

# Urgent care services

***We would like to hear your views  
on where urgent healthcare  
is provided in Leeds***

# Glossary

<b>Accident and Emergency</b>	Accident and Emergency departments assess and treat people with serious injuries and those in need of emergency treatment. People sometimes call them 'casualty' departments.
<b>GPs</b>	General Practitioners (GPs) are doctors who work from a local surgery or health centre. They provide medical advice and treatment to patients who have registered with them. Most GPs are independent contractors providing services to patients through a contract with the NHS.
<b>GP out of hours services</b>	A service which provides urgent access to a GP when practices are closed for healthcare needs which cannot wait until practices reopen.
<b>Minor Injury Units</b>	Minor Injury Units can be used for: <ul style="list-style-type: none"><li>• cuts</li><li>• bites</li><li>• stings</li><li>• muscle or joint injuries</li><li>• sprains</li></ul> Minor Injuries Units (MIUs) can treat less serious injuries and illnesses. The units can also do x-rays.
<b>Walk-in Centre</b>	NHS walk- in centres are usually managed by a nurse, and are available to everyone for minor injuries and illnesses. Patients do not need an appointment. GPs are also based in some walk-in centres such as the walk-in centre service at Burmantofts Health Centre in Leeds.
<b>West Yorkshire Urgent Care Services (WYUCS)</b>	West Yorkshire Urgent Care Services is a telephone access and assessment service for anyone in West Yorkshire. WYUCS can arrange an appointment with an out of hours GP or even a home visit from an out of hours GP, direct people to other services and offer self-care advice. They can arrange an appointment with the urgent dental service. WYUCS is a local service for West Yorkshire only.
<b>NHS Direct</b>	A nurse-led telephone advice and information service, also available on the internet. This service is available nationally.
<b>Urgent dental services</b>	These services are provided for patients with an urgent dental need who are either unregistered with a dental practice or whose condition cannot wait until the next available appointment
<b>Primary Care Trust</b>	The organisation responsible for the planning and securing of health services and improving the health of the local population.
<b>Clinical Commissioning Groups (CCGs)</b>	These are new organisations made up of groups of GP practices. In Leeds there are three new Clinical Commissioning Groups. These organisations will become responsible for much of primary care trusts' current work from April 2013.

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# 1 About this document and the NHS in Leeds

This document is about options for improving the way urgent healthcare is provided in Leeds.

Leeds is the second largest metropolitan district in England with a population of over 715,000 and covers an area of 552 square kilometres.

NHS Airedale, Bradford and Leeds is the organisation currently responsible for making sure that people of Leeds have all of the health services that they need and that these services are easily reached. These services include GP practices, pharmacists, optometrists, dentists and hospital services

In addition, we undertake a broad range of public health work to raise awareness and support people to improve their health and their quality of life. Important progress has been made in improving the health of the local population, but there is still work to be done in terms of reducing health inequalities and improving access to healthcare for all local people.

The Government has published a new Health and Social Care Bill which is currently making its passage through Parliament. Under the proposed changes, primary care trusts nationally will be abolished in April 2013. Most of the role of NHS Airedale, Bradford and Leeds will become the responsibility of Clinical Commissioning Groups, led by local GPs.

## What are urgent healthcare services?

'Urgent care' describes the NHS services you use when you need advice or treatment immediately, but which is not an emergency or life-threatening.

Urgent care is also sometimes called 'Unplanned' or 'Unscheduled' care.

This can be any time of the day or night and any day of the week, including bank holidays.

It includes anything from telephone advice through to face-to-face treatment by a doctor or nurse.

Our urgent care services include:

- Accident and Emergency
- GPs, including the GP out of hours service
- Minor Injury Units
- Walk-in-Centre
- West Yorkshire Urgent Care Services
- NHS Direct
- Urgent dental services
- Pharmacies
- 999

## 2 Urgent healthcare services in Leeds

### Dear Leeds Resident

About four years ago, along with other primary care trusts in West Yorkshire, we asked people how they would like to see urgent care services improved in your area.

This document has been developed because we now want to further improve urgent care services and would like you to give us your feedback by completing the questionnaire on page 11.

#### In 2007 we asked people:

1. Which urgent care services they were aware of?
2. How easy was it to contact urgent care services?
3. How easy was it to find these services?
4. How satisfied they were with each service?

People said that urgent care services are confusing and frustrating. They said there were often delays and duplication as patients were sent from one service to another.

From what you told us, we wanted to improve our urgent care services, making them:

- easier to contact
- quicker to get to
- clearer to understand
- more convenient and accessible.

#### What we did

In 2009 we made some changes to the way urgent care was provided in Leeds.

We introduced 'West Yorkshire Urgent Care' telephone contact service 0345 605 99 99 which operates 24 hours a day, 7 days per week. This is a single point of access for patients in West Yorkshire to help them find the most appropriate local urgent care service in their area.

We improved our Minor Injury Units at St George's Centre, Middleton and Wharfedale General Hospital, Otley by extending the opening hours. We also made sure that patients could access the out of hours GP at these locations in addition to the main primary care centre at Lexicon House in Sheepscar.

We introduced a new computer system which meant that in most cases, the out of hours GPs had access to the right information about patients at all times and were able to make your own GP aware of any treatments or advice you received straightaway.

#### What we want to do

We would now like to hear from you about the best locations for GP out of hours services and other urgent care services in Leeds. Your responses will help us shape the future of urgent healthcare services.

We would also like to let you know about the new NHS 111 service which will be beginning in our area in April 2013. This will be important for local patients because it will replace and improve on the 'West Yorkshire Urgent Care' telephone service. There is more information about NHS 111 on page 10.

We are very grateful for your participation. Please make the time to complete the questionnaire on page 11 or attend one of the public meetings detailed on page 9.

We are consulting with the public for 14 weeks from Monday 5 December 2011 until Sunday 4 March 2012. After this date we will consider your views and comments and our board will make a decision on the best solution.

There is more information online and you can find an electronic version of this document there too at [www.leeds.nhs.uk/consultations](http://www.leeds.nhs.uk/consultations). You can email us at [leedsurgentcare.consultation@nhs.net](mailto:leedsurgentcare.consultation@nhs.net) or you can write to us at: Urgent Care Review, **Freepost RLSJ – BXBH – HZRL, Leeds, LS16 6QG**.

You can also telephone our Patient Advice and Liaison Service if you have any questions or comments. Their number is free to call **0800 052 5270**.

*Yours faithfully*



Dr Simon Stockill  
Clinical Lead and local GP

### 3 The urgent care services in Leeds that we want to hear your views about

This review of urgent healthcare services in Leeds includes the services in the table below.

Service	Location	Opening hours
West Yorkshire Urgent Care Services 0345 605 99 99	Telephone call centre	24 hours per day and 7 days per week
GP out of hours	Lexicon House, Sheepscar, Leeds 7 St George's Centre, Middleton Wharfedale General Hospital, Otley	6.30pm until 8.00am Monday to Thursday and then 6.30pm Friday until 8am Monday at weekends
Minor Injury Unit	St George's Centre, Middleton Wharfedale General Hospital, Otley	8am-10.30pm everyday including bank holidays, closed Christmas Day. 8am-11pm everyday including bank holidays, closed Christmas Day
Urgent dental services	Lexicon House, Sheepscar, Leeds 7 Yeadon Health Centre, Yeadon, Leeds	7 days per week – various bookable sessions* Mon to Sat – various bookable sessions*

\* bookable through West Yorkshire Urgent Care Services only – no walk-ins



## 4 Options for consideration

We plan to provide services that are delivered from the locations which are the most convenient and accessible to the majority of people.

We are building on the changes already made in 2009 because people have told us that there are concerns that:

- services are sometimes hard to find;
- buildings are sometimes in need of some attention; and
- information is being duplicated and patients are being asked the same questions by different people;

We would like to gather your views and opinions on where urgent care services ought to be based. There are three options that we would like you consider. Please would you read the options and then complete the feedback form on page 11.

**(OPTION A)** we could decide to make no changes to the locations where GP out of hours, urgent dental services and Minor Injury Units are currently delivered from. Your views might tell us that you are happy with the service as it is.

### Current locations of services

Service	Location	Opening hours
West Yorkshire Urgent Care Services 0345 605 99 99	Telephone call centre	24 hours per day and 7 days per week
GP out of hours	Lexicon House, Sheepscar, Leeds 7 St George's Centre, Middleton Wharfedale General Hospital, Otley	6.30pm until 8.00am Monday to Thursday and then 6.30pm Friday until 8am Monday at weekends
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### Advantages

People are familiar with the Primary Care Centre at Lexicon House and value the services provided there.

People are used to visiting the Minor Injury Units at St George's Centre and Wharfedale General Hospital and are clear about when to use these services.

As no further investment will be needed for this option, funding will not need to be identified by stopping funding somewhere else.

## Disadvantages

People have some concerns about the location of the GP out of hours service at Lexicon House. Some people have told us that the area where Lexicon House is located is not easy to find and that the building itself is not of a good standard.

**(OPTION B)** we could close Lexicon House and open new urgent care centres next to the A&E departments at Leeds General Infirmary and St James' University Hospital. The Minor Injury Units at St George's Centre and Wharfedale General Hospital would remain open.

## Advantages

It would be easy for patients to understand where to go.

There are some patients who sometimes go to A&E who could have seen a GP instead. In this option these patients could be seen in the new urgent care centre next to A&E. This would mean that A&E would be able to focus on sicker patients.

If a patient was seen in the urgent care centre next to A&E and they turned out to be sicker than first thought, they would already be in the hospital and so could be transferred to the right place quickly.

## Disadvantages

If we move the services to different locations it will take time for people to recognise that services have moved.

It is not very easy to park at the hospital sites, particularly Leeds General Infirmary.

There would need to be an investment to develop the urgent care centres which would mean using funding that could be used for other health services.

We would need to find a new location for the urgent dental services located at Lexicon House. This could be in an existing dental surgery.

**(OPTION C)** we could close Lexicon House and open a new urgent care centre in or on an alternative site near to the centre of Leeds. We could also consider opening a new centre in east Leeds as this area currently does not have as much provision as other areas. The Minor Injury Units at St George's Centre and Wharfedale General Hospital would remain open.

## Advantages

There would be a centre in three out of town locations in Leeds plus a central location which would ensure better accessibility for most people in the city.

This option would increase patient choice as there would be more centres in operation.

## Disadvantages

If we move the services to different locations it will take time for people to become familiar with the new locations.

There would be a significant cost to develop new urgent care centres. This would mean that money would not be able to be used for other health services. We would consult you again to agree which services these should be.

We would need to identify a new location for the urgent dental services located at Lexicon House. This could be in an existing dental surgery.

## 5 How you can have your say

We want to hear your views on the proposals. The consultation is running from Monday 5 December 2011 until Sunday 4 March 2012. Your views will help us make the final decisions on urgent care services.

There are many ways in which you can have your say. These are:

- Through the web site

You can complete an on line feedback form on our web site at:  
[www.leeds.nhs.uk/consultations](http://www.leeds.nhs.uk/consultations)

- By telephone

You can telephone our Patient Advice and Liaison Service (PALS) to make any comments or ask questions. PALS is open Monday to Friday 8.30am to 4.30pm and they can be called free of charge on 0800 052 5270.

- Feedback form

You can complete the form on the back cover of this document and send it back to us using the FREEPOST address. No stamp is necessary.

Urgent Care Review  
Freepost RLSJ – BXBH – HZRL  
Leeds  
LS16 6QG

- By e mail

You can e mail us your comments at [leedsurgentcare.consultation@nhs.net](mailto:leedsurgentcare.consultation@nhs.net)

- Get involved – find out more about our plans for urgent care and NHS 111.

### Please attend one of our drop-in sessions at:

1) Wednesday 25 January 2012 (there are 3)  
6.00pm until 7.30pm  
(drop in session - presentation at 6.15pm and 7pm followed by questions and answers)  
Shaftesbury Medical Centre  
78 Osmondthorpe Lane  
Leeds  
LS9 9EF

3) Thursday 9 February 2012 (there are 3)  
6pm until 8pm  
(drop-in session - presentation at 6.15pm and 7pm followed by questions and answers)  
Leeds Seventeen  
Nursery Lane  
Leeds  
LS17 7HW

2) Saturday 4 February 2012 (there are 3)  
10:30am until 12:30pm  
(drop-in session - presentations at 10:45am and 11:45am followed by questions and answers)  
Denny Room  
Leeds City Museum  
Millennium Square  
Leeds  
LS2 8BH

4) Tuesday 21 February  
6pm until 7.30pm  
(drop-in session - presentation at 6.15pm and 7pm followed by questions and answers)  
The Morleian Room  
Morley Town Hall  
Queen Street  
Morley  
Leeds  
LS27 9DY

## 6 How we will use the information we receive?

We would like to get the views of as many people as possible.

When we have received your feedback and comments we will make sure that these are included as part of the final decision making process. We will publish a report summarising what people told us.

The final decision about how to improve urgent care services in our area will be made at a public meeting by our board. Our board will take your views into account when making their decision.

## 7 About the national NHS 111 service – some information

**NHS 111 will replace West Yorkshire Urgent Care 0345 telephone number in providing access to urgent care services from April 2013.**

The Government has decided to introduce a new national NHS 111 service for patients who need urgent healthcare services. This will be operational in Yorkshire and the Humber region from April 2013. The NHS 111 service will make it easier for you to access urgent healthcare and will improve the way in which the NHS delivers that care. NHS 111 will also replace the national NHS Direct service.

### **NHS 111 has been trialled in other parts of the country before being introduced across the whole country.**

In West Yorkshire NHS 111 will replace the West Yorkshire Urgent Care services number – 0345 605 99 99 and will be even easier for patients to use.

- NHS 111 is a new telephone service being introduced to make it easier for you to access local health services, when you have an urgent need.
- If you need to contact the NHS in the future for urgent care there are only three numbers to know;
  - 999
  - your GP surgery
  - 111
- When you call 111 you will be assessed, given advice and directed straightaway to the local service that can help you best – that could be an out-of-hours doctor, walk-in centre or urgent care centre, community nurse, emergency dentist or late opening chemist.
- NHS 111 will be available 24 hours a day, 365 days a year from April 2013.
- There will be a publicity campaign just before NHS 111 is launched to let people know more about it.

### **How is NHS 111 different from West Yorkshire Urgent Care 0345?**

- NHS 111 will be free to call
- NHS 111 will replace the West Yorkshire Urgent Care Services telephone number in providing access to urgent care services from April 2013.
- NHS 111 will be available nationally and direct you to a local call-centre
- NHS 111 is easier and simpler to remember for patients
- NHS 111 will use a new 'directory of services' technology. This technology will enable local services to update their availability information in real-time so the NHS 111 can be as responsive and flexible as possible.

Under NHS 111 the GPs and nurses who speak to patients on the phone will be part of the local treatment service. This means that if you go on to have an appointment it will be with the same doctor or one of their colleagues who sees you.

# FEEDBACK FORM – URGENT CARE CONSULTATION

You can also complete this form online at [www.leeds.nhs.uk/consultations](http://www.leeds.nhs.uk/consultations)

We would appreciate your response to the questions below. Your views will help us make the final decisions on urgent care services. *Please attach a separate sheet if you require more space.*

## Questions

### OPTION A

1 Have you used Lexicon House? (please tick) Yes  No

1a What do you think about the location of Lexicon House? (please circle)

Very poor poor OK good excellent

1b If you have used Lexicon House what do you think about the Lexicon House building and facilities?  
(if you have not used Lexicon House before please miss this question out)

Very poor poor OK good excellent

Please tell us below how Lexicon House could be improved / any other comments about option A?

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### OPTION B

2 Do you think that it's a good idea to move urgent care services to hospital sites? (please circle)

Disagree strongly disagree unsure agree agree strongly

Any other comments about option B?

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### OPTION C

3 What are your views about directing money from other health services in order to develop new urgent care centres? (please circle)

Disagree strongly disagree unsure agree agree strongly

Any other comments about option C?

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4 Finally, having read and considered all the information in the document please indicate which is your preferred option for the location of GP out of hours services in Leeds. (please tick one option)

## OPTION A Services remain in current locations

1

## **OPTION B** Services at Lexicon House to be moved to hospital sites and Minor Injury Units to remain open

1

**OPTION C** Services at Lexicon House to be moved to an alternative central location plus a new centre to be opened in the east Leeds area. Minor Injury Units to remain open

1

5 If you have any other comments about our proposals please write them here

# Equality Monitoring Form

All the information you provide will remain confidential.

In particular, it will only be used in relation to the urgent care review

It will not make any difference to the service you receive if you choose not to answer these questions, but by answering them you will help us to make sure we design and provide services which meet the needs of all our population.

## Ethnic origin:

Please tick the appropriate box to indicate your ethnic background:

### White:

- British
- Irish
- Gypsy or Irish Traveller
- Other White background (please specify)

### Mixed / multiple ethnic groups:

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed background (please specify)

### Asian or Asian British:

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian background (please specify)

### Black or Black British:

- Caribbean
- African
- Other Black background (please specify)

### Other ethnic groups:

- Arab
- Any other ethnic group (please specify)

## Country of birth:

## Date of birth:

## Do you consider yourself to be disabled?

- Yes
- No

## Type of impairment:

- Physical impairment**  
(such as using a wheelchair to get around and / or difficulty using their arms)
- Sensory impairment**  
(such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment)
- Mental health condition**  
(such as depression or schizophrenia)
- Learning disability**  
(such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)
- Long-standing illness or health condition**  
(such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)

## Gender:

- Male
- Female

## Sexual orientation:

- Heterosexual/straight
- Lesbian/gay woman
- Gay man
- Bisexual

## Relationship status:

- Married
- Civil Partnership
- Co-habiting
- Single
- Widowed
- Other (please specify)

## Religion or belief:

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- Other (please specify)

Please return this form, free of charge, to:

**Urgent Care Review**  
NHS Leeds  
Freepost RLSJ - BXBH - HZRL  
North West House  
West Park Ring Road  
LS16 6QG

Please return this form by 4 March 2012  
No stamp is necessary

Thank you for taking the time to contribute your views to the consultation. It will help us if you could indicate whether you are responding as:

Patient  Carer  On behalf of an organisation  Health/social care worker  Local resident

If you would like to be included on our mailing list and be sent a copy of the report after 4 March 2012, please complete your details below. It will also be available on our website.

You do not have to give your name and address if you do not want to.

Name:

Organisation name (if applicable):

Address:

Daytime telephone number:

Email address (optional):

*Thank you for taking the time to tell us your views*

# Choose well

If you're feeling unwell and you are unsure about where to go then our Choose well guide will help you choose the right place for treatment. Here in Leeds we have a range of local NHS services to choose from and it doesn't have to be A&E.

## The options are:

- **West Yorkshire Urgent Care Services** – for unexpected or worsening health conditions call **0345 605 99 99** or visit [www.wyucservices.nhs.uk](http://www.wyucservices.nhs.uk)
- **Self-care** - for treatment of minor illnesses, by combining a well stocked medicine cabinet with plenty of rest. For more information please visit [www.nhs.uk](http://www.nhs.uk)
- **NHS Direct** - for absolutely any health questions, around the clock, and to find local services. **0845 4647** or visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- **Pharmacist** - for advice on common winter illnesses, and the best medicines to treat them
- **Family doctor (GP)** - for medical advice, examinations and prescriptions for illnesses you just can't shake off
- **NHS Walk-in Centre** - for treatment of minor illnesses or injuries, without an appointment
- **A&E or 999** - for critical or life-threatening situations

A copy of this document can be made available in large print, Braille, on audio tape or translated. Please contact our Patient Advice and Liaison Service on 0800 0525 270 if you would like it in an alternative format.