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| <b>Meeting name</b>   | <b>Engagement and Experience Committee</b>             |
| <b>Meeting date</b>   | <b>1 August 2019</b>                                   |
| <b>Title of paper</b> | <b>Urgent and Emergency Care – Area of Opportunity</b> |

|                                     |                                      |
|-------------------------------------|--------------------------------------|
| <b>Executive / Clinical Lead(s)</b> | Jackie Pederson, Chief Officer       |
| <b>Author(s)</b>                    | Ruth Bruce, Strategic Change Manager |

| <b>Status of the Report</b> |                                     |
|-----------------------------|-------------------------------------|
| To approve                  | <input type="checkbox"/>            |
| To note                     | <input type="checkbox"/>            |
| To consider / discuss       | <input checked="" type="checkbox"/> |

| <b>Purpose of Paper - Executive Summary</b>   |
|---|
| <p>The contracts for a number of current urgent and emergency care (UEC) services in Doncaster were commissioned from 1 October 2015 and are subsequently due to expire at the end of September 2020.</p> <p>A joint review of the existing urgent care model is already underway across to understand current effectiveness and to identify opportunities to enhance the model. Providers are working together to propose options to improve and enhance the existing service post.</p> <p>A significant piece of public engagement work has already been carried out, through System Perfect, to understand why people choose to access Urgent care services.</p> <p>As improvements to the current model start to be discussed, a further public engagement exercise is planned, to ask people what they think about the current model and to consider what is important to them in urgent care services. This will then be considered when shaping the emerging model and finalising the changes.</p> |

- | <b>Recommendation(s)</b>   |
|--|
| <p>The Engagement and Experience Committee is asked to:</p> <ul style="list-style-type: none"> <li>• Note the engagement work to be completed as part of the Urgent and Emergency Care work</li> <li>• Review the survey and make recommendations for future engagement</li> </ul> |

| <b>Report Exempt from Public Disclosure</b>   |
|---|
| <p>If yes, detail grounds for exemption:</p> <p style="text-align: right;">         Yes <input type="checkbox"/>      No <input checked="" type="checkbox"/> </p> |

| Impact analysis   |   |                          |                          |  |   |   |  |  |  |
|---|---|--------------------------|--------------------------|--|---|---|--|--|--|
| <b>Quality impact</b>   | None identified   |                          |                          |  |   |   |  |  |  |
| <b>Equality impact</b>  | <p><i>[Summary of impact, if any, of CCG's duty to promote equality and diversity based on Equality Impact Analysis (EIA). All reports relating to new services, changes to existing services or CCG strategies / policies must have a valid EIA and will not be received by the Committee if this is not appended to the report]. [Identify any equality impact – positive, negative or neutral]</i></p>   |                          |                          |  |   |   |  |  |  |
|   | <table border="1"> <thead> <tr> <th></th> <th><b>Tick relevant box</b></th> </tr> </thead> <tbody> <tr> <td><i>An Equality Impact Analysis/Assessment is not required for this report.</i></td> <td>x</td> </tr> <tr> <td><i>An Equality Impact Analysis/Assessment has been completed and approved by the lead Head of Corporate Governance / Corporate Governance Manager. As a result of performing the analysis/assessment there are no actions arising from the analysis/assessment.</i></td> <td></td> </tr> <tr> <td><i>An Equality Impact Analysis/Assessment has been completed and there are actions arising from the analysis/assessment and these are included in section xx in the enclosed report.</i></td> <td></td> </tr> </tbody> </table> |                          | <b>Tick relevant box</b> | <i>An Equality Impact Analysis/Assessment is not required for this report.</i> | x | <i>An Equality Impact Analysis/Assessment has been completed and approved by the lead Head of Corporate Governance / Corporate Governance Manager. As a result of performing the analysis/assessment there are no actions arising from the analysis/assessment.</i> |  | <i>An Equality Impact Analysis/Assessment has been completed and there are actions arising from the analysis/assessment and these are included in section xx in the enclosed report.</i> |  |
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|   |   |                          |                          |  |   |   |  |  |  |
|   |   |                          |                          |  |   |   |  |  |  |
| <b>Sustainability impact</b>  | None identified   |                          |                          |  |   |   |  |  |  |
| <b>Financial implications</b>   | None identified   |                          |                          |  |   |   |  |  |  |
| <b>Legal implications</b>   | None identified   |                          |                          |  |   |   |  |  |  |
| <b>Management of Conflicts of Interest</b>  | None identified   |                          |                          |  |   |   |  |  |  |
| <b>Consultation / Engagement</b><br>(internal departments, clinical, stakeholder and public/patient)  | This analysis has not been formally considered at other forums yet  |                          |                          |  |   |   |  |  |  |
| <b>Report previously presented at</b>   | This work has been presented at Integrated Care Partnership meetings, Clinical Reference Group and the Strategy and OD Forum  |                          |                          |  |   |   |  |  |  |
| <b>Risk analysis</b>  | None identified   |                          |                          |  |   |   |  |  |  |
| <b>Corporate Objective / Assurance Framework</b>  | 2.2, 2.4  |                          |                          |  |   |   |  |  |  |