

Urgent Care Survey Q&A

Q – How representative are the findings of this report?

A – The size of this survey, and the particular attention we paid to canvassing the views of people from across a range of backgrounds, mean that we have an extremely useful set of results to help us understand the patient views of urgent care services in the city. We have heard from more than 2,300 patients, with more than 250 patients feeding back to us through charity and voluntary-sector organisations which work with ‘seldom heard’ or ‘Hard to reach’ groups.

Responses were received from a very well balanced spread in terms of the various areas of the city, with good levels of representation from the 5 main population income levels.

In addition to the urgent care survey we are reporting on today, there are other pieces of research we have drawn upon (including the A&E survey conducted by Health watch in 2014) which take the total number of patient views obtained on urgent care in the city to over 4,700. This is a substantial sample size and, given the mixed methods used and different populations surveyed, there is a high level of consistency found in the results which gives us confidence in the findings.

Q – What are the next steps, when will you have decided what the future model for Urgent Care in Leeds will look like?

A – Partners from across the Health and Social Care services have already undertaken work to identify the key functions that make our health and social care system effective. By using what we’ve learnt from the public about their experience of Urgent Care services, and combining this with the knowledge and experience of the doctors, nurses and managers working in urgent care, we are building a clear picture of the many changes needed to deliver an optimised Urgent Care system for Leeds.

The next stage is how to make this understanding a reality and create an effective working model for urgent care to deliver change in practice. Once this model has been drafted, we will consult with our population to sense check and ask them to influence the final plans for changing the way that people access Urgent Care in Leeds.

Ultimately our intention is to design a system for urgent care in Leeds in which

‘The most appropriate thing to do must also be the easiest thing to do.’

Q - Will the review/ findings of the report save money?

A – Yes.

Improving the patient experience by making the system easier to navigate should help more patients make more appropriate choices and access the correct care for them first time, rather than being

referred from one part of the Urgent care system to another. This reduction in duplication is expected to save money.

By better using the limited resources efficiently we can ensure the sustainability of delivering high quality care in future.

The next step is to develop ideas about how we could change the way that urgent care is delivered in the city, to try and make sure that the delivery of this care uses the limited resources efficiently and therefore ensures the sustainability of delivering high quality care in future.

We will do this by using what we've learnt from the public about their experience of Urgent Care services, and combine this with the knowledge and experience of clinicians such as nurses and doctors working in urgent care services.

Improving the way that that patients access services should ensure that more people access the correct service for them at the right time. This will reduce the need for people to see several clinicians before accessing the correct service.

Q - How can the 3rd sector help?

A - The 3rd sector has already helped enormously to engage the public, particularly seldom heard groups, and ensure that their views are reflected in results of the report we have launched today.

As we continue our review of urgent care services in the city, we will encourage our 3rd sector partners to work with us to ensure that any future changes to the Urgent Care system in Leeds have been informed by input from people across the city.

There is also a crucial role for the 3rd sector to help support us in affecting behaviour change so that people use urgent care services more appropriately. This means helping the NHS to support people of all ages to stay well so they rarely need to use health and care services. Where this isn't possible, we must make it easier for people to make informed choices about how to minimise ill health, and ensure they have the information, tools and support to manage ongoing health problems.

The 3rd sector has a vital role to support the NHS in doing this, and we're working with them to put some of the tools in place to make this task easier.

Third Sector Health Grants

Two of the three Clinical Commissioning Groups (CCGs) in Leeds have invested a combined amount of over £1million in order to improve health and wellbeing across the north, south and east of the city.

The funding will be made available in the form of grants available for community groups and local people. The 'NHS CCG Third Sector Health Grants' will be available to support various projects, such as developing or delivering services, establishing and maintaining partnerships and involving local people in community in activities surrounding health and wellbeing.

Q - What does this mean for LTHT and other providers? e.g. potential closing services

A - Our Health and Social Care partners are fully involved in the Urgent Care work through the Inspiring Change programme which is working to make best use of the financial resource available. This will mean changes to how some services operate, but where change is recommended, full consultation will be undertaken with professional partners as well as the public, to ensure all possible impacts have been considered.

Q - Is it going to make people better?

A – Yes. Whilst the great majority of patients are satisfied with service as they stand, we know we can do better. Whilst this review is taking place at a time when NHS funding is under great scrutiny we have always acknowledged that the best way to achieve efficiency savings in urgent care is to get it right first time.

For example, the report showed that more than 30% (734 cases) of those people surveyed had accessed urgent care services in relation to an ‘Ongoing problem / Long-term condition’. In some cases, the requirement to access urgent care may have been unavoidable. It is hoped, however, that this figure could be reduced through the better management of long-term conditions through improved ways of working with people in the community, closer to home.

Reduced use of urgent care through better management of long-term conditions would be extremely beneficial to patients. This is just one example of the way in which the findings of this report will help to inform the way we progress the review and redesign of the urgent care system in Leeds to the benefit of patients and public.

Q - What will the impact be on social care?

A – We are already adopting the view that Social Care provision is an integral part of the urgent care picture, from helping support people in their own homes, to preventing admission, to facilitating discharge. By building our system around needs rather than services we can start to think differently about how social care works, and how we can better link health and social care services in Leeds to support patients.

Q – When will the public be involved?

A – Public engagement has already had a central role in researching and gathering evidence for the next stage of the review.

Public opinion and experience is essential to shape the changes to services that exist to support them, ensuring that they provide what is required in the most appropriate way. As we move into this next stage of create an effective working model for urgent care and delivering change, this will continue.

As details of what this engagement will look like are finalised, the public can contact the Inspiring Change team on feedback@inspiringchangeleeds.org

Q – Can the public view the results and findings?

A – Updates on activity will be communicated through the Inspiring Change website on a regular basis. www.inspiringchangeleeds.org

Reports and results of findings will also be displayed on the websites of partners who have been involved in particular areas of work e.g. the urgent care findings will be promoted through NHS Leeds North CCGs website and social media as they lead on urgent care.

Q – How much has the work cost to date? Is it worth it?

A – There has been a cost of several thousand pounds to this research and evidence gathering, but in order to ensure the changes we make are the right ones, it was a necessary activity.

End.