

**Report of: The Head of Stronger Communities**

**Report to: Outer North Community Committee**

**Report author: Debra Taylor-Tate, Head of Unplanned Care, NHS Leeds Clinical Commissioning Group (CCG) 0113 84 35470**

**Date: 16 March 2020**

**To note**

**Update paper: Urgent Treatment Centers and public awareness campaigns**

---

## **Purpose of report**

1. To provide the Outer North East Community Committee with an update on Urgent Treatment Centres and public awareness campaigns that will be of interest in the Outer North East Community Committee Area.

## **Main issues**

2. The report is provided at the specific request of the Community Committee
3. The report outlines the progress made by the CCG in establishing urgent treatment centers in Leeds as well as awareness campaigns that members may wish to support.
4. There will be an opportunity for questions from elected members and residents after the presentation.

## **Recommendations**

5. The Outer North East Community Committee is asked to note the contents of the report that will be provided by NHS Leeds CCG, attendee to be confirmed
6. Members are asked to support the awareness campaigns and share within their networks

## **Purpose of paper**

To provide Members with an update on our progress in delivering five urgent treatment centers in Leeds. In addition we're requesting the support of Members for our public awareness campaigns on a range of health topics.

## **Outcome of public engagement**

7. In early 2019, we attended or provided update reports to Community Committees in Leeds about our proposals to establish five urgent treatment centres in the city. Before we could develop our programme further, in line with our statutory duties, we undertook a 12 week public engagement exercise running from 21 January 2019 to 15 April 2019.
8. The public engagement asked people about their experiences of using urgent care services, how they currently access those services and their views on our proposal to site the fifth centre in the Seacroft area. It's worth noting that the sites for the other four centres used existing estate – two being community-based at Wharfedale Hospital and St George's Centre in Middleton and two being hospital-based at Leeds General Infirmary and St James's University Hospital.
9. The key points, following an independent analysis of over 3,000 responses, are as follows:
  - 72% of people believed that Seacroft is the correct location for the fifth urgent treatment centre;
  - 77% of people believed the opening hours of 8am-11pm were right for the community-based urgent treatment centres; and
  - most people believe that the proposals will improve access.
10. Once the formal engagement was completed, we've continued to look for opportunities to involve local citizens in our work to set up urgent treatment centres in the city. Most recently we held an event on 27 September 2019 at Leeds City Museum where people had the opportunity to find out more about the results of our formal engagement that took place earlier this year.
11. We remain committed to making our urgent treatment centres as accessible as possible and will work with individual patients and patient representative groups to do this.
12. We've been actively working with and seeking guidance from elected members in the city primarily through the Scrutiny Board (Adults, Health and Active Lifestyles). We've also worked closely with the Health and Wellbeing Board. In addition we've provided updates to elected members through established routes including email updates where appropriate to do so.
13. All our engagement documents, including the final evaluation report can be accessed from the CCG's website: [www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/](http://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/)
14. Our independent analysis of our engagement includes an equality impact assessment highlighting the likely positive or negative issues that could affect people belonging to the protected characteristics as defined by the Equality Act 2010.

## **Progress on community-based urgent treatment centers**

15. St George's Urgent Treatment Centre received official designation from NHS England at the start 2019, although all necessary work to meet the mandate was completed in December 2018.

16. On 21 January 2020 we received official designation from NHS England for our urgent treatment centre at Wharfedale Hospital.
17. To manage demand we have only undertaken very local communication activities, when we are in a position to promote the urgent treatment centres more widely we would very much welcome your support.
18. At this stage we're encouraging people to use NHS 111 when they have an urgent, but not an emergency, care need. This means we can ensure people access the right service at the right time and with the right healthcare professional. NHS 111 can also offer direct booking into the urgent treatment centres. This reduces waiting times for people who may normally look to walk-in and wait to be seen.

### **Progress on co-located urgent treatment centers**

19. We continue to work closely with Leeds Teaching Hospitals NHS Trust to develop plans to set up two co-located urgent treatment centres that sit alongside the city's two accident and emergency departments. As members will have noted, Leeds has now received confirmation of national funding for two new hospitals to be built at the Leeds General Infirmary site. This means the co-located urgent treatment centre at the LGI site will need to be included in the wider estates transformation work. At this stage we are unable to give an accurate estimate as to when this work will start and when it will be completed.
20. We are now considering having a single phase approach to creating an urgent treatment centre at St James's Hospital so that it is immediately based at its permanent location. This is the Ground Floor, Chancellor Wing. An options appraisal has been written regarding how best to migrate the walk-in centre from the Burmantofts Health Centre up the road into St James's Hospital. The project steering group has unanimously agreed that the best option is - for a very short period of approximately two to four weeks - of dual running the walk-in centre and the co-located urgent treatment centre at St James's before completely moving from Burmantofts Health Centre. This dual running will take place once any necessary refurbishment works have been completed and we can run an urgent treatment centre at St James's Hospital.
21. We would like to remind Members that once the services from the walk-in centre in Burmantofts have been migrated to St James's Hospital, we'll no longer be offering a walk-in service at Burmantofts Health Centre. Our proposals do not affect any other services provided from Burmantofts Health Centre. Prior to formalising our proposals we ran a six week public engagement exercise from October to November 2018, working closely with elected members for the Richmond Hill and Burmantofts and Harehills and Gipton wards.

### **Seacroft site**

22. Following our formal engagement exercise earlier this year and the subsequent independent analysis, we are progressing our discussions regarding a fifth urgent treatment centre in the city of Leeds, within the Seacroft area. Our current timescales would see this site being the final one of the five urgent treatment centres to open in the city.

## Timescales

January 2019	St George's Centre officially an urgent treatment centre
September 2019 to early 2020	Wharfedale Hospital site reconfigured so that it can receive official designation as an urgent treatment centre
September 2019 to March 2021	St James's Hospital site reconfigured so that we can set up a co-located urgent treatment centre. This is to include the migration of the walk-in centre (dates to be confirmed), including a short period where we will dual run both sites
September 2019 to TBC	Leeds General Infirmary site to host a co-located urgent treatment centre. Exact dates to be confirmed as a much larger estate project underway called 'Building the Leeds Way'.
September 2019 to TBC	Identify suitability of site in Seacroft to host an urgent treatment centre before starting any estate reconfiguration work. Project group yet to be established.

## HEALTH AWARENESS CAMPAIGNS – WE WOULD WELCOME YOUR SUPPORT

### Big Thank You campaign

23. The award winning Big Thank You campaign is back, encouraging people across the city to say thank you to others that help them when they need them the most. This is a great opportunity to say a very public thank you to anyone you think is deserving of one. This could be a neighbour or someone in your community that probably goes unrecognised for all they do. Alternatively you might want to say thank you to a service that's helped you – this could be an NHS service, a council service or indeed the wonderful work carried out by our community groups.

24. If you need inspiration, before you say thanks have a look at the gallery [www.bigthankyouleeds.co.uk](http://www.bigthankyouleeds.co.uk)

### Getting serious about antibiotics

25. With the overuse and misuse of antibiotics being seen as a serious threat to the effectiveness of future treatments even for common health conditions, it's time we all took action. In Leeds we have set up the Seriously Resistant campaign to get people thinking about how they can ensure antibiotics work for us and future generations. This nationally recognised campaign encourages people to find out how they can make the best use of antibiotics, when they're not needed and gives people a chance to pledge their support.

26. We have a number of resources available for any events you may be running in the community including our 'Doug the Bug' mascot, selfie frames and much more. If you're holding an event and would like to make use of the resources do get in touch [Leedsccg.comms@nhs.net](mailto:Leedsccg.comms@nhs.net)

27. Find out more and show your support [www.seriouslyresistant.com](http://www.seriouslyresistant.com)

## **Looking out for our neighbours**

28. We're very proud to be supporting West Yorkshire and Harrogate Health and Care Partnership's community campaign 'Looking out for our neighbours' with the latest phase focusing on helping prevent loneliness and social isolation this winter.
29. This phase builds on the success of the campaign earlier this year when local people carried out over 46,000 acts of kindness in their local neighbourhoods across Bradford district and Craven; Calderdale, Harrogate, Kirklees, Leeds and Wakefield. 72% of people believed that the campaign has made a positive difference to their neighbours' wellbeing and now the Partnership wants to encourage even more people to get involved.
30. Get involved today and download lots of useful resources, including winter warmer recipes to share with someone nearby, [www.ourneighbours.org.uk](http://www.ourneighbours.org.uk)