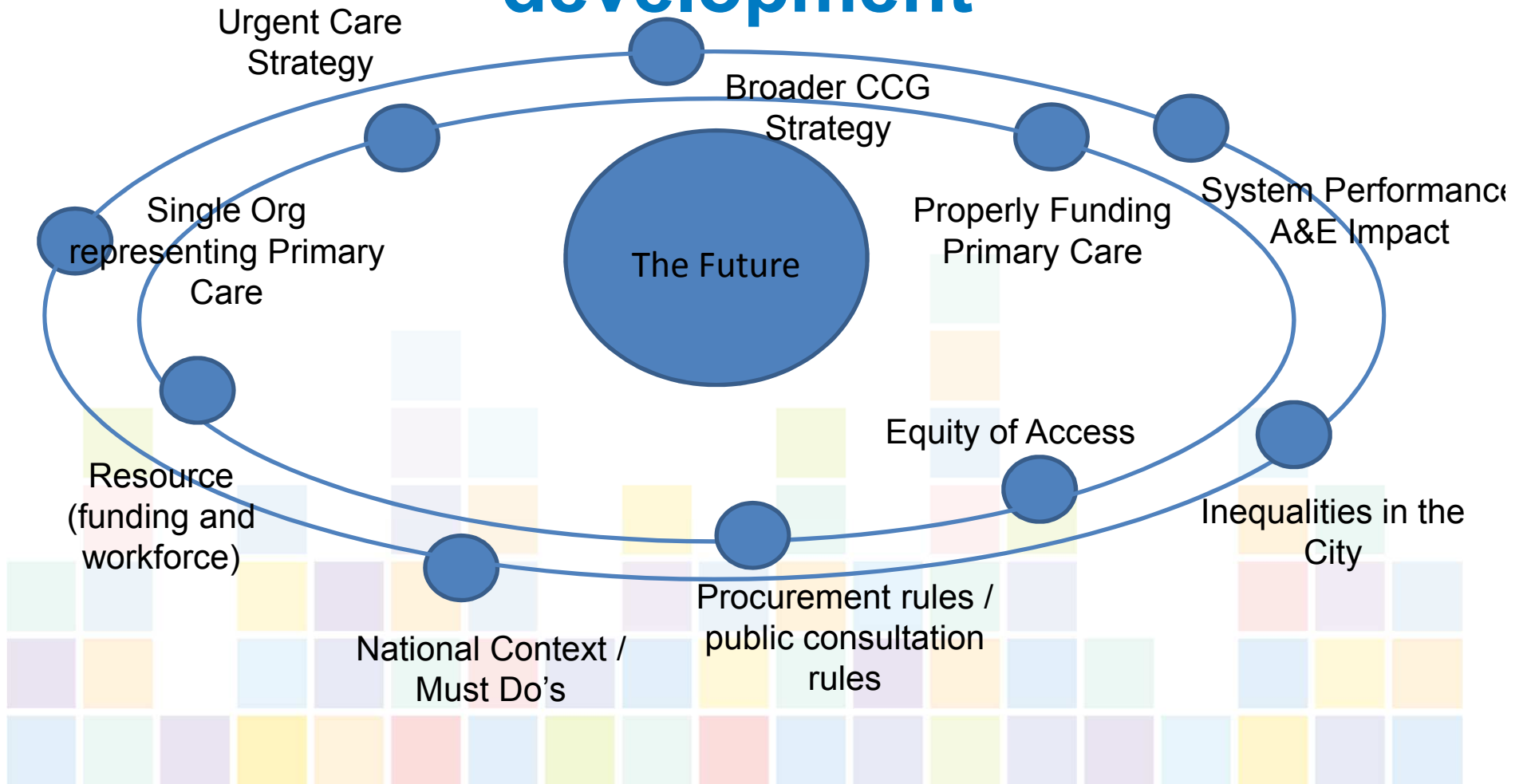
# Principles for options

- Based on what we need in 5 years time, not what we have now
- Consider the whole Sheffield population needing/ accessing primary urgent care (for clinical or social reasons)
- Incorporate the national ‘must dos’
- Reflect the interdependencies with other SCCG programs and national drivers



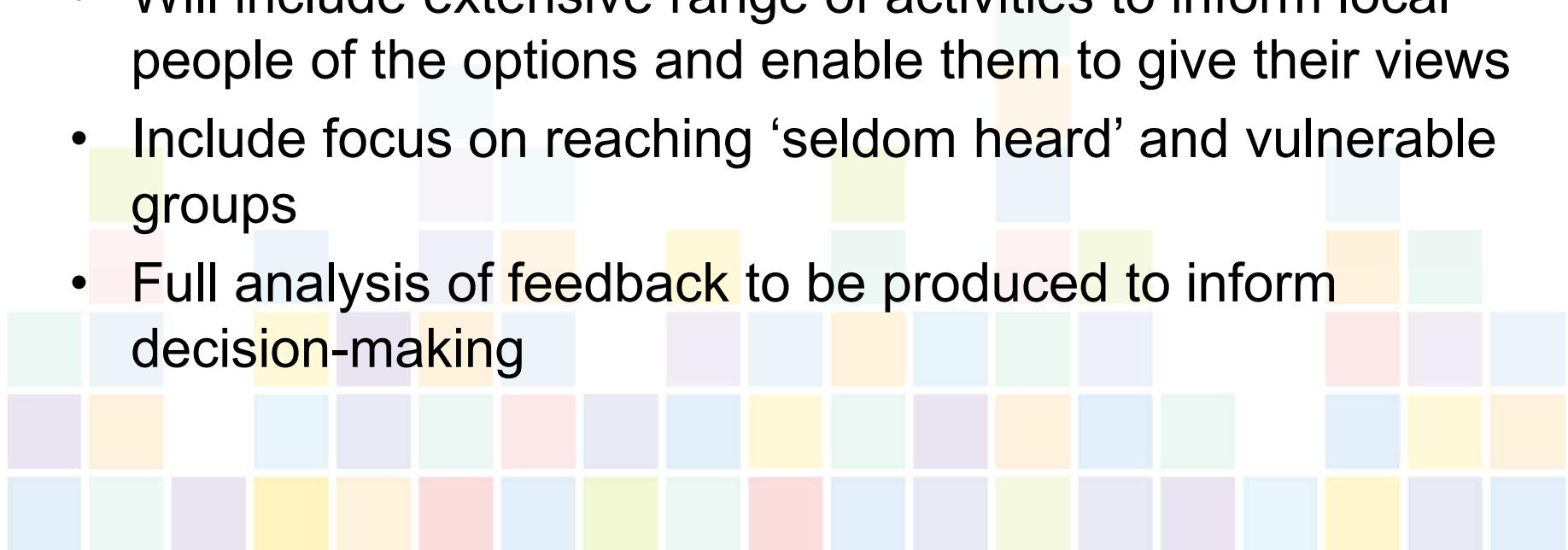
# Factors contributing to option development

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## Phase 3: Consultation plans

- Planning to formally consult on options
- Working on basis of June-Sep – 14 weeks as over summer holiday period
- Will include extensive range of activities to inform local people of the options and enable them to give their views
- Include focus on reaching ‘seldom heard’ and vulnerable groups
- Full analysis of feedback to be produced to inform decision-making



# Discussion

- Are there any other issues or principles we should be considering?
- Any suggestions for things to build into the consultation plan?
- Working with you



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