



Easy Read



Malton



Scarborough

Right Care First Time

The Scarborough and Ryedale clinical commissioning group asked lots of people to tell them what they thought about....

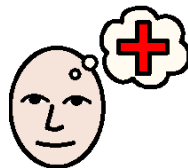
- Being able to get a **doctor at night time or weekends**
- **Malton** – Minor (small) injuries Unit
- The **walk in** service at Castle Health centre in Scarborough



What we want to happen

We think that putting all of these services **together** will make it better for everyone because...

- Patients will get **better treatment**
- Will help people get the **right care at the right place**
- People should have **less time to wait** to be seen in A & E
- It will **save money** in the future
- We will make sure you receive **the best care**

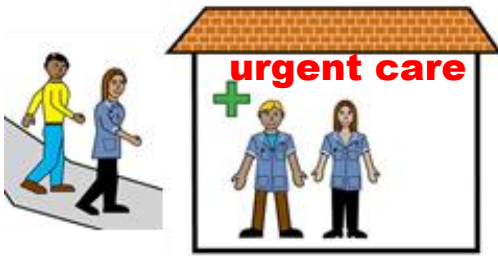


How we will do this

- We will have one plan called a **contract**
- We will have **2 urgent care Centre's** one in **Scarborough** and one in **Ryedale**
- We will open **all day and night** every day
- We will have a **Walk In centre**
- a service for people with **mental health** problems
- If you are too poorly to come to the centre someone will see you **at home**

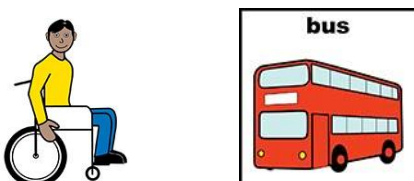
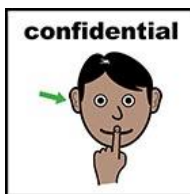
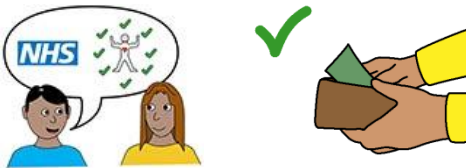
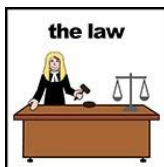


- An Ambulance for emergencies if you need to go to hospital.
- We want to be **open in April 2015**



What will happen to the Castle Health Centre?

- The walk-in service will **move** to the new urgent care centre
- You will **not lose** the walk-in service it will just be **somewhere else**
- Everything else at the Castle Health Centre will stay the same
- The old contract will **end in October** and the new one **will start in April**.
- For those 6 Months we will offer a service at castle health centre but it might be a bit **different**.



Who will give the new service

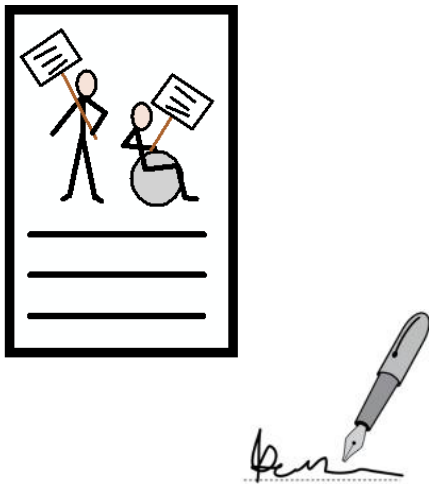
- The Law tells us we must **be fair** to everyone who might be interested in the Plan (contract)
- We want to get the **best service** for the **best price**
- To make sure we are being **fair to all** those people who might want to get the contract, we cannot tell you yet where the new urgent care centre might be
- We have told the people interested in getting the **contract** some of the things **we would like** at the new site for example.
Good Parking
Good access, Good place for buses....
- We are writing a report to make sure all of the **important things** are going to be a part of the new **Urgent Care Centre**

What the people in the community told us



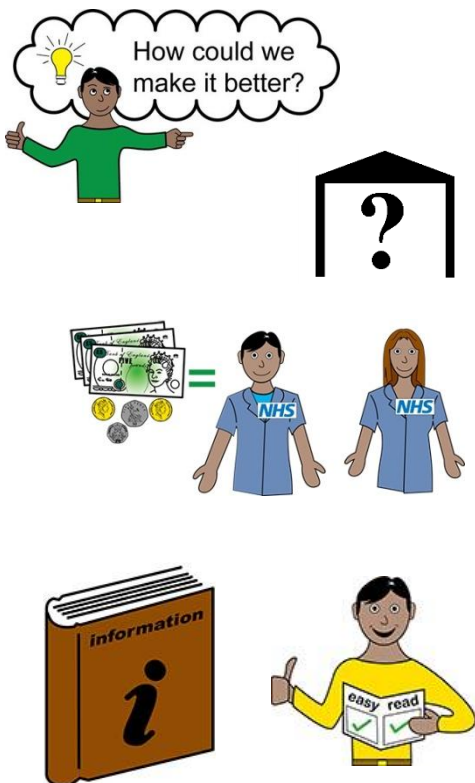
We listened to what people had to say in many different ways.....

- Held Meetings
- Questions could be answered on the computer
- Events were held for those people interested in getting the contract
- Facebook



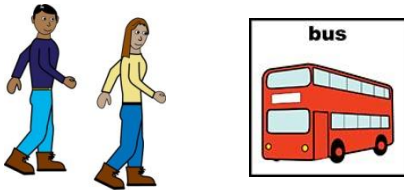
Petition

- Some people **do not** want the changes to happen. Those people put their names on some paper and sent it to the clinical commissioning group this is called a **petition**.
- In total 3573 people signed their name to try and **STOP** the changes
- The **clinical commissioning group** will meet on the 28th May to **talk** about these petitions



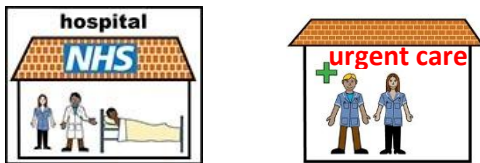
This is what the people told us in our meetings

- They told us they **want better healthcare**
- The **right place** for the urgent care centre is **very important**
- People want to be sure they are getting **value for money**
- Some people **did not agree** that the new service needed to be open all the time every day.
- People want **good information** about services




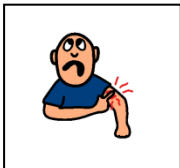
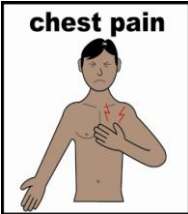
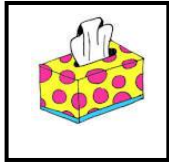
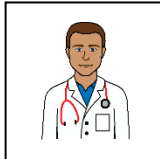






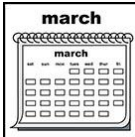

Travelling to services

- Some of the people in **Ryedale** told us that they would use a car to get to the urgent care services
- Most of the people in **Scarborough** would not use cars at the moment to get to the urgent care centre
- Most people would walk or get the bus
- A small amount of people in Ryedale walked to their urgent care centre
- People had different things to say about travelling a bit further to reach the urgent care services



Knowing the right place to go to get the right help

- Some people told us that they get **confused** about where to go if they were poorly
- Some people did not know if they should use the **hospital A & E** or if they should see a **doctor** or if they should go to the **walk in centre**.
- Most people **agreed** that to be seen and treated in the same place was a good thing

  <p>chest pain</p>    <p>ambulance</p> 	<h3>What is Urgent Care</h3> <ul style="list-style-type: none"> • A lot of people did not know what urgent care is • Some people told us that they would just go straight to A & E <p>We believe there are three levels of urgent care</p> <ul style="list-style-type: none"> • Non urgent e.g. Common Cold • Urgent e.g. Burn/Cut • Emergency e.g. Heart attack <p>Non Urgent - Chemist/medicine cupboard at home Urgent - GP/Urgent care Centre Emergency - Ambulance/A&E</p>
 <p>computer</p>   	<h3>Sharing Medical information</h3> <ul style="list-style-type: none"> • It is important for the doctors and nurses to see your medical notes • A good computer system should be in place so information can be shared safely with other health services
<p>september</p>  <p>march</p>  <p>Scarborough and Ryedale Clinical Commissioning Group</p> 	<h3>September 2014 -March 2015. What happens next</h3> <ul style="list-style-type: none"> • We will tell you who has got the contract for the new Urgent Care Service • We will keep the old service going until the new service begins • The clinical commissioning group and the new provider will work together to make sure the new service is what people want • The new service will start on the 1st April 2015

Produced by Lynne Taylor, Strategic Health Facilitator, Learning Disability Service
TEWV May 2014