

PUBLIC CONSULTATION

29 July – 21 October 2019

**Help us improve NHS urgent care services
in Dartford, Gravesham and Swanley**



Foreword

Thank you for taking the time to take part in this Public Consultation. This is your chance to have your say about important changes we want to make to urgent care in Dartford, Gravesham and Swanley. By urgent care, we mean care to treat illnesses or injuries that are not life-threatening but that require an urgent clinical assessment or treatment on the same day.

We want to ensure that you get the right care when you need it by bringing together services offered by our Minor Injuries Unit at Gravesham Community Hospital and GP Walk in Centre at Fleet Health Campus in Northfleet under one roof to create an Urgent Treatment Centre (UTC). We also want you to experience a more “joined up” local NHS service by ensuring urgent care services are closely linked with other services for example, GPs, community pharmacists, NHS 111, ambulance and community based health teams. We are confident that by working together, we can take the pressure off our local A&E department so they can focus on treating the most seriously injured people, who often have life threatening conditions.

Dartford, Gravesham and Swanley are not alone. The NHS Long term plan requires all areas in England to have Urgent Treatment Centres offering patients the same NHS services in a timely manner.

THE OPTIONS FOR CHANGE WE ARE CONSULTING ON ARE:

OPTION ONE

To create an Urgent Treatment Centre at Gravesham Community Hospital by moving services from the current Walk in Centre at Fleet Healthcare Campus in Northfleet to join the Minor Injuries Unit at Gravesham Community Hospital

OPTION TWO

To create an Urgent Treatment Centre at Darent Valley Hospital by moving services from the current Minor Injuries Unit at Gravesham Community Hospital and the Walk in Centre at Fleet Healthcare Campus in Northfleet to Darent Valley Hospital site

We have been listening and talking to local people about urgent care services for the past three years. These options have been developed following extensive engagement with local people, doctors, hospital staff, Healthwatch Kent, the local healthcare champions and partners from voluntary organisations. We could not “Do Nothing” because the current arrangements for urgent care services do not comply with best practice or provide local patients with the full range of services available at Urgent Treatment Centres nationwide.

We understand that changes to NHS services can be unsettling but these proposals will not result in any hospital closures. **Fleet Health Campus in Northfleet** (the site of the current Walk in Centre) and **Gravesham Community Hospital** (the site of the Minor Injuries Unit) will continue to offer NHS healthcare irrespective of the final decision taken about the location of the Urgent Treatment Centre.

The Public consultation runs for 12 weeks from **29 July to midnight on 21 October 2019**. The feedback received from the consultation will be independently analysed, and the results made available to the public. To arrive at a final decision about the location of the new Urgent Treatment Centre, the Dartford, Gravesham and Swanley Clinical Commissioning Group Governing Body will consider the feedback from Public Consultation, relevant national policy and advice from local doctors.

Thank you for your feed back in advance. We look forward to hearing from you.

Dr Sarah MacDermott

Local GP, Chair, NHS Dartford, Gravesham and Swanley CCG

Dr Nigel Sewell

Local GP, Urgent Care Clinical Lead, NHS Dartford, Gravesham and Swanley CCG

Paula Wilkins

Chief Nurse, NHS Dartford, Gravesham and Swanley CCG



“We want to ensure that you get the right care when you need it.”

DR SARAH MACDERMOTT



“Together, we can take the pressure off A&E to treat people with life threatening conditions.”

DR NIGEL SEWELL



“A new Urgent Treatment Centre will bring services under one roof.”

PAULA WILKINS

What is urgent care?

When we talk about 'urgent care' we mean 'when you suddenly become unwell with a physical or mental health condition and need to see a healthcare professional the same day but it is not an emergency'. 'Emergency care' is often defined as a critical or life threatening condition such as serious injuries or blood loss, chest pains, choking or blacking out.

Some conditions that may require urgent treatment if they get worse and you cannot be seen by your local GP or pharmacist are :

- minor illnesses,
- bites and stings
- ear and throat infections
- minor skin infections / rashes
- minor eye conditions / infections
- stomach pains or sickness & diarrhoea
- emergency contraception

Some conditions that should be taken directly to an Urgent Treatment Centre:

- suspected broken bones
- cuts and grazes
- minor scalds and burns
- strains and sprains
- injuries from DIY
- minor head injuries
- worsening fevers



Current urgent care services in Dartford, Gravesham and Swanley

The current urgent care services are fragmented and confusing; each unit has different opening hours and can treat different illnesses and conditions.

The current choices for urgent care in our area are:



Walk-in Centre at Fleet Health Campus in Northfleet: Open 8am-8pm, 7 days per week. The service is led by GPs offering consultations, minor treatments and advice on self-care. You don't need to make an appointment.



The Minor Injuries Unit at Gravesham Community Hospital in Gravesend: Open 8am-8pm, 7 days per week. The service is led by nurses who offer treatment for less serious injuries. You don't need to make an appointment.



GPs: GPs provide many urgent care services to patients every day. We know that GP practices have different systems for booking appointments, and that you can't always get an urgent appointment on the same day.



GP out-of-hours: This service provides appointments outside of GP opening hours for patients unable to wait for their GP practice to re-open. It is accessed by calling NHS 111 and offers consultations at base sites or home visits.

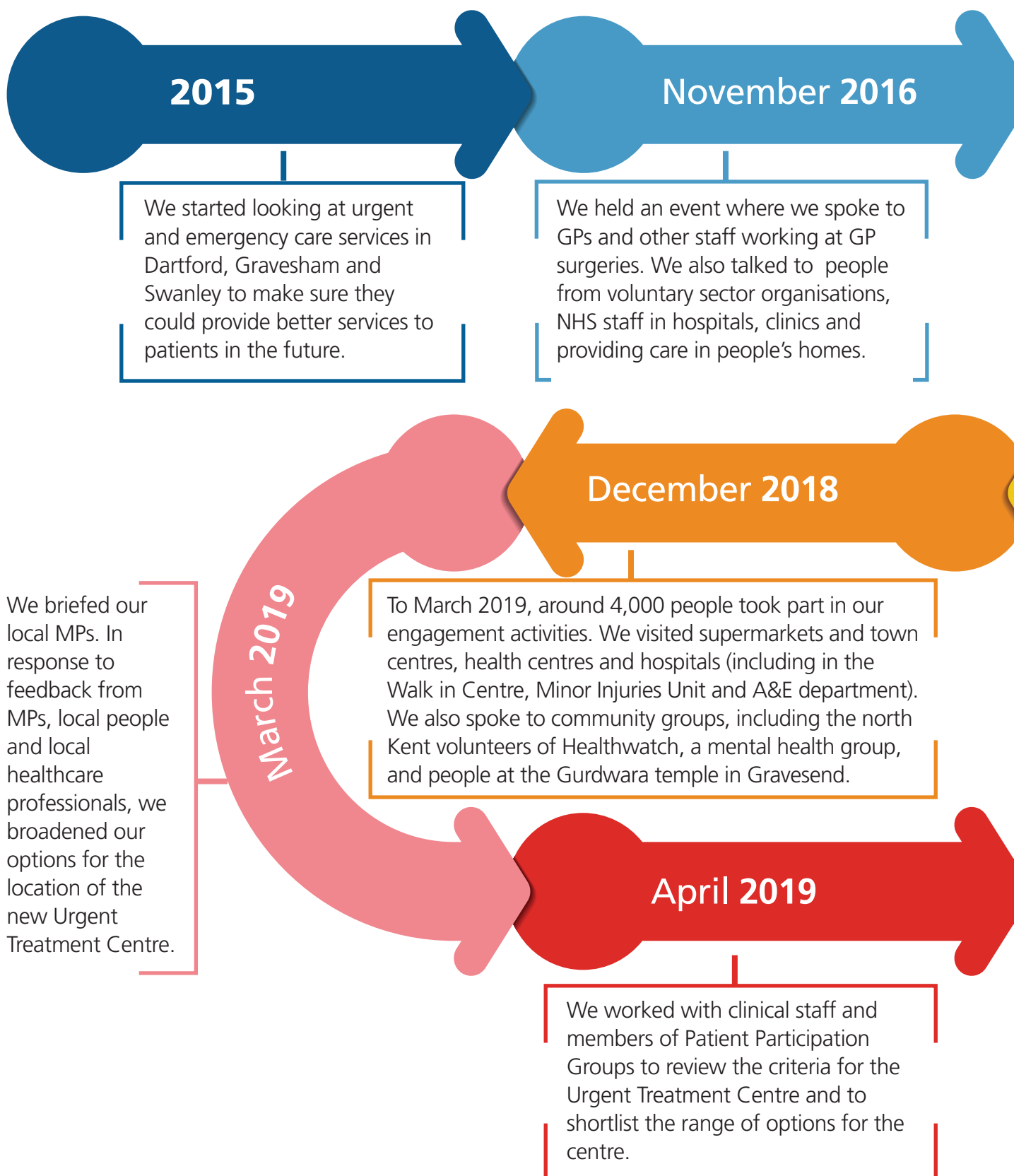


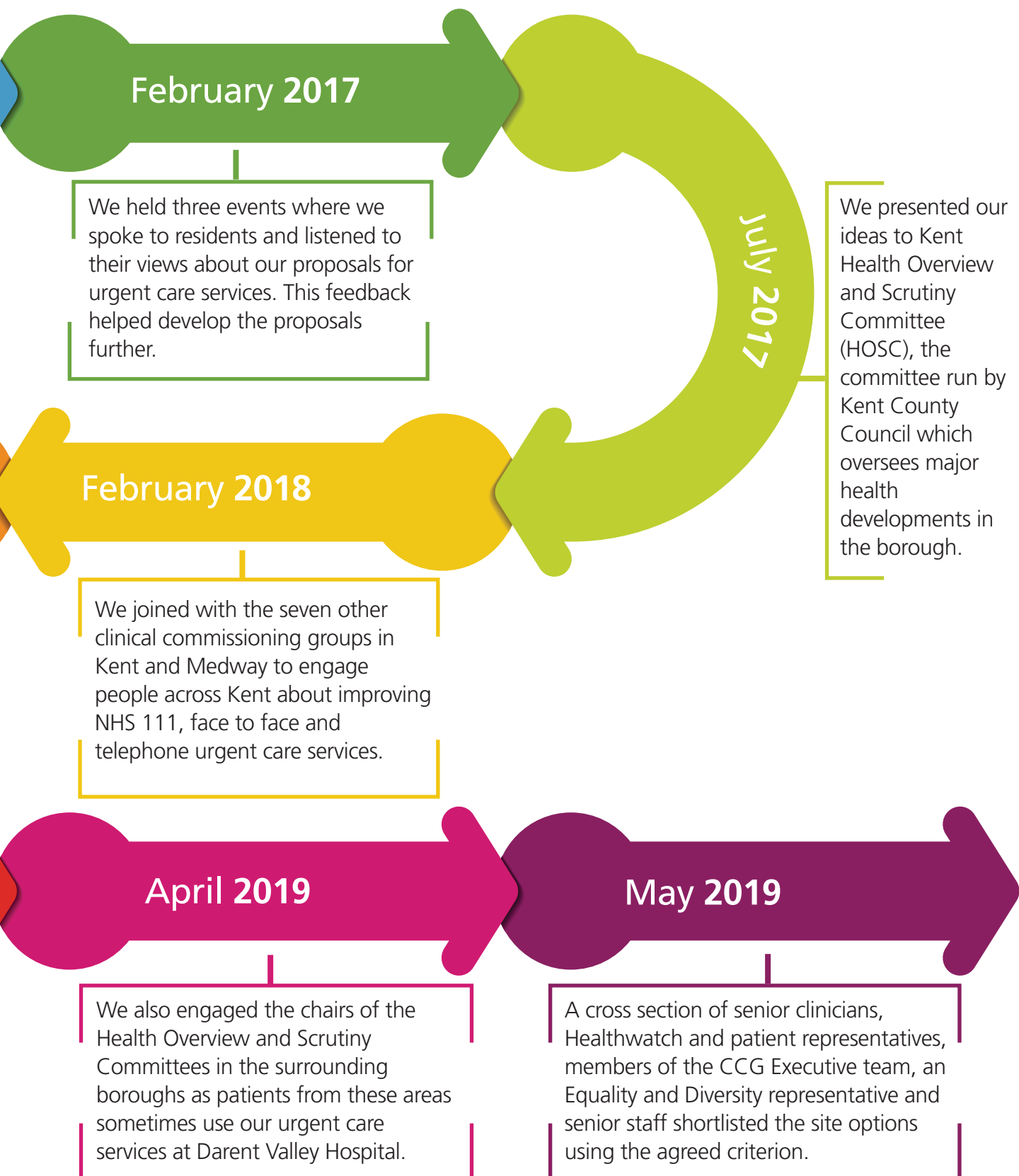
GPs at A&E department: Patients arriving at Darent Valley Hospital's A&E department are assessed and then treated by emergency department staff and, if more appropriate, referred to the GP-led service also on the hospital site.



NHS 111: is the free number to call when you need non-emergency advice. The service is available 24 hours a day, 7 days a week. The calls are answered by highly-trained advisors and you can also speak to a clinician when necessary. NHS 111 advisors can book an appointment for you with out-of-hours GPs and other medical services when they are needed.

How we have engaged local people and stakeholders





Why do urgent care services need to change?

Demand keeps growing: It is estimated that the population of Dartford, Gravesham and Swanley will increase by 22 per cent by 2035 due to the number of new homes being built in the area. We must make sure that services can cope with this growth. For example, moving walk-in services out of Fleet Healthcare Campus will give us space to develop more community and GP services. More residents need medical and social care due to ageing, mental health or long-term conditions. We need to allocate resources to support residents' on-going needs as well as when they need urgent care. For example, GP practices are working together in Primary care networks to support larger groups of patients.

Making sure people get the right service: 50 per cent of the people attending A&E at Darent Valley Hospital do not have a serious or life-threatening illness or injury. Some patients have told us they could not get an appointment at their GP practice on the same day and understandably, attend A&E because they were unsure where else to go for help. While A&E might be the right place for some people to be seen, many can be seen by a nurse or GP. Increasing pressures on A&E mean, despite NHS staff's best efforts, not everyone has the best experience and we want to change that.

Best Practice: The NHS Long Term Plan requires all areas in England to offer patients standardised and timely NHS services under the Urgent Treatment Centre name. NHS England has developed new standards for Urgent Treatment Centres so that you know where to go when you need help quickly. These new Urgent Treatment Centres will provide an alternative to A&E when people need care and treatment quickly and their GP is unavailable.



Best use of resources: Our proposal for a new Urgent Treatment Centre is intended to relieve the pressures on the A&E department to enable staff to focus on the most poorly and seriously injured people, who often have life threatening conditions. The proposed site options will require minimum capital investment to establish the new Urgent Treatment Centre.

Doctors, nurses and other health professionals are in high demand. We need to organise our NHS services in a way that makes the best use of our staff's specialist skills and enables local people to receive the right care they need.

Our proposed options for change

OPTION ONE

AN URGENT TREATMENT CENTRE AT GRAVESHAM COMMUNITY HOSPITAL

We propose to relocate the Walk in Centre at Fleet Healthcare Campus to **Gravesham Community Hospital** to join the Minor Injuries Unit on site, thereby creating one Urgent Treatment Centre.

The Urgent Treatment Centre will be open 12 hours per day, from 8am to 8pm, every day including bank holidays. Some patients will have had an appointment made for them by the ambulance service, NHS 111 or another clinician. Others will wait for their turn to be seen.

Patients will be treated by GPs, nurses, paramedics or other healthcare staff. Patients will be transferred to the A&E department at Darent Valley Hospital or to another service if necessary.



Benefits

- There is good pedestrian access to Gravesham Community Hospital
- There are good public transport links to Gravesend town centre from the surrounding areas
- Patient feedback about Gravesham Community Hospital during engagement was very positive
- The IT system linking patient records is already established.



Potential disadvantages and concerns

- An Urgent Treatment Centre (UTC) at Gravesham Community Hospital is less likely to relieve the growing pressures on A&E. Having an Urgent Treatment Centre linked with an A&E department on the same site has been found to be most effective.
- Patients who have conditions requiring A&E attention will have to travel, which could mean a delay to their treatment
- There is limited car parking at Gravesham Community Hospital. There is a council owned car park nearby.

SEE OVERLEAF FOR OPTION TWO ►

Our proposed options for change

OPTION TWO

AN URGENT TREATMENT CENTRE AT DARENT VALLEY HOSPITAL

We propose to relocate both the Minor Injuries Unit at Gravesham Community Hospital and the Walk-in Centre at Fleet Healthcare Campus to create an Urgent Treatment Centre alongside the A&E department at **Darent Valley Hospital**.

The Urgent Treatment Centre will be open for a minimum of 12 hours per day. These hours may be extended. On arrival, patients will be assessed by a clinician and those who need it will be referred to the A&E department. Other patients will be seen and treated by GPs, nurses, paramedics, mental health specialists or pharmacists depending on their medical needs. Some patients will have had an appointment made for them by the ambulance service, NHS 111 or other clinician. Others will wait for their turn to be seen.



Benefits

- The Urgent Treatment Centre would be open 12 hours per day. These hours may be extended
- The A&E on-site will enable patients to be transferred easily, if their condition requires it
- Having an Urgent Treatment Centre on site is likely to keep A&E clear for patients who really need it
- Having both the Urgent Treatment Centre and A&E on one site may attract staff wanting to develop skills in both settings. This may make it easier to recruit a skilled workforce and may reduce staff vacancies.



Potential disadvantages and concerns

- Parking spaces at Darent Valley Hospital can be limited at peak times, and parking is not free but there are plans to increase the number of parking spaces
- Traffic around Darent Valley Hospital can be heavy at peak times
- Darent Valley Hospital does not have good public transport links.

What proposed changes mean for you?

Our proposals are part of wider plans for local NHS services

- You will be able to receive treatment for minor injuries (e.g. suspected broken bones) and minor illnesses (e.g. infections) in one place
- You will be able to have X-rays, blood tests and similar services on site to help diagnose illness and improve treatment offered
- You will be able to book an appointment for the new urgent treatment centre via NHS 111 or, you can turn up and wait to be seen
- There will no longer be “walk-in” treatment services at Fleet Healthcare Campus but there are plans for more community and GP services to be available from that site
- The new Urgent Treatment Centre will be led by GPs working with other health professionals as a team including Advanced Nurse Practitioners, Emergency Nurse Practitioners, Paramedics and Mental Health Practitioners, as well as the Out of Hours Doctors. The team will also be linked to Community Nursing, CAMHS and Community Mental Health Teams
- New and existing staff will be flexibly deployed to support an Urgent treatment centre
- **OPTION ONE** If Gravesham Community hospital is selected for the new Urgent Treatment Centre, the existing Minor Injuries Unit will be expanded to include services for minor ailments transferred from Fleet Healthcare Campus
- **OPTION ONE** If Gravesham Community hospital is not selected as the site for the new Urgent Treatment Centre, there are plans for it to become a super GP practice and Health and Wellbeing hub offering more outpatient clinics and community services
- **OPTION TWO** If Darent Valley hospital is not selected as the site for the new Urgent Treatment Centre, it will continue to have A&E and GP Out of Hours services
- The new local Urgent Treatment Centre will offer the same services as other Urgent Treatment Centres in England and will comply with the NHS England 27 standards for best practice.

	OPTION ONE: Gravesham Community Hospital	OPTION TWO: Darent Valley Hospital
Opening times	●	● ●
Parking Availability	● FEW DISABLED SPACES AVAILABLE	●
Access to A&E	●	● ●
Ease of access by public transport	● ●	●
Ease of access by car	● ●	●
Ease of access on foot	● ●	● ●

KEY | ● ● VERY POSITIVE | ● POSITIVE/NEUTRAL | ● NEGATIVE | ● ● VERY NEGATIVE |

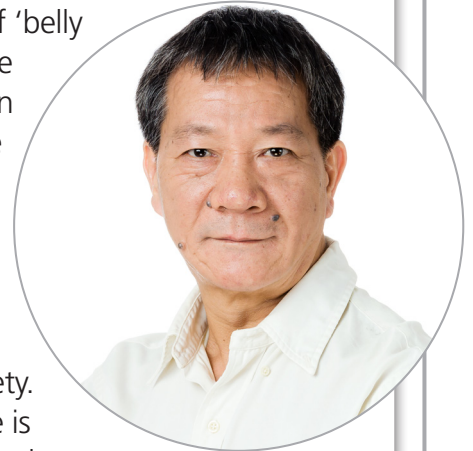
Case study JANE AND ALISON

Alison is worried about her mum Jane, who is 81. Jane has been out of sorts, confused and complaining of stomach pain since the previous evening. By 4pm, Alison phones Jane's GP practice for an appointment. The receptionist offered a call back from the doctor, with a view to seeing Jane, but safety netted by advising Alison to take Jane to the Urgent Treatment Centre for advice if she got worse. Worried by some deterioration, and still waiting for the call back from the busy surgery, Alison drives Jane to the Urgent Treatment Centre where she is assessed by a triage nurse on arrival. After waiting for 30 minutes, Jane is seen by a GP who diagnoses a urinary tract infection, prescribes a course of antibiotics and gives advice. Alison collects Jane's medication from the on-site pharmacy before driving Jane home.



Case study CHEN

English is not Chen's first language, and when he calls 111 complaining of 'belly ache', there are communication issues, and the 111 operator books him into the Urgent Treatment Centre for safety. Once there, he is noted to be a pale, sweating man in his 50s, who obviously smokes. When asked to indicate the site of his pain, he vigorously pats his chest rather than his abdomen. Deciding he may well have chest pain from his heart rather than anything abdominal, the Urgent Treatment Centre team take him straight through to the Emergency Department, where they confirm that Chen has suffered a heart attack. Chen receives immediate prompt skilled attention, as the ED staff have been freed from many lesser tasks by the Urgent Treatment Centre, time now directed to the truly medically needy. Chen leaves ten days later, to resume his life.



Case study STEVE AND LOGAN

Steve's 3-year-old son, Logan, has been restless and off his food all day. At bedtime, Steve notices Logan has a rash on his chest and arms. Steve is worried so he phones NHS 111 for advice. The NHS 111 advisor books Logan an appointment at the Urgent Treatment Centre at 8pm. Steve lives just a few streets from the Urgent Treatment Centre so walks there with Logan in his pushchair. Steve explains to the GP that he is worried Logan might have meningitis and fretted he should have taken him to the emergency department. The GP reassures Steve that Logan's rash is due to chickenpox. The GP gives Steve advice on how to care for Logan while he has chickenpox, and they leave the Urgent Treatment Centre. Logan is in bed asleep by 9pm.



Giving your views

SIX WAYS TO MAKE YOUR VOICE HEARD

1 Come and talk to us

We will be organising public events and visiting community venues, health centres and supermarkets to discuss our proposals

2 Invite us to come to you

We want to hear from groups supporting residents with specific needs e.g. Carers or parents of disabled children. Email us via dgs.communications@nhs.net

3 Online questionnaire

You can give your feedback from wherever you are. Complete the consultation questionnaire online at xxx

4 Email

You can send us your comments about proposed changes. Drop us an email via dgs.communications@nhs.net

5 Phone

You can phone us on 03000 424903.

6 Post

Post your completed questionnaire free of charge to:
FREEPOST RTXG-RKSL-TYJH
NHS Dartford, Gravesham and Swanley CCG, 2nd Floor,
Gravesham Civic Centre
Windmill Street,
Gravesend, Kent, DA12 1AU

A full timetable of events is available at www.dartfordgraveshamswanleyccg.nhs.uk
Follow us at @DGS and on Facebook for daily updates

You can find more information about the Public consultation on our website (www.dartfordgraveshamandswanleyccg.nhs.net) including the following documents:

- The Pre-Consultation Business Case
- The Pre-consultation Engagement reports
- The Equality Impact Assessment
- The Options Appraisal report
- The Travel Analysis of Site Options

You can also find a link to the online Public Consultation questionnaire. You can also read more about Urgent Treatment Centres on the NHS England website.

Public Consultation questionnaire about urgent care services in Dartford, Gravesham and Swanley

Thank you for taking the time to complete this Public Consultation questionnaire. We are inviting everyone in Dartford, Gravesham and Swanley to help shape the important changes we want to make to urgent care. By urgent care, we mean care to treat illnesses or injuries that are not life-threatening but require an urgent clinical assessment or treatment on the same day.

The NHS Long term plan requires all areas in England to offer patients standardised and timely NHS services under an Urgent Treatment Centre name by autumn 2020. We are proposing to create an Urgent Treatment Centre at either Gravesham Community Hospital or Darent Valley Hospital. This would also help reduce pressures on A&E and support other planned improvements to local NHS services across Kent. Your feedback will help shape the proposed changes.

The changes we are proposing are:

OPTION ONE

To create an Urgent Treatment Centre at Gravesham Community Hospital by moving services from the current Walk in Centre at Fleet Healthcare Campus in Northfleet to join the Minor Injuries Unit at Gravesham Community Hospital

OPTION TWO

To create an Urgent Treatment Centre at Darent Valley Hospital by moving services from the current Minor Injuries Unit at Gravesham Community Hospital and the Walk in Centre at Fleet Healthcare Campus in Northfleet to Darent Valley Hospital site

Next steps

When the consultation closes on 21 October 2019, an independent organisation will collate and analyse the feedback received. This analysis will inform the Decision-Making Business Case (DMBC) which will be considered through the CCG's internal governance process. A final set of proposals will be submitted to the CCG Governing Body for consideration, and final decision. The decision will be informed by the consultation feedback, the DMBC, and the feedback and findings from the various internal committees that will review the case before it reaches the Governing Body. A final decision is expected early 2020. The Public Consultation feedback report and final report to the Governing Body will be published on the website.

Public Consultation questionnaire

About you

Q1 I am providing a response

- ☐ In a personal capacity
- ☐ As a representative of a group

If you are responding as a representative of a group, please give details below:

Q2 What are the 1st three digits of your post code?

About urgent care services

Q3 Which of the current urgent care services have you (a friend or family member) used before? (TICK ALL THAT APPLIES)

	YOU	FRIEND/FAMILY
The Walk-in Centre at Fleet Health Campus	<input type="checkbox"/>	<input type="checkbox"/>
The Minor Injuries Unit at Gravesham Community Hospital	<input type="checkbox"/>	<input type="checkbox"/>
GPs	<input type="checkbox"/>	<input type="checkbox"/>
GP out-of-hours	<input type="checkbox"/>	<input type="checkbox"/>
A&E at Darent Valley Hospital	<input type="checkbox"/>	<input type="checkbox"/>
NHS 111	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>

Public Consultation questionnaire

Q4 (Thinking of the last time you used urgent care services),
how did you travel there?

☐ By car ☐ By public transport ☐ By taxi/cab ☐ By ambulance ☐ Walking

About our proposed changes

Q5 Please indicate which of the two options proposed you agree or disagree with:

Option 1: To create an Urgent Treatment Centre at **Gravesham Community Hospital** by moving services from the current Walk in Centre at Fleet Healthcare Campus in Northfleet to join the Minor Injuries Unit at Gravesham Community Hospital

☐ Agree ☐ Disagree ☐ Don't Know ☐ Think there are other priority issues

Option 2: To create an Urgent Treatment Centre at **Darent Valley Hospital** by moving services from the current Minor Injuries Unit at Gravesham Community Hospital and the Walk in Centre at Fleet Healthcare Campus in Northfleet to Darent Valley Hospital site

☐ Agree ☐ Disagree ☐ Don't Know

Please state your reasons for your choice

Q6 The top three issues local people raised with us about the location of the new Urgent Treatment Centre during previous engagement were: parking, access to public transport and waiting times. Do you ..

☐ Agree ☐ Disagree ☐ Don't Know

Please explain the reasons for your answer

Public Consultation questionnaire

Q7

We want our changes to make it easier for people to get the right care in the right place when they need it, what impact will the proposed options have on you and your family?

Q8

We welcome any other ideas and suggestions that you would like us to consider regarding the proposed new Urgent Treatment Centre

Thank you very much for your feedback. You can send your questionnaire free of charge to
XXXX

Alternatively, you may complete this questionnaire online at xxx or email your feedback to
xxx

Data Protection: This questionnaire is being undertaken by NHS Dartford, Gravesham and Swanley CCG as part of the public consultation regarding proposed changes to urgent care services. All of your comments will remain anonymous within any reports. The comments you give will be processed to help improve the commissioning, delivery and experience of NHS health services in Kent. At the end of this questionnaire you have the option to supply your contact details so that you can stay informed. If you give those details your comments will not be attributed to them and your details will not be passed on to any third parties outside the public consultation. The information you provide will be treated as confidential and used for the stated purposes only.

Equality Monitoring

NHS Dartford, Gravesham and Swanley CCG is keen to hear from a broad mix of people and to consider any differences or potential service adjustments that may apply to different groups. Completing the next section will help us to assess which groups we have engaged. This section is not compulsory and your views will still be taken into account if you choose not to complete this section.

1. What gender do you identify as?

☐ I prefer not to say

2. What is your age group (PLEASE PUT AN X IN THE CORRECT BOX):

- ☐ Under 18 ☐ 18 - 24 ☐ 25 – 34 ☐ 35 – 44 ☐ 45 – 54
☐ 55 – 64 ☐ 65 – 74 ☐ 75 or over ☐ Prefer not to say

3. Which of the following best describes your sexual orientation (PLEASE PUT AN X IN THE CORRECT BOX):

- ☐ Heterosexual/straight ☐ Lesbian/Gay Women ☐ Gay Man ☐ Bisexual ☐ Prefer not to say

If you prefer to use your own term, please specify here:

.....

4. Which of the following best describes your religion or belief (PLEASE PUT AN X IN THE CORRECT BOX):

- ☐ No religion ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh
☐ Prefer not to say Other (PLEASE STATE)

5. How would you describe yourself?

Using the following classifications, how would you describe your ethnic origin (PLEASE TICK APPROPRIATE BOX).

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> White British | <input type="checkbox"/> Black British | <input type="checkbox"/> Mixed | <input type="checkbox"/> Asian British |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Caribbean | <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> Indian |
| <input type="checkbox"/> Other White background | <input type="checkbox"/> African | <input type="checkbox"/> White and Black African | <input type="checkbox"/> Pakistani |
| | <input type="checkbox"/> Other Black background | <input type="checkbox"/> White and Asian | <input type="checkbox"/> Other Asian background |
| | | <input type="checkbox"/> Other mixed background | |
- ☐ Other ethnic group (PLEASE DESCRIBE BELOW) ☐ Prefer not to say

.....

6. Do you consider yourself to have a disability/impairment? ☐ Yes ☐ No

- | | |
|---|---|
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Learning difficulty |
| <input type="checkbox"/> Sensory disability | <input type="checkbox"/> Autism |
| <input type="checkbox"/> Speech and language difficulty | <input type="checkbox"/> Mental health issues |

☐ Other (PLEASE SPECIFY)

7. Do you have caring responsibilities? If yes, please tick all that apply

- | | |
|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Primary carer of disabled adult (18 and over) |
| <input type="checkbox"/> Primary carer of a child/children (under 18) | <input type="checkbox"/> Primary carer of older person |
| <input type="checkbox"/> Primary carer of disabled child/children | <input type="checkbox"/> Prefer not to say |

8. Language:- please state your commonly spoken language.....

Staying in touch: If you would like to receive a copy of the post-consultation report and regular updates about your local NHS, please enter your details below

Name:

Email:

“Our proposed changes will make it easier for people to get the right care in the right place when they need it”

Dr Sarah MacDermott LOCAL GP/ CHAIR, NHS DARTFORD, GRAVESHAM AND SWANLEY CCG

Please note that the Consultation document is available in an Easy Read format. It is also available on request in other languages and formats. Please call the Communications and Engagement team on **03000 424903** or email us on dgs.communications@nhs.net



Dartford Gravesham and Swanley
Clinical Commissioning Group