



Grindon Lane Primary Care Centre
SUNDERLAND

Stakeholder Comments



Letter from Trust Chair

Sunderland **NHS**
Teaching Primary Care Trust

Chair & Chief Executive's Office
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Susan Winfield
Chairman

Tel: 0191 5297008
Fax: 0191 5297396

Email: sue.winfield@surlpct.nhs.uk

SW/DE

17 November 2005

Ian Turnbull
Regional Manager
Laing O'Rourke Northern Ltd
Horsley House
Regent Centre
Gosforth
Newcastle Upon Tyne
NE3 3LX

Dear Ian,

Grindon Lane Primary Care Centre

As we near the date on which our Primary Care Centre will open, I wanted to take the opportunity of saying a personal and most sincere "Thank You" for your contribution in taking the project from conception to reality. The building is a testament to the vision, commitment and enthusiasm, of a significant group of people and in which I know you have played your part. Working as a member of a team has been one of the key strengths of the project and crucial to achieving an integrated and successful outcome.

From the very first weeks of the Trust's existence, the creation of a completely new type of community primary care facility has been the dream of all the non executives. We are delighted to see our dream realised with all the potential it gives for developing pathways of care, modernising services and, most importantly, improving the delivery of care to patients.

At the "VIP" Open Day on Wednesday every visitor without exception commented on the quality of the building – the light and space – and all the facilities available within it. It is by any standard a very impressive achievement and I am extremely grateful for your contribution.

As we all know, the real success of the project will be how it is viewed and used by patients and how we take forward plans for the other centres. I now look forward to our working together in this important and exciting phase of development.

Yours sincerely

Sue Winfield
Chair

Chair: Susan M. Winfield LLB, OBE
Chief Executive: Karen Straughair FCPD, MBA

LP17336



Open Day Comments

NAME	ROLE	DATE	COMMENTS	SIGNATURE
Gwen Young	Design Champion	18/11/05	A wonderful building, attractive and functional, hope more to follow	<i>G. Young</i>
June Kerry	Community Transport	18/11/05	Excellent building, very light & airy	<i>J. Kerry</i>
Arthur Muchsa	GP	18/11/05	Great glass/space attractive	<i>A. Muchsa</i>
Carol McCann	School Health Assistant	18/11/05	Lovely light bright building. I would love to work here!!	<i>C. McCann</i>
Eva Farley		18/11/05	Lovely building	<i>E. Farley</i>
Tom Forsyth	Sunderland & S. Tyne ME/CFS	18/11/05	Looks good. Now lets see how it works	<i>T. Forsyth</i>
C Hope		18/11/05	Lovely light airy building	<i>C. Hope</i>
W Stead		18/11/05	Very impressive	<i>W. Stead</i>
E Stead		18/11/05	Very impressive	<i>E. Stead</i>
AK Plant	Retired	18/11/05	Excellent facilities	<i>A.K. Plant</i>
S Plant	Retired	18/11/05	Very good	<i>S. Plant</i>
B Bailey	Retired	18/11/05	Very impressive	<i>B. Bailey</i>
N Easton	Practitioner	18/11/05	Impressed	<i>N. Easton</i>
K Storey	Retired	18/11/05	Very impressed	<i>K. Storey</i>
D Galloway	P Manager	18/11/05	Lovely bright and welcoming!	<i>D. Galloway</i>
S Houghton	Social Worker & Patient	18/11/05	Only criticism is corridor for patients to cross after undressing for X-rays etc. Spacious & light!!	<i>S. Houghton</i>
Finance at TPCT	Stores Clerk	18/11/05	Very impressed with building & facilities	<i>J. Lee</i>



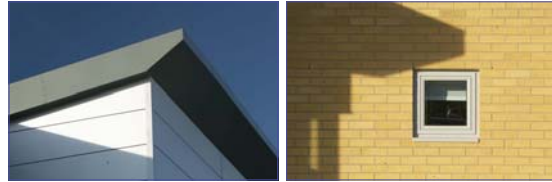
Residents Comments

NAME	ROLE	COMMENTS
Marian Nordstrom	Resident	Very nice building. Found there were no hoists visible in any of rooms, wondered if the diabetic discs will be available when up and running. Very well explained by Lewis very informative. Welcome project to the area.
Alice & Frank Murray	Residents	Well done. Good guide. Wonderful building
Mrs D Kearns & Mr P Kearns	Residents	Very impressed and well equipped. Décor very good, excellent facilities.
Julie Greaves	Resident	Very impressed.
Mr & Mrs A & N Wright	Residents	It's excellent and State of the Art Technology. Hope it is well used and can be staffed well. We wish this every good wish.
Frank Jefferson	Resident	Wonderful building with excellent services. Hope never to use the establishment.
Mr & Mrs A Bones	Residents	The Health Authority has listened to the people and provided emergency services all together. May it be well used.
Mr & Mrs Liddle	Residents	Well planned and really impressed with facilities etc. Bright and breezy.
P Greener	Resident	Very impressed with facilities – very modern and fresh.
Elizabeth Weightman	Resident	Very impressed, building excellent – good tour.
Alan Lingley	Resident	Very impressed with layout – mobile hoist not on site.
A Hylton	Resident	Super development. This will be a model of the quality of service that can be provided in the NHS – more of these – especially in Washington!
J Watson	Resident	Lovely building, very well planned, informative tour. Many thanks.
Maiko Tsubaki	Resident	It's fantastic to join the tour. Thank you very much.
Kirk Green	Resident	An excellent facility. Very impressed.
C Guthrie	Resident	Very interesting, lovely comfortable building and if well organized should be useful.
Pam Ridley	Resident	Well done, lovely building. Patients will like this and staff.
Ian Rooney	Resident	Thanks for the tour, excellent facilities, well planned and excellent visual impact.
Ann Byers	Resident	Very impressed with building layout etc. Will be pleasant place to come to (if required).



Residents Comments Continued

NAME	ROLE	COMMENTS
Zoe Lawson	Resident	Very impressive!
Colin Orr	Resident	Ten out of Ten and a Star. Well done!
Muriel Searle	Resident	Well done. Services will be excellent. Interesting tour.
R Martin	Resident	Very spacious. I work in Renal Unit, it could benefit from making this centre as an example.
Ken Pearson	Resident	Extremely impressive
S Mulvarney	Resident	Very impressive, can't wait to use the facilities. Should be more of the same.
N Tinkler	Resident	Lovely atmosphere, airy and new. Be very handy for myself and my family. Very impressed.
Mr & Mrs G Wardle	Residents	Very impressed all your needs under one roof. Hope it's a great success.
Mr & Mrs Atkinson	Residents	Very impressed. Good location will do very well.
Mr & Mrs Ragg	Residents	Super building, will be very useful for many people.
Paul	Resident	Very impressive. No doubt will be of immense value to the care of the patients of Sunderland.
E Wilkinson	Resident	Excellent building and facilities.
Susan Foster	Resident	Very well equipped. Very good location.
Edward Wray	Resident	Found the new project to be very adaptable to every concern. Explained and very informative by Lewis Carol.
R Ainley	Resident	Fantastic, modern facility that will be of great benefit to Sunderland Residents but of perhaps greatest importance is the welcoming feel the building possesses. It is light, friendly and very accessible. Well done!!
Maria Stoddart	Resident	Lovely building. Very patient friendly.
Ian Turnbull	Project Manager Laing O'Rourke	Thanks for the opportunity of working with you all to produce what I'm sure will be a first class facility for Sunderland. Good luck to you all, I hope that aspirations of the whole team are realised.
Paula Mulhern	Resident	Lovely building very impressed with size of rooms and wheelchair accessibility. Excellent services to the community are going to be offered.
Dionne Hollis	Resident	A really modern usable building able to improve access. Well planned and clearly a lot of work has taken place.



Sunderland PCT – Urgent Care Centre

The Service

Model of Care

The Urgent Care Centre treats patients who currently attend Accident and Emergency (A&E) and are classified as level 4/5. These are mainly walk-in patients who have minor injuries and require treatment. The majority of patients who attend the unit are self referrals and a minority of patients are brought by ambulance following initial assessment. Adults and children are be treated within the unit.

The urgent care centre also provides a GP out of hours service for adults and children, and out of hours dental emergencies.

Specific Exclusions

Patients collected by the ambulance service requiring resuscitation or major clinical intervention are taken directly to the Sunderland A&E department. Eye patients are sent directly to the eye services at Sunderland Royal Infirmary.

Service Trends

- Year-on-year increasing clinical activity;
- Higher performance targets for the assessment and treatment of urgent care patients.

Work Patterns

Activity Indicators

Activity indicators are for the purpose of sizing the facility.

Annual projected activity:

20,000 per annum based on review postcode activity of category 4/5 currently attending A&E in Sunderland:

- 15,000 adults per annum;
- 5,000 children per annum

Out of Hours Patients:

- 14,000 per annum, based on 1 centre solution, further details are required to review the out of hours service model.

Out of hours Dental:

- 1400, 25% activity children.



Entrance/Reception

Immediately adjacent to the entrance is a wheelchair bay.

On arrival at the unit, patients book in at the shared reception with the planned care centre. Patients provide demographic details and basic indication of their health care problem. Due to the sensitive nature of information collected by the reception staff, the design prevents patients being overheard from the waiting room.

Following booking in at reception, patients either are directly collected by a member of the nursing staff and taken to a consult/treatment room for assessment, or sent to the waiting room until a member of nursing staff is available. An interview room to undertake assessment is available immediately adjacent to the waiting room and reception.

One of the Consult/Treatment rooms is immediately adjacent to the waiting room, but still immediately adjacent to the other Consult/Treatment rooms. This room supports both the “see and treat” model of care or the formal triage process, dependant on clinical activity and staffing numbers.

Waiting

The waiting room is used jointly by both the urgent and planned care patients. This enables the space to be flexed depending on clinical demand. However, the waiting room is designed as two distinct zones to enable staff to efficiently locate patients and provide separation for planned and urgent care patients. Waiting for the urgent care zone requires 30 seats, including four patients in wheelchairs.

Assessment Treatment

Assessment Treatment Cubicles

Patients taken to the assessment/treatment cubicles, have a history taken, examination and treatment if required. Following assessment they may require an x-ray so are sent to the diagnostic suite. If patients require an x-ray they should not have to travel through the main waiting room to get there. Each assessment/treatment room supports the following care interventions:

- Chair to trolley transfers;
- Access to the patient on a trolley from both sides;
- Resuscitation;
 - One person at the patient’s head end, two members of staff at either side;
 - Resuscitation trolley;



- Seating for two visitors;
- Dressings requiring trolley;
- Monitoring activities;
- Examination by two persons;
- PC and workstation.

Plaster Room

Patients have plaster casts removed and applied in the plaster room. The room accommodates:

- Plaster trolley;
- Transfer of patient from wheelchair to trolley;
- Examination on the trolley from both sides;
- Storage requirements (to review).

Interview Room

Patients requiring counselling who attend the urgent care centre are taken to the interview room. In addition, this room is used by the mental health outreach team seeing patients referred directly to them.

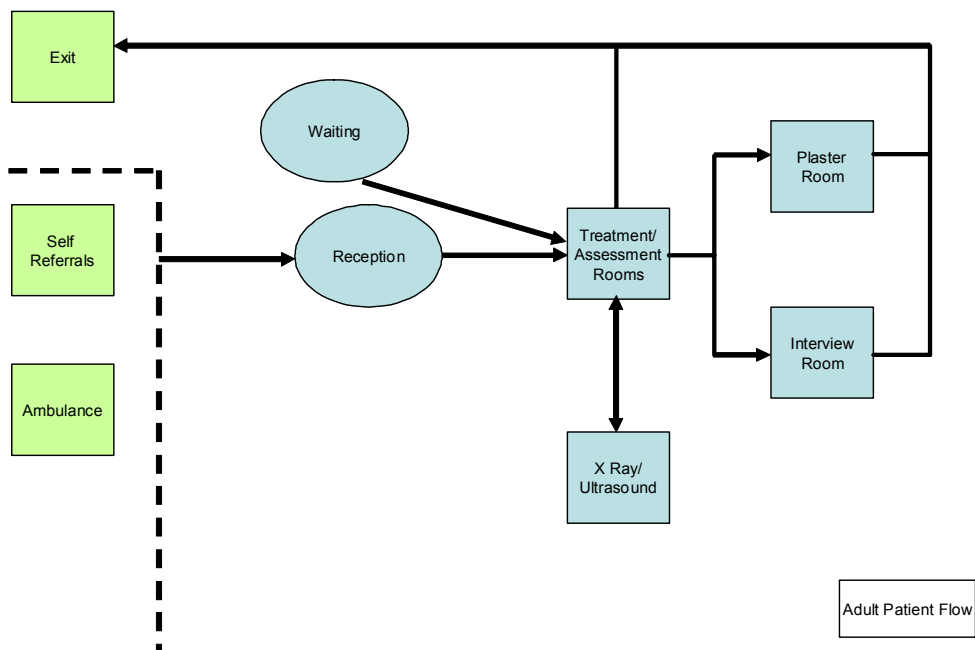
Dental Room

Children and adults are treated within this area; patients are collected by the dentist from the urgent care adult or children's waiting room and taken to a standard treatment room. The room accommodates:

- Dental chair, with 360° access to the patient for the operator;
- Space for 1 patient, 2 members of staff, 1 relative;
- Ceiling mounted dental light;
- Wall mounted intraoral periapical x-ray machine;
- Screening for x-rays to occur.



Adult Patient Flow

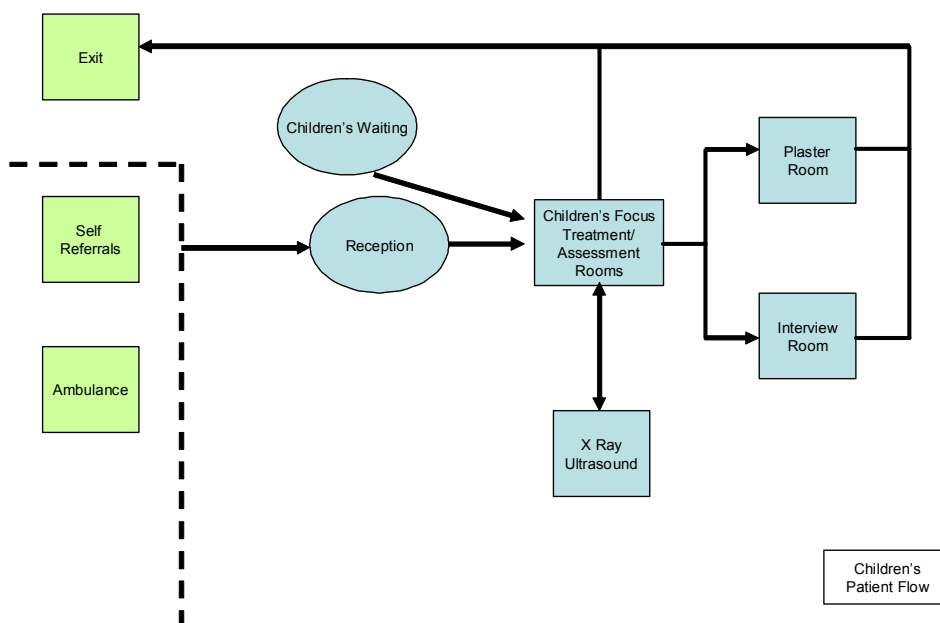


General/Adult Patient Flow

The majority of patients attending the unit are self referrals, with a minority of patients being brought by ambulance.



Children's Patient Flow



The principle intention for children is, where possible, to achieve visual and auditory segregation from adults. When booking in, children go to the central reception and are then directed to a separate waiting room, each child is accompanied by 2 parents/carers and sibling. This waiting room is visually segregated from the adult wait and is not immediately adjacent to the entrance. Nursing staff collect patients directly from the children's waiting room and take them to the assessment/treatment cubicles. Two of these cubicles are principally used for children. However, if activity for children is high, the adjoining assessment/treatment rooms can be used. If activity is low the rooms could potentially be used for adults.

The plaster and x-ray room are not dedicated for children's use, but are child friendly.

Operating Hours

24 hours - 7 days a week service, urgent care minor injuries;
 Evenings Monday - Friday, 24 hours Saturday and Sunday, Out of Hours;
 Evenings Monday - Friday, 24 hours Saturday and Sunday, Dental.



People

Patients

Daily Peak Patient Activity:

- 50 adults per day – minor injuries, each adult having an accompanying adult;
- 20 children per day – minor injuries, each child having two parents/carers attending;
- 4 patients per day – dental;
- 30-40 adults/children for out of hours appointments.

Staff

The unit is principally staffed by nurse practitioners, GPs and dentists, and operates on a three shift basis.

Facilities

Room Description / Function	Room Area m ²	No of Rooms
Assessment/Consulting/Treatment	16.5	7
Dental Room	13.5	1
Plaster Room	20	1
Clean Utility Prep	14	1
Dirty Utility	12	1
Staff Base	5	1
Interview Room	11	1
Resus Trolley Bay	2	1
Near Patient Testing Bay	6	1
Staff Office	10	1
Linen Bay	2	1
Sub Wait	16	1
Equipment Store Room	12	1
Beverage Bay	12	1
Cleaners Room	7	1
Disposal Hold	6	1
Hoist Bay	5	1
Children's wait/play area	26	1



Summary

The Grindon Lane Primary Care Centre cost over £5 million pounds to build and the funding was made available from a mixture of TPCT resources and from a significant contribution via the Northumberland, Tyne and Wear Strategic Health Authority modernisation funds.

The centre is now open to all. The Minor Injury /Illness service sees anyone of two years of age and above. People do not necessarily need to be local residents. People from all over Sunderland are receiving some of the more specialised services.

The Primary Care Centre benefits patients because it has provided a wide range of services all under one roof. The centre has enhanced and improved health care services by giving patients quicker and more convenient access to new types of care.

For the acute minor injury/illness service no appointments are given. Patients walk in and are assessed and treated on a health priority basis. For long term conditions, e.g. diabetes, heart disease, etc., patients are receiving appointments in advance and are asked to attend the centre. During the development of the overall concept for the Primary Care Centre a number of public forums were used to gain public opinion. A series of events were held which were widely publicised through the press. Presentation boards were also displayed in public buildings. The comments received from these events have been considered and where appropriate solutions were identified. The Primary Care Centre was ready to take its first patients during November 2005 (on target) and has now been open for a couple of weeks. The unit has received considerable praise as the letter and commentary document demonstrate.

