Progress Update – Review of Access to GP, Urgent and Emergency Care

Appendix 4

No.	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of progress Presented to Committee on 13 December 2016	Assessment of progress Categories 1 - 4	Evidence of progress Presented to Committee on 13 June 2017	Assessment of progress Categories 1 - 4
7	The Council and NHS partners should consider the role of education and communications to ensure that the local population gains a better understanding of what constitutes an emergency versus more minor ailments.	CCG Public Health	April 2015	 <u>CCG</u>: The Integrated Urgent Care Service (IUCS) tender is in the process of being awarded. Once the provider has been awarded the contract, the CCG will develop communication plans regarding the new service. <u>Public Health</u> – SBC Communications Team promoted this message in Stockton News in March 2016. This has a reach of 85,000 residents. Information on SBC website here: <u>https://www.stockton.gov.uk/health- and-wellbeing/local-nhs-services/</u> This message is a recurring theme in SBC's annual winter campaign targeting residents and employees of SBC. Plans for winter 2016/17 include promotion in libraries and community settings. 	2	IUCS contract awarded to North Tees and Hartlepool Foundation Trust working in collaboration with Hartlepool and Stockton Health (HASH) and North East Ambulance Service (NEAS) The new service commenced at the North Tees Hospital site and Hartlepool Hospital site on the 1 st April 2017 to provide Integrated Urgent Care 24/7 – 7 days per week. This service is GP led and incorporates the traditional services that were Minor injuries/Minor ailments/Out of Hours A full communication plan was mobilised prior to service commencement by both the new provider and the CCG	1

8	The CCG and partners should increase publicity for NHS111 and when to use it.	CCG Public Health	December 2014 (and ongoing)	As noted above, once the provider has been awarded the contract, the CCG will develop communication plans regarding the new service	2	This was undertaken and 111 was promoted at the launch of the new service to encourage patients to 'Talk before you Walk' this was incorporated within the communication campaign both locally and regionally	1

- 1 Fully Achieved
- 2 On Track
- 3 Slipped
- 4 Not Achieved

<u>Glossary</u>

NEAS - North East Ambulance Service Foundation Trust

Area Team / NHS England –The 'Area Team' referred to the local team representing NHS England at the time of the Committee's review. Area Teams no longer exist as separate entities. These have been replaced by a smaller number of senior managers covering much larger geographies, working as part of an integrated regional management team.

CCG – Hartlepool and Stockton-on-Tees Clinical Commissioning Group

NTH – North Tees and Hartlepool NHS Foundation Trust