

One year on since coming together to form South Tyneside and Sunderland Healthcare Group, leaders at South Tyneside NHS Foundation Trust and City Hospitals Sunderland NHS Foundation Trust have an ambitious vision to develop nationally recognised healthcare services.



# Your local NHS sets vision for excellence

*A key part of this vision is the 'Path to Excellence' programme. Formal public consultation on the first phase of work is now underway, led by South Tyneside and Sunderland CCGs. More details can be found on the back page.*

# Transformation in emergency care



Staff in the new Integrated Assessment Unit at Sunderland Royal Hospital

## Public urged to use services wisely



**After many years of planning and staged implementation, the new Emergency Department at Sunderland Royal Hospital opened its doors in June.**

Formerly known as A&E, the new Emergency Department is there to treat patients with serious or life-threatening conditions. It is located at the front of the hospital and can be easily accessed from Kayll Road or Chester Road.

With dedicated facilities for children and adults and state-of-the-art technology to speed up diagnosis and treatment, healthcare bosses are urging people to use the new service wisely and to keep the Emergency Department free for those who need it most.

Anthony Watson, Matron and Project Lead for Emergency Care, said: "We would like to thank the public for their patience during the development of our new Emergency Department. Despite the geographical split of the department during the transition phase, patients and staff were absolutely fantastic. By having one dedicated space moving forward, we will be able to greatly improve patient flow and treat those with serious or life threatening conditions more efficiently. "The concept of one accident

and emergency department is changing. We now have urgent care centres across the city, which can provide things like X-rays, which before have only been available in hospitals.

"Our Emergency Department is a very busy unit, generally seeing around 105,000 patients every year. For this reason we need to appeal to the public and ask them to consider whether they really need emergency care, or if the NHS 111 service, an urgent care centre, GP or pharmacy would be a more appropriate option.

"We must always prioritise those with the greatest clinical need. This includes people with significant injury and blood loss, chest pain, breathing difficulties and suspected stroke. Anyone coming into the Emergency Department with minor illness or injury is more likely to have a much longer wait, or to be referred to another NHS service. We would urge you to choose well and help us to dedicate our time and resources to the people who really need it the most. If you're not sure you can call NHS 111 for free and they will assess your symptoms and direct you to the right medical care."

**Urgent care centres, open Mon - Fri 10am – 10pm and Sat, Sun and bank holidays 8am – 10pm.**

- Pallion Health Centre, Hylton Road, Sunderland, SR4 7XF
- Washington Primary Care Centre, Parkway, Washington, NE38 7QZ
- Bunny Hill Primary Care Centre, Downhill, Sunderland, SR5 4BW
- Houghton Primary Care Centre, Houghton-Le-Spring, DH4 5HB

## Final step towards world-class service

**City Hospitals Sunderland NHS Foundation Trust took the final step in its plans to develop a world-class emergency service with the opening of its new Integrated Assessment Unit (IAU) in July.**

The unit at Sunderland Royal Hospital is part of the trust's new footprint for emergency care and sits alongside its new adult and paediatric emergency departments.

This is the first time that all front-of-house acute services have been situated together within the hospital, improving the flow of patients and increasing the efficiency of assessing, diagnosing and treating patients with serious or life-threatening emergency conditions.

The 27-bed unit allows patients to be moved out of the Emergency Department and assessed for up to 12 hours before either being admitted or discharged.

As well as beds for emergency patients, the unit also features more single rooms for increased privacy and the same state-of-the-art technology as the Emergency Department.

This including centrally controlled monitoring that can move with the patient anywhere within the hospital and automated medicine management controlled by fingerprint.

Dr Martyn Farrer, Clinical Director for Emergency Care, said: "Our new IAU is the last piece of the jigsaw in our ambitious plans to transform emergency care for the people of Sunderland and the surrounding areas. We are delighted to be able to offer patients and staff such a high quality environment in which to

work and receive care.

"We already know that the new adult and paediatric emergency departments have greatly improved the experience that patients have whilst in our care and have helped us to diagnose and treat people more

efficiently.

"There is growing pressure on emergency departments across the country and we need to look at advanced ways of working to make sure that we are able to prioritise treatment for those who really need it the most.

"The new IAU will help to improve the patient journey from the moment they start their care with us, with world class diagnostic facilities to complement the excellent care from our dedicated staff."

**"We are delighted to be able to offer patients and staff such a high quality environment in which to work and receive care."**

# Major improvements in stroke care

**Suffering a stroke can be a very frightening time for patients and their families and during 2015/16 there were around 850 people across South Tyneside and Sunderland who were admitted to hospital with a stroke.**

Quick access to a stroke specialist for speedy diagnosis and treatment within the

first few hours and days is absolutely vital. Equally, having expert senior clinical decision-making which is readily available at the start of a patient journey, is clinically proven to improve patient outcomes, recovery and long-term quality of life.

In December 2016, temporary changes to stroke services across South Tyneside and Sunderland were put in place and since this time all acute stroke admissions have taken place at Sunderland Royal

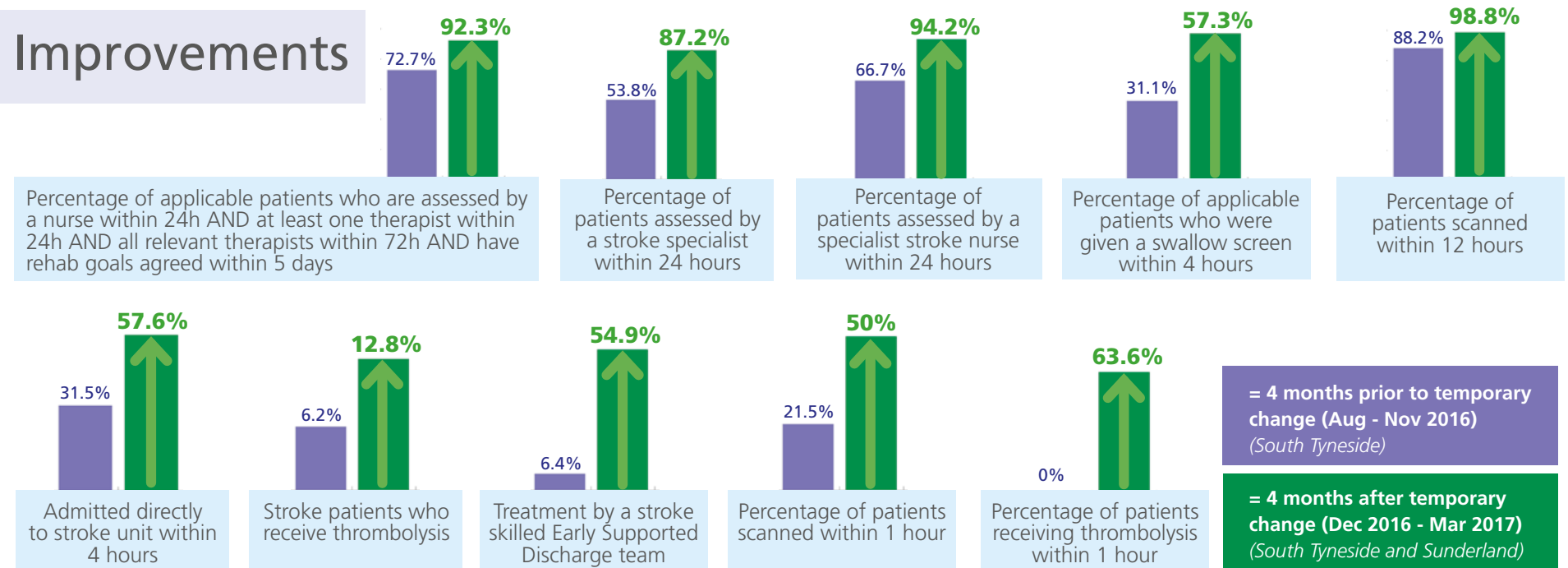
Hospital where there is now a more centralised pool of stroke expertise which is readily available seven days a week.

The long-term future arrangements for stroke services are currently being consulted on as part of the Path to Excellence programme, however, since the temporary change was made, there has already been major improvements in the quality of care for stroke patients. More patients from South Tyneside now have

access to the right stroke specialists and are receiving the right treatment much sooner in their journey.

Data recorded for the 'Sentinel Stroke National Audit Programme' (SSNAP), which measures clinical quality indicators across ten areas, are showing major improvements for South Tyneside and Sunderland patients (see graphs below).

## Improvements



Dr Jon Scott, consultant stroke physician at South Tyneside District Hospital commented: "The early indications show very positive signs of improvement, not only for South Tyneside patients but for patients in Sunderland too. By bringing the teams together we've been able to deliver care to meet much higher standards."



Dr Nik Majmudar is a consultant stroke physician at Sunderland Royal Hospital. He said: "All of the clinical evidence shows that having expert opinion from the onset of a stroke and being admitted to an acute stroke unit with expertise available seven days a week, greatly improves patient outcomes. We are extremely encouraged by the results so far following the temporary change and keen for people to share their views."

Staff working in stroke services across Sunderland and South Tyneside

have been working together to overcome some of the teething challenges.

Su Lindsay is matron for stroke services at Sunderland Royal Hospital and said there has been positive learning for everyone. She said: "Our focus has been on making sure patients and their carers have all the support they need. When someone has a stroke it affects the whole family and people have had some concerns about travelling further to visit their loved ones. We've been working closely with our partners to regularly discuss such issues and work through them together in a positive way."

"At first, we also had some anxiety from staff as to how things would work. Our therapy teams have adopted new ways of working and risen to this challenge admirably."

"We've also had some important discussions around rehabilitation and making sure patients get back home swiftly and safely with the right support in place. Our systems are different in South Tyneside and Sunderland and communication between health and social care teams has been critical. We want to hear everyone's views as part of the consultation now underway."

## Overcoming the challenges

Bringing all partners and stakeholders together has helped staff to meet many of the teething challenges head on. Since December the following improvements have been made:

- Therapy input has increased from five to seven days improving the flow of patient care and stopping backlogs in assessments
- The team now has a dedicated stroke facilitator who looks at every aspect of patient care and makes sure that it is at the high standard it should be
- A social worker is now based on site to help patients and families to access the right support when they leave hospital
- The number of stroke specialist nurse practitioners has increased, providing more support when patients arrive at the emergency department and during evenings on the stroke unit
- Technology allows consultants to review patients from home via a camera in the emergency department. They can also speak to the patient and their family

and review scans saving vital time and improving chances of recovery

- The team has arranged dedicated slots throughout the day for CT scans and Carotid Doppler scans. They can also access more specialist scans every afternoon, which are then shared with vascular surgeons. This faster access to surgery helps with prevention of further strokes and complications
- Every morning a multi-disciplinary team meets to discuss all stroke patients and agree the management plan for the day and any discharge. This includes occupational therapy, physiotherapy, medical, nursing and pharmacy staff
- Feedback from patients said that communication and information needed to be improved. The team are working on a condensed information sheet, drop in clinic with partners such as the Stoke Association and have changed visiting times to help families travelling from South Tyneside.

**Have your say on the future of stroke services:**

- Attend a public event (see backpage)
- Complete an online survey – visit [www.pathtoexcellence.org.uk](http://www.pathtoexcellence.org.uk)
- Email us [nhs.excellence@nhs.net](mailto:nhs.excellence@nhs.net)

# The Path to Excellence

## Public consultation

Wednesday 5th July - Sunday 15th October

How we create the best possible improvements for healthcare in South Tyneside and Sunderland

## Share your views on potential changes and help improve local hospital services

A public consultation to ask for your views on proposed changes to services currently provided at South Tyneside District Hospital and Sunderland Royal Hospital.

### These are:

**Stroke services** specifically hospital (acute) care and hospital-based rehabilitation services

**Maternity services (obstetrics)** covering hospital-based birthing facilities i.e. where you would give birth to your baby and special care baby units

**Women's healthcare services (gynaecology)** covering inpatient surgery where you would need an overnight hospital stay

**Children and young people's healthcare services (urgent and emergency paediatrics)** specifically urgent and emergency care



### How to get involved



#### Attend an event:

Our dedicated website hosts links to the registration for events. Please register in advance via the online booking system or telephone us. We ask people to register in advance in order to ensure we have the right number of NHS staff to support discussions so all feedback is captured, recorded, reported on and to therefore influence the outcome of the consultation.



#### Hold a focus group:

We are keen to hear from groups or organisations who work with people who may face barriers to taking part in this consultation.



#### Complete our survey:

Access this online or request a paper copy by contacting us using the details below.



**Website:** [www.pathtoexcellence.org.uk](http://www.pathtoexcellence.org.uk)



**Email us:** [nhs.excellence@nhs.net](mailto:nhs.excellence@nhs.net)



**Facebook:** Search: nhsexcellence



**Twitter:** @NHSEXcellence



**Call us on:** 0191 217 2670



#### Write to us at:

The Path to Excellence  
Freeport RTUS-LYHZ-BRLE  
North of England Commissioning Support  
Riverside House  
Goldcrest Way  
Newcastle upon Tyne  
NE15 8NY

### Public event timetable

We have actively listened to public feedback and in response have added new events (in bold) to the consultation calendar.

Date	Time	Event Type	Location	Venue
Wednesday 13th September	1-3.30pm	Consultation discussion event	South Tyneside	Customs House, Mill Dam, South Shields, NE33 1ES
<b>Wednesday 13th September</b>	<b>6-8pm</b>	<b>Focused event on maternity and women's services</b>	<b>South Tyneside</b>	<b>The Clervaux Exchange, Clervaux Place, Jarrow, NE32 5UP</b>
Saturday 16th September	10am-12.30pm	Consultation discussion event	Sunderland	The Hetton Centre, Welfare Road, Hetton-le-Hole, Houghton-le-Spring, DH5 9NE
<b>Tuesday 19th September</b>	<b>6-8pm</b>	<b>Focused event on maternity and women's services</b>	<b>Sunderland</b>	<b>Sunderland Software Centre, Tavistock Place, Sunderland, SR1 1PB</b>
<b>Wednesday 20th September</b>	<b>6-8pm</b>	<b>Question and answer session</b>	<b>Sunderland</b>	<b>Bunny Hill Centre, Hylton Lane, Sunderland, SR5 4BW</b>
<b>Thursday 21st September</b>	<b>6-8pm</b>	<b>Question and answer session</b>	<b>South Tyneside</b>	<b>Customs House, Mill Dam, South Shields, NE33 1ES</b>
Saturday 23rd September	10am-12noon	Focused event on children's services	South Tyneside	The Clervaux Exchange, Clervaux Place, Jarrow, NE32 5UP
<b>Thursday 28th September</b>	<b>6-8pm</b>	<b>Focused event on children's services</b>	<b>Sunderland</b>	<b>Arts Centre Washington, Biddick Lane, Washington, NE38 8AB</b>
Wednesday 4th October	6-9pm	Travel and transport event	South Tyneside	The Sea Hotel, Sea Road, South Shields, NE33 2LD