



Unplanned Care Priorities

Public Consultation Document

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Albanian

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Arabic

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Farsi

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French

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Kurdish

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Punjabi

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ਕਿਰਪਾ ਕਰਕੇ 01302 565656 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Turkish

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Urdu

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لینا چاہیں گے تو میراثی نمبر پر ٹیلیفون کریں۔
Tel: 01302 565656

This document is about priorities for Unplanned Care in the next five years.



What is unplanned care?

Unplanned Care is care given to people at short notice with emergency, urgent or unexpected health needs and can be anything from a person badly injured in a road traffic accident to a child with a rash.

What has been achieved so far in unplanned care in Doncaster?

- A new Emergency Department based at Doncaster Royal Infirmary opens in September 2009.
- A new PHONE B4 U GO (phone before you go) system. From September 2009 when you call your GP surgery and they are not open you will be automatically transferred to a call handling service staffed by healthcare professionals.
- The first phase of the Integrated Community Care Pathway (ICCP) is now in place. This will bring care closer to your home and makes sure that health and social care work together for those with complex health conditions.

NHS Doncaster are very proud of the efforts of our staff, stakeholders and local patients and public who have been involved in helping make these improvements. For more information on our achievements please log on to our website www.doncasterpct.nhs.uk/unplannedcare.asp or contact Angela Pearson at NHS Doncaster on (01302) 566243.

Now we are building on this excellent work to develop 'world class' services to ensure that you get the right care at the right time in Doncaster. We have written a strategy for the next 5 years that will make this happen.

What is included in the strategy?

NHS Doncaster will develop unplanned care services to ensure they are fair, safe and easy to access, delivering care at short notice when patients need it. In order to do this we will:

- **Develop services that are based on your needs.**
Whether the patient is a child or younger person, an older person, an adult, someone who is vulnerable (e.g. people with learning disabilities, homeless people, mental health service users, people with sensory impairments, or substance misusers) or groups of people we don't usually hear from. We will work with you to understand how your experiences of services match with what you would expect. This will allow us to identify improvements and design new services that are influenced by you.
- **Find ways of getting you the care you need in your own home rather than in a hospital.**
We will develop services to support people with complex medical and social needs in your community to avoid admissions to hospital. We will make sure patients with life limiting conditions (e.g. cancer) are able to make choices about the care they receive at the end of their life and that these choices are honoured.



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- Ensure value for money for the local NHS through redesigning services to reduce avoidable emergency admissions and transportation to hospital.

We will focus on the following areas:

- **Improving care in the community for Ambulatory Care Sensitive Conditions (ACSCs)** - these are conditions such as asthma, pneumonia and diabetes that could be treated more effectively in the community with the right care and treatment in place.
- **Introducing Emergency Care Practitioners** - Paramedics or nurses, who are skilled to a level that enables patients to be seen, assessed and treated in the community, often without the need to be taken to hospital.
- **Introducing a Directory of Services** - A database for our staff with the details of all health and social care services in and around your community, allowing staff to find the most suitable care for you when you need it.
- **Measure success in everything we do.**
We plan to do more work to find out if the changes we put in place have made an improvement to local health services and to patient experience. This could include using the patients as mystery shoppers to test services and report back to NHS Doncaster on their experiences.
- **Find alternatives for ambulance crews to avoid taking you to hospital when this is not necessary.**
We want to look at developing ways for ambulance crews to refer you to the most appropriate service, to make sure ensuring that you get the right care in the right place, from the right professional, which may not always be in a hospital.

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- **Look at the need for more care and diagnostics closer to home.**
This could include X-Ray facilities, blood tests or even MRI scanning. This will allow patients to have the tests they need closer to home without the need to travel to hospital.
 - **Make sure we communicate with and involve the local public in our work.**
We will work with groups in the community to make sure as many people as possible find out about our work. We want to gain as much patient and public feedback as possible on the work we are planning in order to make sure you are fully involved in the design of services which will meet your needs. We will continue our work with our Patients' Panel which has been very successful to date, but we need to build on this to get the views of more of our local population.





Feedback

Please complete this form and return in the envelope provided.

Do you have any general comments around the strategy?

What have been your experiences of health services in Doncaster when you have needed them at short notice? (E.g. calling an ambulance, needing to see a GP, dentist or community nurse urgently, attending the emergency department (A&E) etc.)

Have your say

Are there any services you would like to be able to access nearer your home?

If you would like to find out how the information from the public consultation was used please provide us with your contact details below:

Name _____

Email address _____

Telephone _____

Address _____

Would you like to have your say in the future of unplanned care services in Doncaster?

Can you spare 2 hours every 3 months?

Then why not come along to our patients' panel?

If you would be interested in joining the panel please tick the box and we will provide you with further information

