

Everything you need to know about 7 day access to Primary Care Services

Key Message:

The NHS would like patients to always think **GP practice first** if they feel unwell. GP practices are open 8am – 6pm Monday to Friday. If you need to be seen the **same day** (unplanned clinical need) requiring a **same day primary care** clinical response they should always contact their **GP practice first** or **NHS111 after 6pm and during weekends**.

**Think
GP First**

Call your GP
practice between
8am - 6pm
Monday - Friday



What are the Durham Dales, Easington and Sedgefield hubs?

Durham Dales, Easington and Sedgefield (DDES) have had hubs since April 2017. Each hub is a healthcare setting which has agreed to see any patient in Durham Dales, Easington or Sedgefield (DDES) with an **urgent same-day health need** during a specific time slot. This is extended access to primary care services providing additional clinical capacity to general practice. There are six hubs spread across DDES all offering additional appointments regardless of which DDES GP practice you are registered with.

What are the hubs not?

The DDES hubs are **not** a GP out of hours service.

They are **not** a walk in service, they operate on appointments only which can be booked by GP practices **and** NHS111.

They are **not** a secondary care service; they offer extended access to general practice.

They are **not** an Urgent Treatment Centre or Minor Injury Unit and **don't** have access to X-ray or specialist equipment.

They do **not** provide repeat prescriptions.

Which patients are eligible for a hub appointment?

Any DDES patient with an urgent same day health need which is suitable to be seen in primary care. Hub appointments are **not** for routine general practice/management and monitoring of long term conditions appointments.

To be clear, the appointments at the hubs are for patients with an unplanned clinical need requiring a **same day** necessary **primary care** clinical response.

Patients with a potentially life threatening medical condition which is not suitable for primary care will be immediately and safely transferred to the relevant urgent and emergency care service (such as Accident and Emergency or Minor Injury Unit).

What type of things do they treat at the hubs?

An appointment at a hub is appropriate for any **urgent same day** health need that you would usually come to primary care for. If your need is not an urgent same day need you won't be offered an appointment at a hub. You'll be offered an appointment at your GP Practice for the following day/next available.

What don't the hubs treat?

The hubs are **not** urgent treatment centres so are not appropriate for minor injuries.

The hubs are not walk in service. The hubs **will turn away** non-booked/patients without an appointment who have "walked in".

Hub appointments are **not** for routine general practice/management and monitoring of long term conditions appointments.

The hubs are **not** suitable for patients with a potentially life threatening medical condition.

The hubs do **not** provide repeat prescriptions.

Following a hub appointment, if you require further treatment/diagnostics an appointment should be made at your GP practice. You should **not** return to a hub to receive this.

How do patients access an appointment in a hub?

Patients should always **contact their GP practice first** if they feel unwell or NHS111 after 6pm and at weekends. Your clinical need will be assessed and if the need is such that it requires an **urgent same day response** an appointment will be made for you at the most appropriate primary care service.



GP Practices have been able to book suitable patients into hub appointments since they were launched in April 2017. This is why the NHS wants you to always **think GP first when you feel unwell.**

NHS111 can also book the patients they identify as suitable directly into an appointment at any of the hubs. **If you feel unwell after 6pm or at a weekend, call NHS111.**



Am I able to choose which hub I go to?

No - You'll be offered an appointment at the closest hub which can meet your clinical need at the date and time of your requirement.

Can I ask for a hub appointment?

You'll only be offered a hub appointment if you have a clinical need for one.

During recent public engagement a lot of people said they weren't aware of the hub appointments and thought it was a separate service where they'd only be offered an appointment if they asked for one. **This isn't the case, as with all NHS services, they're based on clinical need.**

When a patient telephones or walks into their practice and asks to make an appointment, **if they have an urgent same day health need** and there are no appointments available at the practice, they'll be offered an appointment at a hub. **If your need is not urgent same day you'll be offered an appointment for the following day/next available.** GP practices can book clinically appropriate patients directly into hub appointment slots; patients do not need to also telephone NHS111 to make the appointment.

Why is NHS111 asking me to go to a hub that's not the closest one to me?

It's really important for patients to know that the trained health adviser from the local NHS111 team that they speak to **does not personally make the decision** as to which site the patient should attend.

During recent public engagement a lot of people told us that they felt NHS111 sent them further or to a less convenient location because NHS111 was not aware of local services.

NHS111 uses software which 'profiles' a patient based on their clinical need and the medical intervention required. It then cross references the clinical need against the sites which can provide the correct medical intervention at that date and time then selects the one which is geographically closest to the patient. **There may be a closer hub but it may not be able to give you the care you need at that date and time.**

It's also important to remember that hub appointments are not for the non-urgent things you'd usually go to your GP practice for. The appointments at the hubs are for patients with an urgent unplanned clinical need requiring a **same day** necessary **primary care** clinical response.

What if the hub is too far to get to?

For some people an appointment at a hub will be further to travel than going to their usual GP practice. For most this will be OK, but for some it may present a challenge.

For patients who are able to travel but are too ill to transport themselves to a hub, **the NHS will provide return transport.** Patients cannot book NHS hub transport themselves. This will be arranged by the person booking your appointment (either the GP Practice or NHS111).

For patients where it has been assessed that it would be detrimental to their health to travel to a hub, they will be offered a home visit. The NHS does **not** expect housebound, frail, or elderly people who are very ill to travel to a hub. It's important to note that home visits will be offered based on patient clinical need.

Getting Care Right For You

NHS
Durham Dales, Easington and Sedgefield
Clinical Commissioning Group

Non-emergency NHS Funded Transport

Going to a hospital or medical appointment?
If it is not an emergency, you'll normally be expected to make your own way there.

<p>You can book transport through Help To Health, a volunteer driving service. Call 0300 330 9242 or visit www.help-to-health.org.uk/appointments</p> 	<p>You may be eligible to claim back your travel costs under the Healthcare Travel Costs Scheme. For how to claim, search 'Travel Costs' at: www.cddft.nhs.uk</p> 
<p>You may be eligible for the non-emergency patient transport service (PTS) for hospital outpatient appointments. To find out if you are eligible for PTS and how to access it, call 03000 269 999 or speak to your GP practice.</p> 	<p>If NHS 111 or your GP practice has arranged an appointment for you.... at an Urgent Treatment Centre, Minor Injury Unit or GP hub and you don't have access to transport, you could use our return transport. Remember to ask!</p> 

www.durhamdaleseasingtonsedgefieldccg.nhs.uk



Will the home visit staff have the right equipment and be appropriately qualified

Yes. The home visiting team is GP led and has a mix of practitioners that is appropriate to patient's health needs. The home visiting team is fully compliant with the national NHS standards. The home visiting team have all of the equipment that practitioners working at hub have.



What's the difference between urgent and emergency?

The difference between Urgent and Emergency Care in the NHS is not always fully understood and this can create problems in terms of patients turning up to the wrong location.

NHS Urgent Care

When the NHS states that something is urgent or urgent care, it means the range of services available to people **who need urgent treatment, advice and diagnosis quickly and unexpectedly**, but are **not considered an emergency or life threatening**.

NHS Emergency Care

Emergency care is provided in a medical emergency, **when life or long term health is at risk**, for example head injuries, serious injury or bleeding, severe breathing difficulties, and heart attacks which may **require specialised services in a hospital**.

Many patients who attend Accident and Emergency (A&E) have urgent and not emergency problems.

Need to be seen today for an emergency?

Minor injury call NHS 111

Strains, cuts, sprains and burns can all be treated at our Urgent Treatment Centres at Bishop Auckland Hospital or Peterlee Community Hospital, University Hospital North Durham and Shotley Bridge Hospital.

A&E or 999

Call 999 straightaway for chest pains, choking, severe blood loss, blacking out, unconsciousness, suspected stroke or serious injury

