

## Stakeholder Briefing

Wednesday 3 August 2022

### Integrated Urgent Care in Middlesbrough and Redcar & Cleveland

A new model of urgent care delivery is being proposed for the populations of Middlesbrough and Redcar & Cleveland which would see the opening of a new Integrated Urgent Treatment Centre (UTC) at The James Cook University Hospital, and increased opening hours at Redcar Primary Care Hospital, providing 24/7 access to urgent care for all residents of South Tees and the wider Tees Valley.

Integrated Urgent Care (IUC) is currently in place across the other boroughs within the Tees Valley, with UTCs at Darlington Memorial Hospital, the University Hospital of North Tees, the University Hospital of Hartlepool and Redcar Primary Care Hospital. The Redcar UTC is currently open from 8am to 9.30pm and under the new proposals this would see access increased to 24/7 opening, 365 days a year.

The new model will include home visiting, GP Out of Hours, and management of minor injuries and illness, with 24/7 access across all sites. The aim is to provide the right care at the right place, first time, minimising disruption and frustration for patients and improving efficiency and quality of outcomes whilst reducing the time to access Urgent Care services.

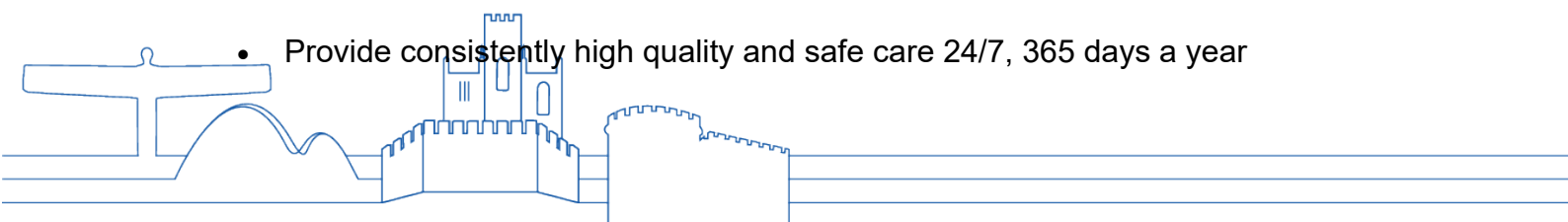
Proposals will see a standardised offer, so that wherever a patient lives in Tees Valley, they will have the same access to the same high standard of urgent care around the clock, accessible via NHS111. The proposals would also see the relocation of the GP Out of Hours service from North Ormesby Health Village to The James Cook University Hospital site.

In order to progress plans, the North East and North Cumbria Integrated Care Board (NENC ICB) is carrying out a **10-week period of engagement with patients/carers and stakeholders in Tees Valley, which will run until Sunday 9 October 2022.**

Co-locating GP Out of Hours services as part of an integrated urgent and emergency care service, has been shown to support the delivery of safe and effective care as well as significantly improving patient experience. The integration of primary and secondary care services on acute hospital sites can help to reduce emergency attendances and demand on the system for urgent care services.

The benefits of this proposed new model are:

- Provide consistently high quality and safe care 24/7, 365 days a year



- Provide the right care, at the right time, in the right place by those with the right skills
- Deliver care closer to home where appropriate and safe to do so
- Ensure services are joined up, seamless and co-ordinated with no loss of current services
- Avoid confusion for patients on what to do, who to call and where to go
- Provide services which are safe, responsive and high quality with better continuity of care
- Direct patients to NHS 111 as the initial point of access for advice and triage
- Increase awareness of early detection of illness and options for self-care

## Have your say

The NENC ICB is keen to understand what patients, carers and stakeholders think about the current model of care, what works well, what doesn't and what they need to consider with the proposed model.

## Complete a survey:

Patients living in Tees Valley are invited to share their feedback by completing a survey before midnight on Sunday 9 October 2022:

<https://necs.onlinesurveys.ac.uk/iuc>

The survey is being promoted across local print and digital media and through social media, and via posters. Paper copies of the survey and freepost reply envelopes are also available at all Middlesbrough GP practices. Written submissions of feedback can be emailed to [necsu.comms@nhs.net](mailto:necsu.comms@nhs.net).

This engagement activity will help to inform the development of proposals to ensure services are developed to best meet the needs of the local population. A full engagement report will be produced at the end of the engagement activity, and this will be used to inform and support next steps.

## Seeking the views of the wider community:

In addition to the survey, the NENC ICB will commission voluntary sector partners to conduct facilitated feedback sessions with people from groups with protected characteristics to help us consider the likely impact of any potential changes on local people.

## Further information:

Please visit our web page for more information <https://nenc-teesvalley.icb.nhs.uk/iuc/>

## Events:

We are planning a series of local events in September 2022 where patients/carers and stakeholders can also share feedback. Dates for these events will be shared on the web page above in the next few days and promoted across local media.

For more information, please email [necsu.comms@nhs.net](mailto:necsu.comms@nhs.net).

