Changes to Urgent Care from 1 October 2015

Further to correspondence received about urgent care changes taking place from 1 October, please find the following contact details and a short Q&A regarding the services. Please contact me if you have any further questions.

At a glance:

- Regular GP Out of Hours Service number: Unchanged, 0845 122 2120
- TARGET Out of Hours: To be confirmed
- Emergency Care Practitioner Service: Unchanged 08448 706800
- The Doncaster Same Day Health Centre number: 0300 123 3103

What changes are being made to the Out of Hours Service?

The new Urgent Care Centre at Doncaster Royal Infirmary will house the GP Out of Hours (OOH) Service, which will provide cover for normal out of hours cover (practice closure to opening and weekends). The service, provided by FCMS, can be accessed by calling 0845 122 2120. This number has not changed from the previous OOH provider so you do not need to do anything.

You will be contacted about TARGET OOH cover in the coming days.

What are the Doncaster Same Day Centre opening hours?

8am to 8pm every day including public holidays. The service is based at Cavendish Court, South Parade, Doncaster, DN1 2DJ.

How will the Centre and Urgent Care Centre communicate with GPs?

All relevant consultations and requests will be sent to the practice clinical system by 8am the following morning, or first thing Monday. Where an onward referral or diagnostic request has been made by the Doncaster Same Day Health Service the results will be sent to the patient’s GP for ongoing treatment.

How does the Urgent Care Centre (at DRI) differ from the Doncaster Same Day Health Centre?

The urgent care centre is accessed through the Front Door Assessment and Sign Posting Service. The new facility triages, most, ambulance and walk-in attendees who present at A&E, ensuring patients get the most appropriate clinical treatment – either in the Urgent Care Centre or the Emergency Centre. The Doncaster Same Day Centre will take over from the 8am to 8pm at the Flying Scotsman, seeing unregistered patients who are unable to get an urgent GP appointment for relatively minor illnesses and injuries such as a sore throat, cough, cold, sprain or strain.

What is the make-up of the Doncaster Same Day Health Centre’s staff?

The service will employ local ANP/ECPs and GPs. The majority of staff will have experience of working in Doncaster.

Can a patient ever become registered at the Doncaster Same Day Health Centre?
No, this is not a registered practice, attendees are informed that it is not a replacement GP service.

**What treatment facilities are available at the Doncaster Same Day Health Centre?**

The service has consulting and treatment rooms best suited to minor illness and injury. GPs at the Centre can request x-rays (no facilities on site) and other imaging as practice-based GPs would do.

**Does the Doncaster Same Day Health Centre have any prescribing limitations? (e.g. drugs of abuse)**

Unless special notes are received from the patient’s GP, standard prescribing practice applies.

**Will the Doncaster Same Day Health Centre be making onwards referrals if they feel appropriate?**

The service will refer directly to the appropriate speciality/department for presenting acute episodes of care; this includes cancer two week wait referrals. The patient’s practice will be notified 8am the following day, or first thing Monday. Where an onward referral or diagnostic request has been made by the Doncaster Same Day Health Service the results will be sent to the patient’s GP for on-going treatment.

**If ringing NHS 111, will patients be directed to the Doncaster Same Day Centre rather than their GP?**

If applicable to the illness or injury, NHS 111 will always recommend patients try their GP first.

**If practices don’t have any ‘on the day’ appointments left, can they refer patients to the Doncaster Same Day Centre?**

If practices don’t have any ‘on the day’ appointments, it’s possible for practices to inform patients about the Doncaster Same Day Health Centre, but for long-term conditions and complex cases in particular, it is preferable for the patient’s own GP to see them as the Doncaster Same Day Health Centre will not be able to access a patient’s full records.

**Will you be providing information and literature for the Doncaster Same Day Health Centre?**

Yes, practice managers have been contacted about the language requirements for practices and leaflets will be sent out as appropriate. You will receive posters, leaflets and business cards containing information and contact details. Digital versions are available here:


**Urgent Care Brief (Sent 14 September)**

**The Doncaster Same Day Health Centre**

Opening its doors on Thursday 1 October 2015, the Doncaster Same Day Health Centre will provide assessment, advice and treatment for minor illnesses and injuries. Taking over from The Flying
Scotsman 8am to 8pm Centre, the service will operate the same opening hours and be open year-round, including public holidays. The Centre will be based at Cavendish Court, South Parade, Doncaster, DN1 2DJ.

The revised service will be staffed by local, and locally experienced, doctors and healthcare professionals, and will offer treatment of: some minor injuries, minor and moderate illnesses, diagnosis of acute medical conditions and presentations, including first line diagnostics, sexual health issues and onward referral to secondary or specialist NHS health care.

Patients can make an appointment at the Centre by calling the national NHS 111 number or 0300 123 3103 (local charges apply) but should always try their GP first. Those registered with a GP at the Flying Scotsman will not be affected.

**Front Door Assessment & Signposting Service and the Urgent Care Centre at DRI**

From 1 October, all patients attending Doncaster Royal Infirmary, either self-presenting or by ambulance, will be streamed to the Front Door Assessment and Signposting Service (FDASS). This new facility will stream patients to either the Urgent Care Centre or the Emergency Centre depending on the outcome of a clinical triage undertaken using the Manchester Triage System.

Those not needing emergency care will be streamed to the Urgent Care Centre where they will receive assessment, advice and treatment on a range of minor illnesses and injuries. The new service will run 24 hours a day, year-round including public holidays and will also incorporate the Doncaster GP Out of Hours Service.

**Emergency Care Practitioner Service**

The Emergency Care Practitioner (ECP) will provide a key first contact service, accessed by a range of professionals through referral. The service typically:

- Assesses, plans, treats and evaluates urgent care at an advanced level
- Provides expert clinical advice to patients, service users, carers and colleagues
- Works as an expert practitioner, diagnosing, initiating treatment and referring onwards when indicated
- Evaluates and manages a patient's response to treatment.

The service will be mainly community-based and will integrate with and support existing community services.