

# Urgent treatment centres in Leeds

## Our proposal for urgent treatment centres in Leeds

Easy read



# About this document



This document has been made by NHS Leeds Clinical Commissioning Group, also known as NHS Leeds CCG.

We plan and pay for most healthcare services in Leeds.



NHS England has asked all clinical commissioning groups in the country to set up urgent treatment centres in the areas they cover.

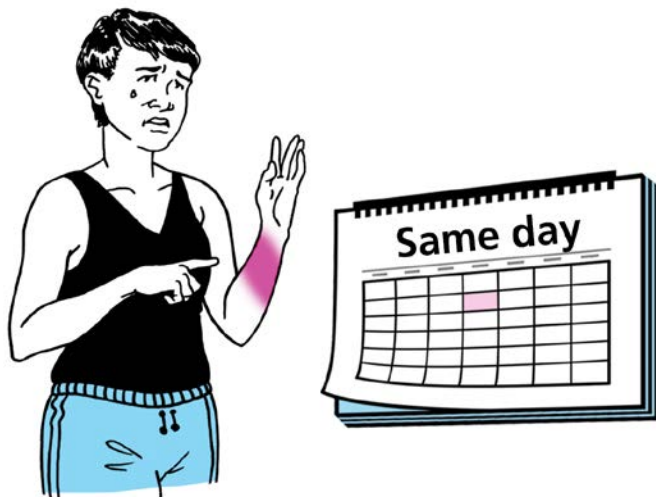


Before we make any decision about urgent care in Leeds, we would like you to have your say on what we are proposing.



In this document we will explain where you can get urgent care in Leeds now and how we want to improve this.

## What is urgent care?



Urgent care is care that someone feels they need on the same day but their life is not in danger or it isn't a serious illness or injury.

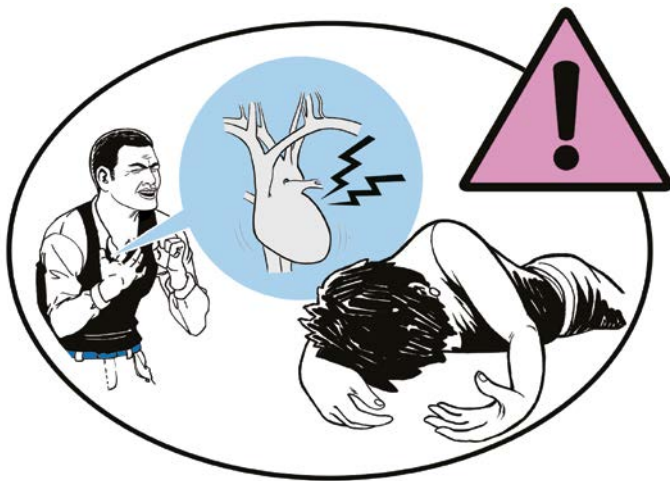


This could be things like cuts, minor injuries, bites or stings, mild fevers, vomiting and diarrhoea.



Urgent care is not emergency care.

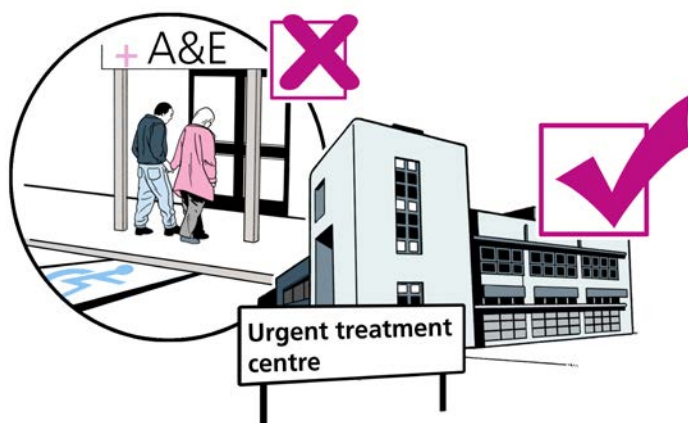
Emergency care is when your life or long term health is at risk.



For example, this could include serious injuries and infections, like when you lose a lot of blood, you have chest pains, you are choking or have fainted.



When people are very poorly, many go to accident and emergency, also called A&E.



But many times other places might be better for them, like an urgent treatment centre.

# Getting urgent care in Leeds now



## 1. Self care

Some people are confident to look after themselves if they suddenly fall ill or if they have a long term condition, like diabetes.

For example, they may go to a pharmacy to get some medicine or rest at home until they feel better.



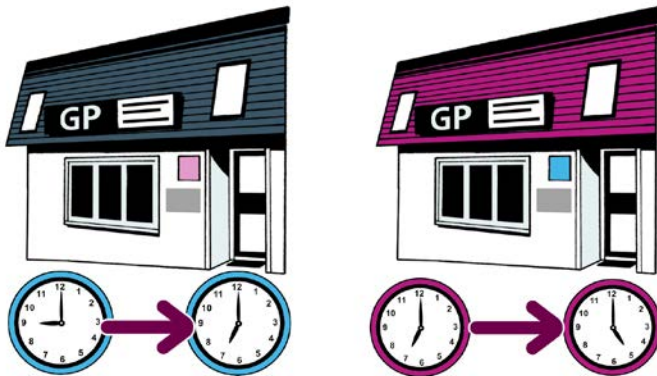
## 2. Going to the GP practice

There are 100 GP practices in Leeds that look after their patients and also offer urgent care on the day if they need it.





All GP practices now open till late and on weekends for appointments with GPs and nurses.



We know that different GPs have different opening hours which means it can sometimes be difficult to get an urgent GP appointment or service.



### 3. NHS 111

NHS 111 is the non-emergency number you can call when you need medical help fast, but it is not an emergency.



You can also get NHS 111 on the phone or online 24 hours a day, 7 days a week.

Fully trained staff work in this service, to give you the best help and advice.



#### 4. GP out-of-hours

You can get the GP out-of-hours service through NHS 111.

The GP out-of-hours service can give you urgent clinical help and advice when you can't wait for your GP practice to re-open.



#### 5. Pharmacies

Pharmacists are trained to help if you start to feel unwell or have a less serious injury, such as a sprain.

Some pharmacies are open late.

Most of them have private rooms where you can talk to a pharmacist and they can give you advice and support on most common health problems.





Pharmacies can also give you advice on any medicines you are taking.

They can be the first place you go to if you are unwell or have questions about your health.



## 6. Walk-in centre

There is one walk-in centre in Leeds, based at Burmantofts Health Centre, LS9 7TA.

This is the Shakespeare walk-in centre.



The walk-in centre can be used if you have a minor illness or if you are worried about your health, but it is not an emergency.

You can go there for things like coughs, chest infections, fevers, sore throats and headaches.



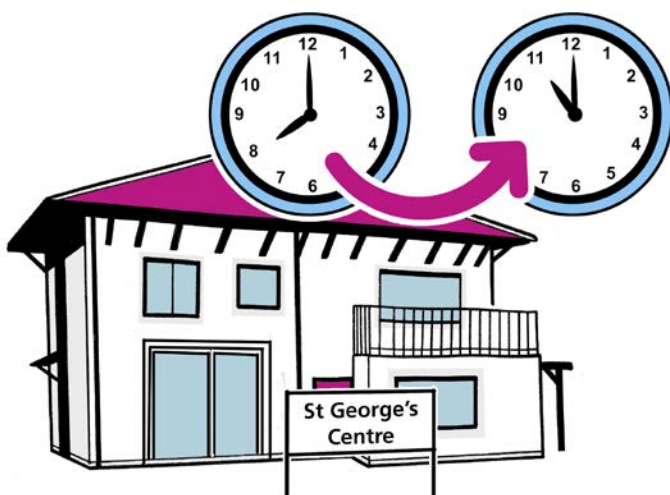


## 7. Minor injury unit

We have one minor injury unit in Leeds based at Wharfedale Hospital, Newall Carr Road, Otley, LS21 2LY.

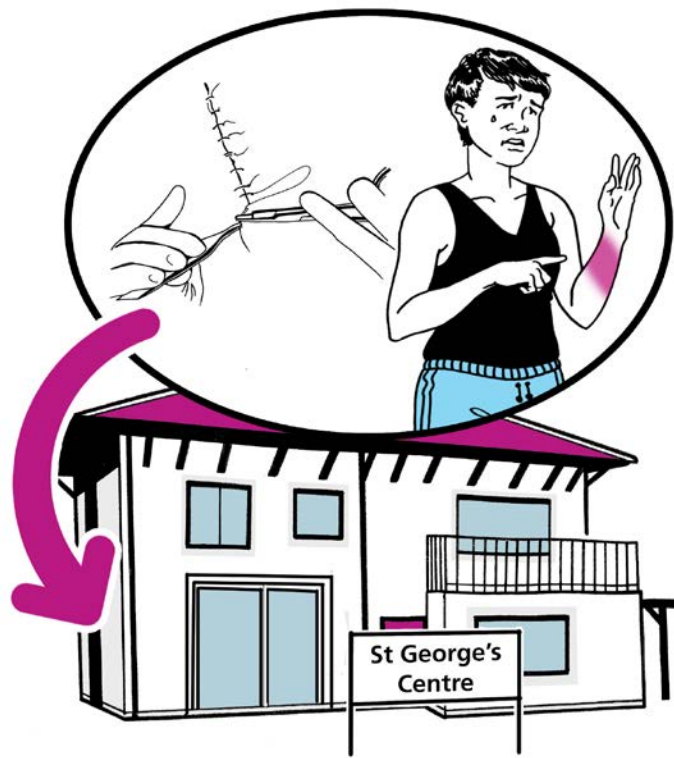


You should go to the minor injury unit for cuts, bites, sprains, or injuries to your bones, muscles or joints.



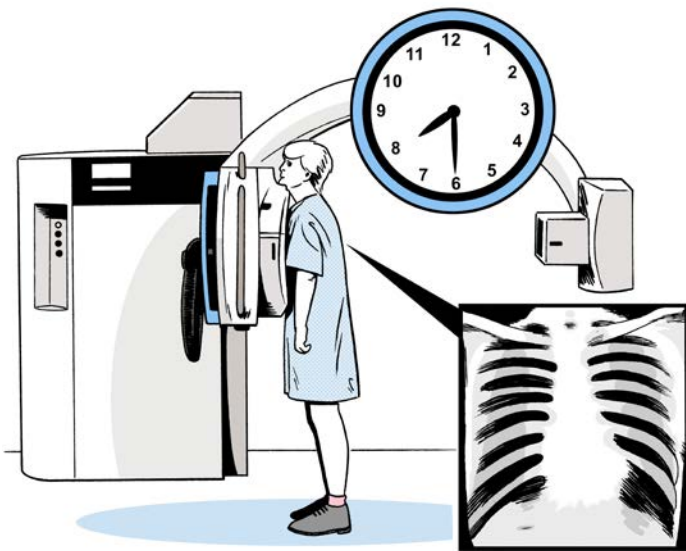
## 8. St George's urgent treatment centre

The St George's urgent treatment centre has a minor injury service running from 8am to 11pm, every day, including weekends.

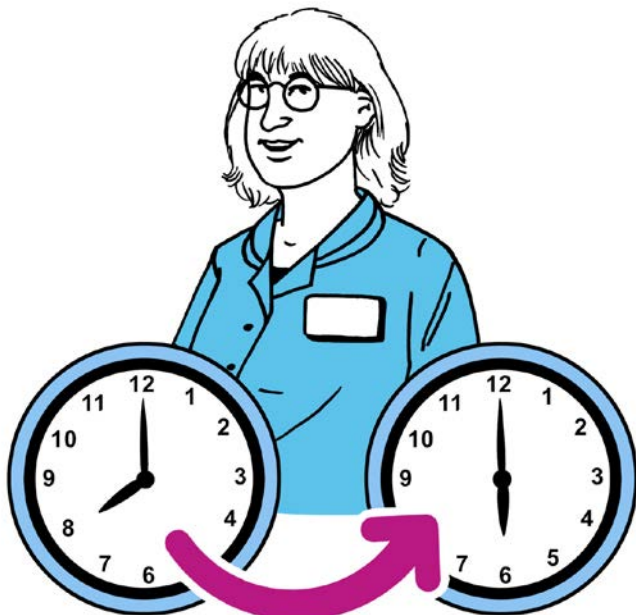


The St George's urgent treatment centre is in Middleton, on St Georges Road, Leeds LS10 4UZ.

Here you can get medical care for less severe minor injuries and minor illnesses.



You can also get X-rays every day until 8:30pm.



The centre has a nurse-led service running from 8am to 6pm, Monday to Friday.



However, the service does not see babies under six weeks old or deal with any pregnancy related conditions.



## 9. A & E

There are two accident and emergency departments in Leeds, one at Leeds General Infirmary and the other at St James's Hospital.



The department at St James's Hospital cannot see child emergencies.



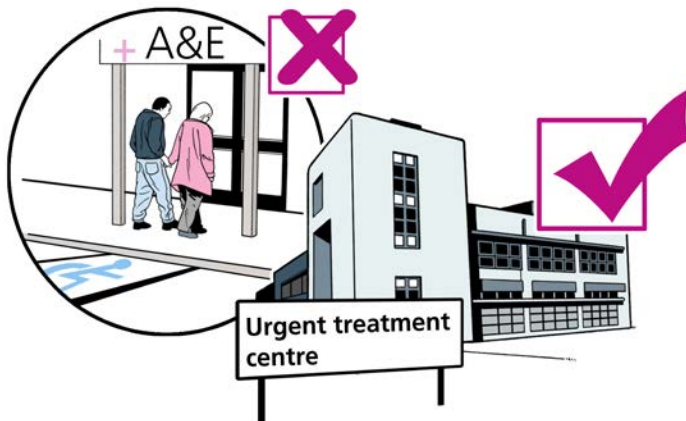
A&E is there to help you when you have an illness or injury that is very dangerous or that puts your life in danger.



Some people use A&E for more common illnesses like sore throats and colds, when they should go somewhere else for help.

This can make A&E busy with people who could be seen somewhere else.

## What is an urgent treatment centre?



An urgent treatment centre is a place where you can get medical help when you are unwell or have an injury that needs to be seen quickly but doesn't put your life in danger.



At the centre you can get treatments and tests for common or minor illnesses and injuries.

This means that A&E departments can deal with more serious illnesses.



The urgent treatment centre will:

- Offer an appointment with a healthcare professional that you will be able to book through the NHS 111 service, if the advisor feels you should be seen by someone;



- Offer a walk-in service if you have a minor illness or injury like a sprain, cut or graze, that needs to be seen on the same day;



- Be a place where you can get some tests like x-rays, blood or urine tests.

# What do we want to change?



## 1. We want to make it easier to use urgent care

People in Leeds and across the country have told us that they are unsure of when and how to use urgent care, or have struggled to get an appointment somewhere else.

This is why they just go to A&E.

We want to make it simpler to use urgent care so that we can make sure only emergency cases are seen at A&E.

## 2. A&E is really busy

People are living longer and many people live for longer with at least one long term problem.



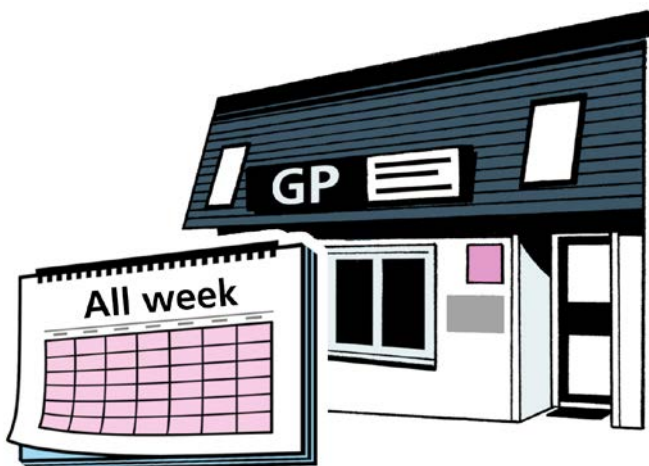
Some people can find it difficult to look after their health well, which means that they can get very ill and need emergency treatment.



If people use services, like NHS 111 or urgent treatment centres, or if they have the confidence to look after their health better, then there will be fewer visits to A&E.



This means the A&E will be less busy, so that people who really need emergency care can be looked after sooner.



### 3. Care closer to home

People in Leeds can now see a GP or a nurse at GP practices in the evening and during weekends.



You can also ask a pharmacist for advice if you start feeling unwell.

Pharmacists are medically trained and can help you if you feel unwell.



We want to open five urgent treatment centres in Leeds, so people can go there when they feel unwell.



#### 4. **Listening to healthcare professionals**

We are planning urgent care in Leeds with healthcare professionals, to make sure that what we do is safe and to high standards.





## 5. Listening to what you have already told us

When planning urgent care in Leeds, we thought about what you told us about your experience of using the Shakespeare Walk-in Centre. We have also used information and feedback that we have been given by people in Leeds in the past.



## 6. Making the best use of our money and our resources

Our plans will use the money we have and the staff available in Leeds in the best way possible.



## 7. Learning from the urgent treatment centre pilot in Leeds

NHS England asked us to test having an urgent treatment centre before we put together our proposal. This is the urgent treatment centre at St George's Centre in Middleton, in LS10.



This was to see how an urgent treatment centre could be set up. It helped us learn about what works best in the community, based on what local people need.

It was set up in March 2018.



This centre is now an official urgent treatment centre.



Even though the centre is open and working, we still want your views on how we could make it even better.

# The proposal



We plan to make urgent care better.



We want to be able to offer you the care and support you need at any time of day when you need urgent care.

To do this, we are proposing to set up five urgent treatment centres in Leeds.



This includes the existing urgent treatment centre at St George's Centre in Middleton.

# Where will the urgent treatment centres be based?

1

At St George's Centre in **Middleton** where there is already an urgent treatment centre. This will be a 'community-based' centre.

2

At **Wharfedale Hospital in Otley**, where there is already a minor injuries service. This will be a 'community-based' centre.

3

At **Leeds General Infirmary (LGI)** as a 'co-located' centre with the A&E department.

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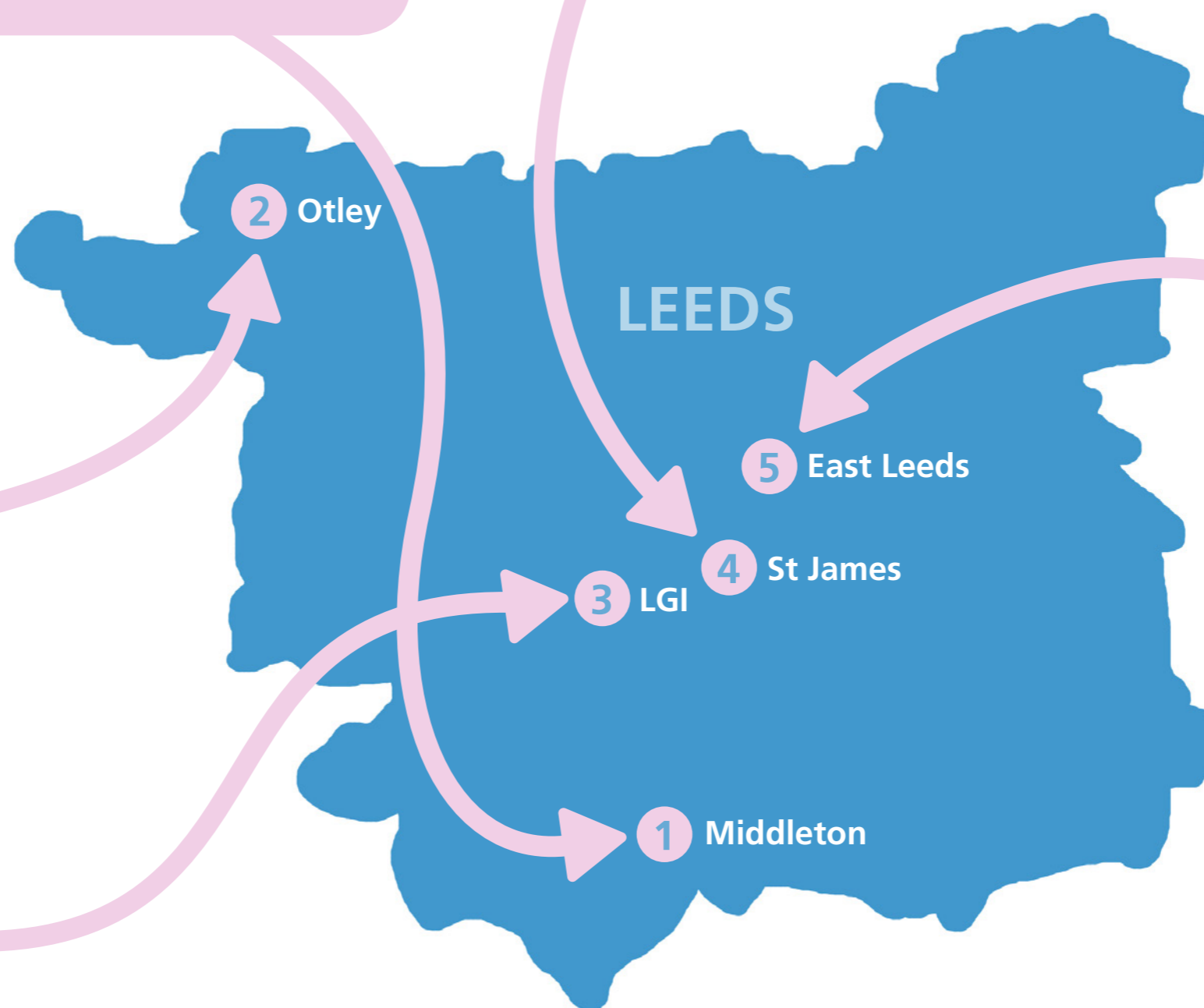
At **St James Hospital**.

The centres at LGI and St James are called 'co-located' centres, because they are in the same place as the A&E service.

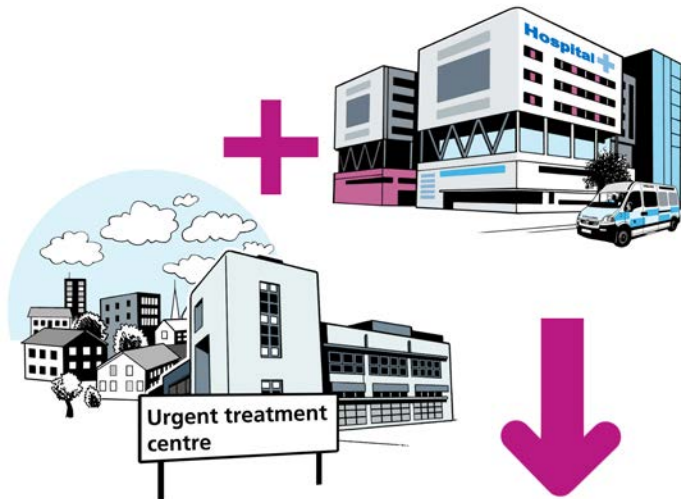
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We are proposing that the fifth centre will be set up in **east Leeds**, likely to be in Seacroft.

We have not decided where in Seacroft it will be, but we know that this will be a community-based urgent treatment centre.



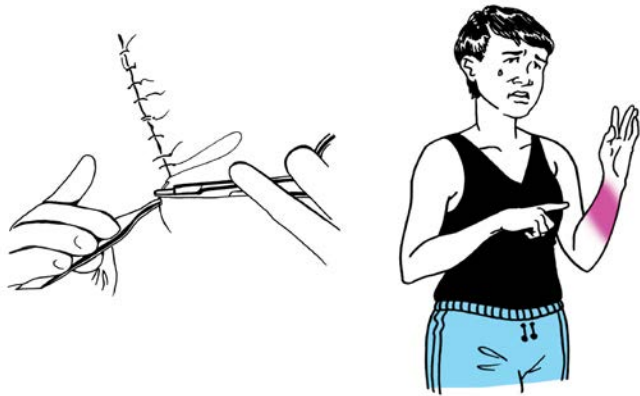
# What are the differences between community-based and co-located urgent treatment centres?



Both these types of centres offer the following services:

- Walk-in appointments and appointments booked through NHS 111;
- Walk-in services for common health conditions and minor illnesses, like colds and ear infections;





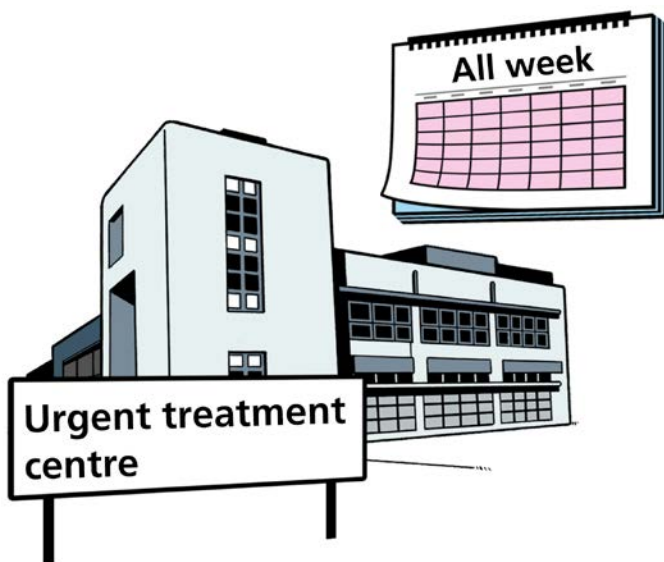
- Medical help for minor injuries like cuts, bites and stings;



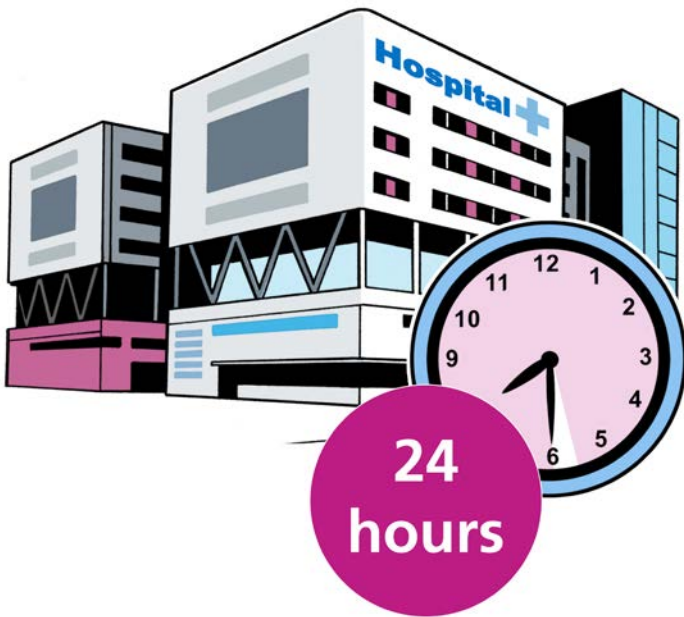
- Medical tests like x-rays, and blood and urine tests;



- Services you would normally get from a GP practice, offered by a mix of skilled healthcare professionals like pharmacists and nurses;

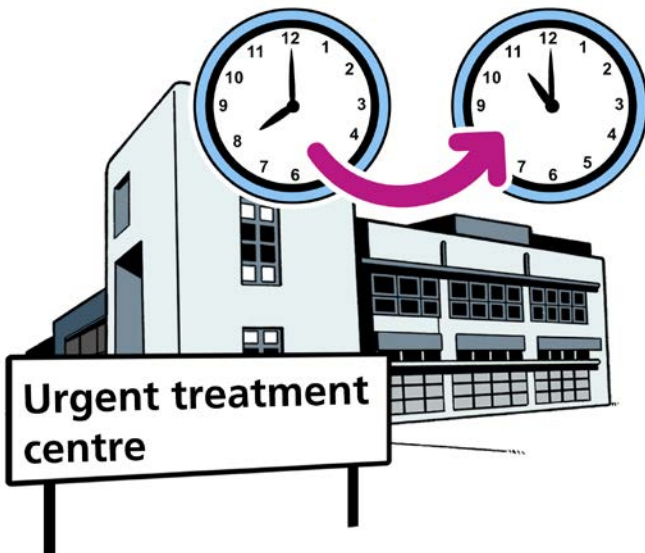


The urgent treatment centres will be open every day, including bank holidays.



The only difference between the two types of centres is that only the co-located ones will be open 24 hours.

The co-located centres are at Leeds General Infirmary and at St James's Hospital.

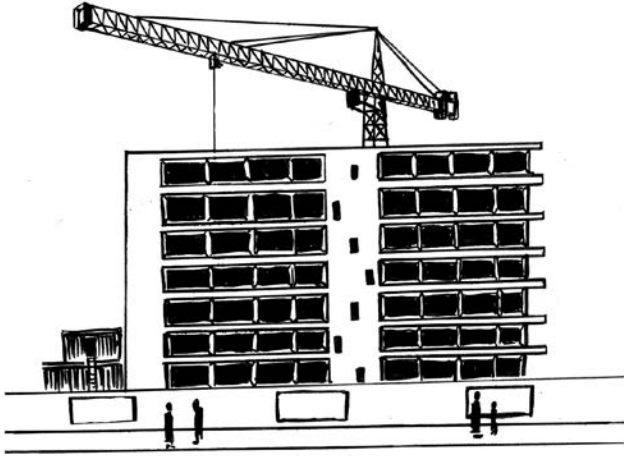


The other centres, which are community-based, are expected to be open from 8am to 11pm.



We are asking for your views on this as part of our survey.

# Why are you proposing an urgent care centre in east Leeds?



There are plans to develop Leeds in the future, by building more houses and opening more businesses.



Also, research shows that people in the east of the city have limited options if they need urgent care, which means they most often go to A&E.



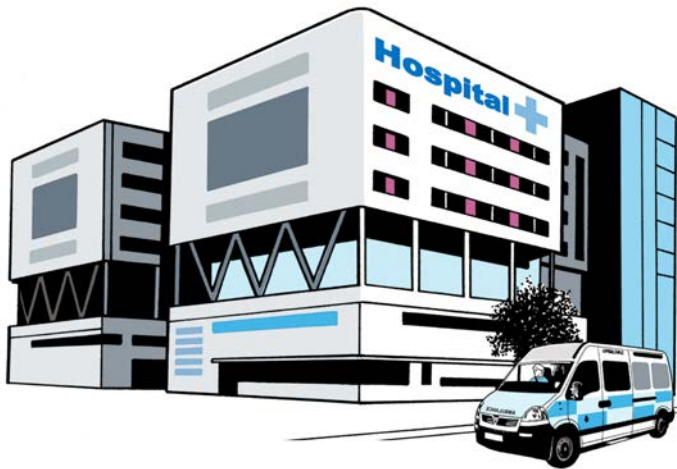
We think Seacroft could be the best place to open the fifth urgent treatment centre because we feel this will best help us meet people's needs in the future.





We think that by opening the centre there, we might be able to use existing buildings and best use highly skilled staff and the money we have available.

## Are we going to build new buildings?



We are not proposing to build new buildings, but use the NHS buildings that already exist.



This is because we do not have enough money in our budget to do this.



We are looking at the existing buildings and how we can alter them to fit urgent treatment centres in them.



We have made plans on how we can do this and believe we should have enough space in the existing buildings.



The only centre where we may need a new building is east Leeds, but we need your feedback before we decide.

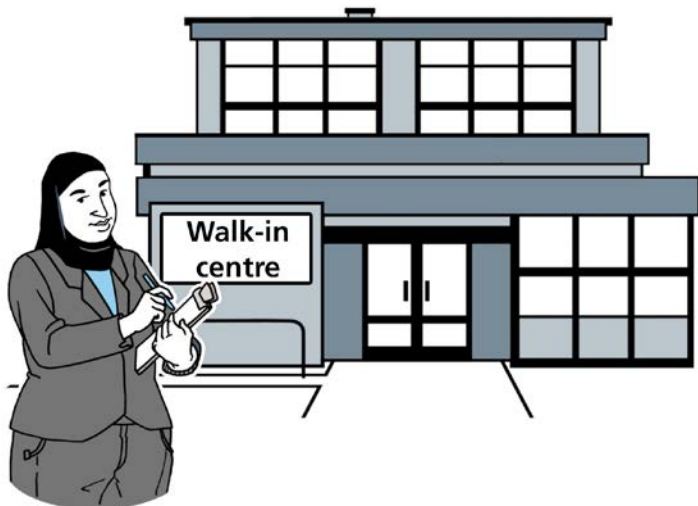


We will also need planning permission for a new building.

# Will anything have to close or move?



We will move the Shakespeare Walk-in Centre to inside the co-located urgent treatment centre at St James's Hospital.



When making this decision we thought about the feedback of patients using the Shakespeare Walk-in Centre.



They told us that closing the existing centre will not be a problem because the new centre will be just up the road.



We would like to hear your views on this proposal.



The easy read consultation guide is available here:

[www.leedsccg.nhs.uk/UTCsurvey](http://www.leedsccg.nhs.uk/UTCsurvey)



After reading it, you can have your say by filling in the easy read survey on the same website:

[www.leedsccg.nhs.uk/UTCsurvey](http://www.leedsccg.nhs.uk/UTCsurvey)



Thank you!