



County Durham  
and Darlington **NHS**  
NHS Foundation Trust



**Darlington Health & Partnerships Scrutiny Committee**  
**25 October 2011**

with you  all the way

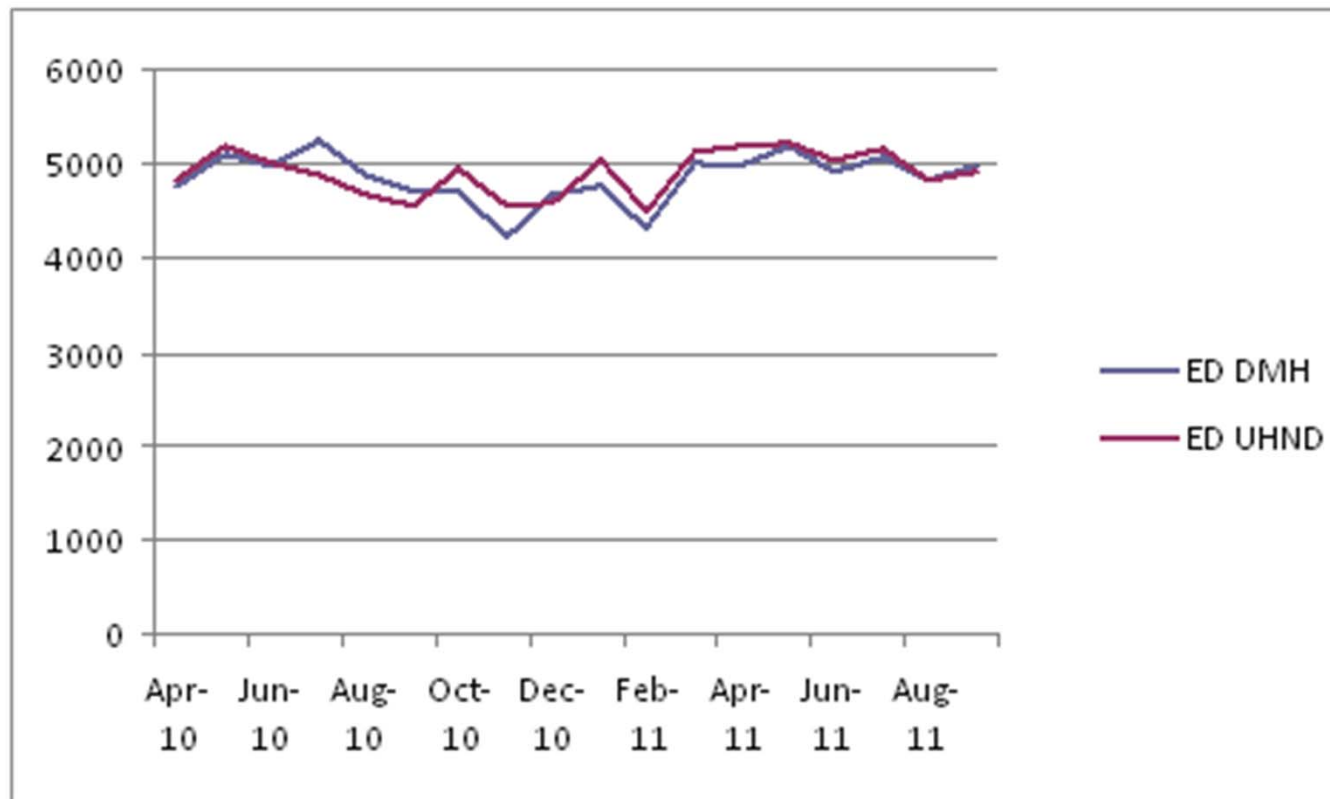


## Local unscheduled care service

- A&E at Darlington Memorial
- Urgent Care (Walk-in) Centre (Dr Piper House)
- Darzi Centre (Dr Piper House)



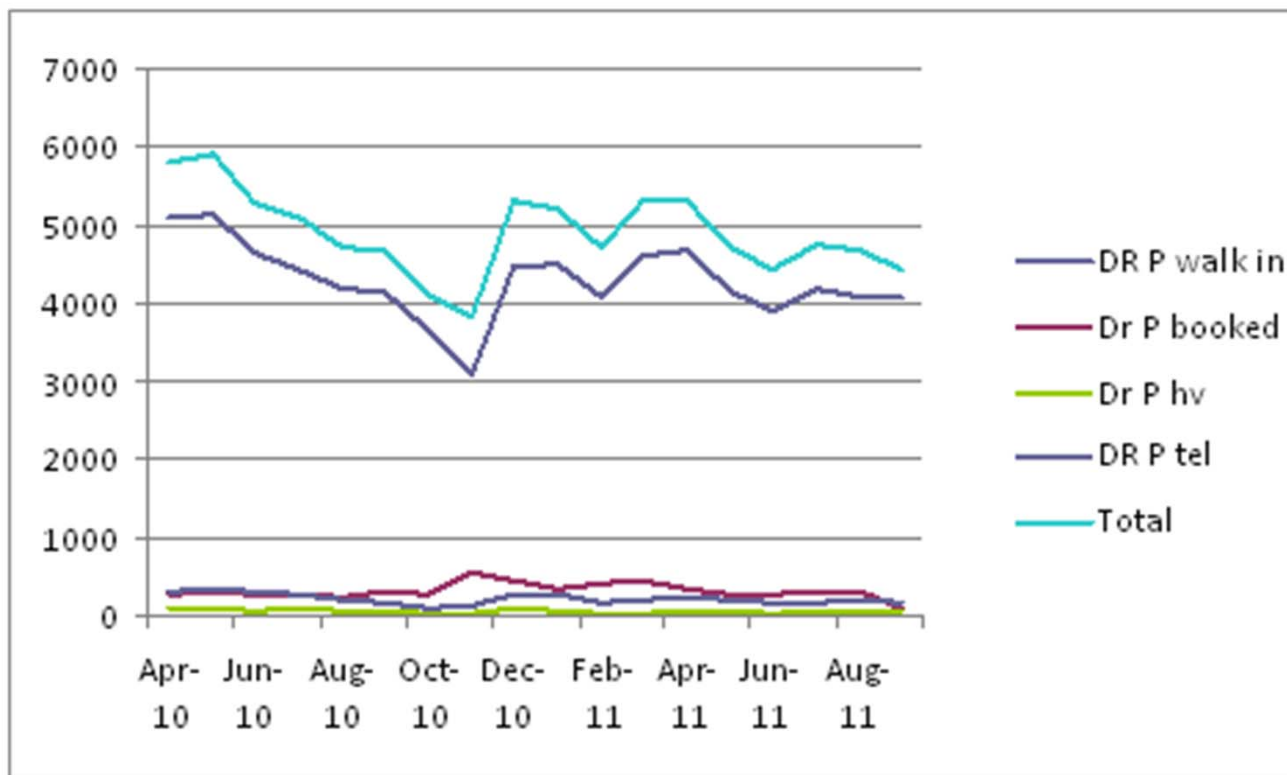
# A&E attendances



The data would suggest that the A&E attendances continue to rise slowly across both sites, with little seasonal variation.



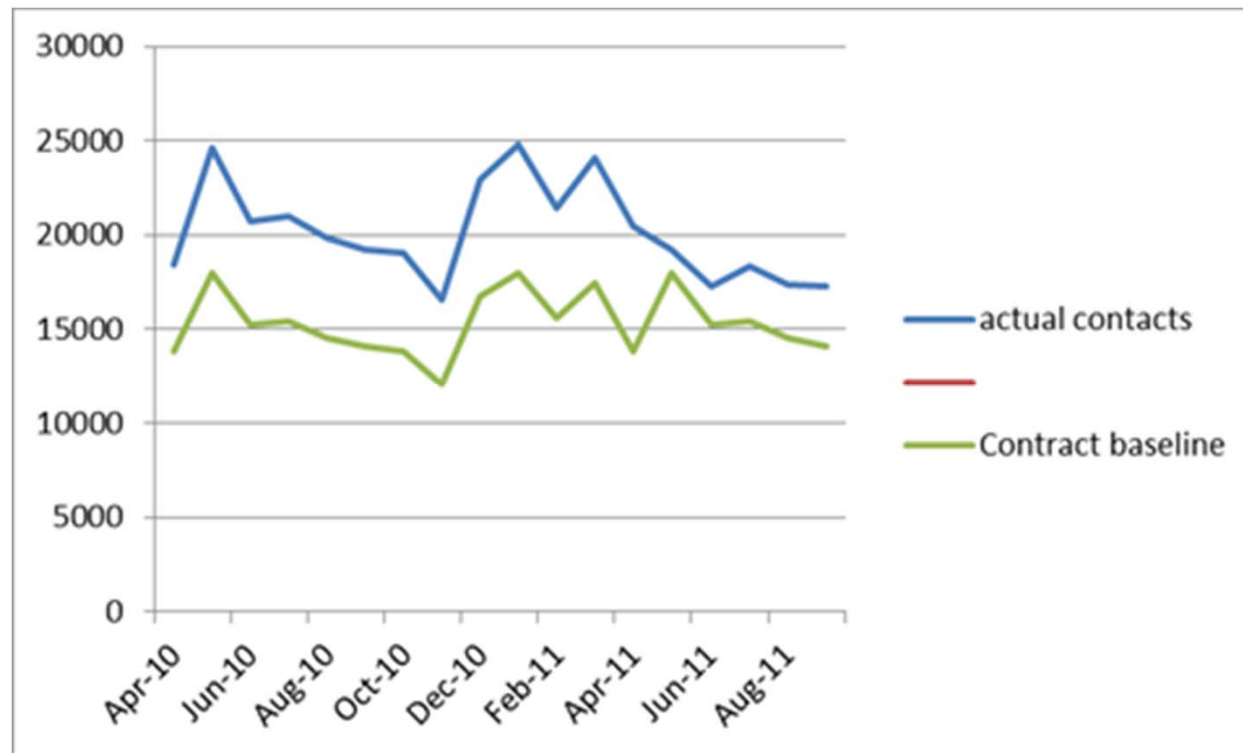
# Urgent care attendance – Dr Piper



Dr Piper Urgent Care Centre in Darlington was originally established as a walk in centre, and patients predominantly continue to walk in to the service (89%).



# Compared to expected figures



This graph displays urgent care total contacts compared to contract baseline.

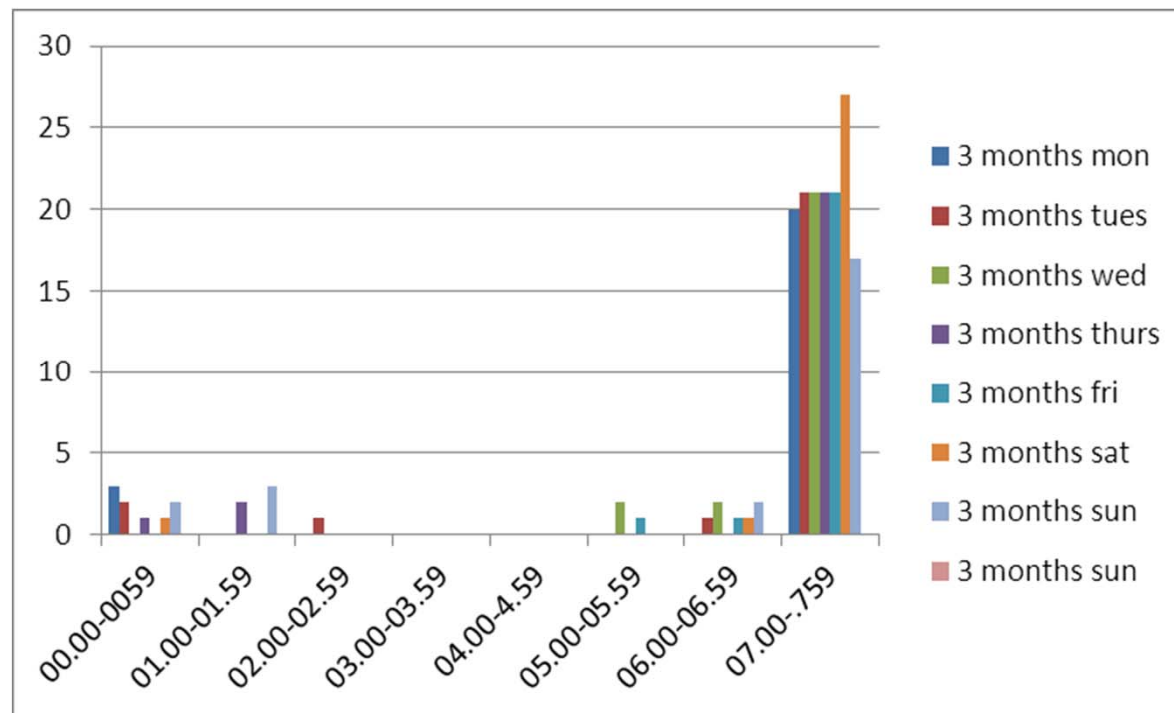


## Integrating UCC/A&E - benefits

- Ensures right place, right time, right person
- Increased safety for seriously unwell patients presenting at Dr Piper House
- More consistent standard
- Better management of demand for emergencies and minor conditions
- More efficient approach



# Dr Piper – overnight attendances



The number of walk in patients presenting at Dr Piper House between midnight and 8am is very low. There is an increase between 7 and 8am possibly due to the old walk in centre hours being 8am-8pm



# Integrating UCC/A&E - process

- Part of commissioned service specification for DMH/UHND to have fully integrated Emergency and Urgent Care departments
- Process
  - Shared protocols in place
  - Overnight integration
  - Estates work
  - Full integration
- No change to Darzi Centre GP service





## Integration – communications

- Overview and Scrutiny
- Potential service users
- Local General Practices
- District Nursing Services
- NEAS/111 Service
- Total Health Care Service/Police
- IT services



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