




Newark UTC opening hours

Policy & Performance Improvement
Committee
Newark & Sherwood District Council
29 January 2024



Newark Hospital

Current and future provision

The range of services has expanded considerably in recent years:

- Introduction of a Breast Cancer Pathway One Stop Service.

- Additional car parking with works underway for 80 extra parking spaces.

- Implementation of an additional operating theatre and upgrades to existing minor operations facilities.

- Introduction of gynaecology procedures.

- A new state-of-the-art soundproof hearing booth to help conduct more accurate hearing tests.

- A refurbished endoscopy unit and a CT scanning unit.

- Site upgrades to improve experience for patients and staff.

- Development of a wider Health and Wellbeing offer working within the Mid Nottinghamshire area. This involves working with partners within the education sector, the District Council, the YMCA and volunteers to build the hospital site as a valuable community asset.



Listening Exercise

How we listened to citizens

- The listening exercise began on 4th September and concluded on 17th October.
- A range of different methods were used to hear from stakeholders:
 - Briefings with elected members
 - Community group visits including:
 - Six public events (four face to face and two virtual)
 - Survey (online/paper)
 - Social media
- total, 1,932 people participated.



Listening Exercise

Findings – Current opening hours of the UTC

- 70.5% of survey respondents strongly disagreed/disagreed that the current opening hours of the service are suitable.
- The majority of people told us that they would like Newark UTC to be open 24 hours and/or an Accident and Emergency Department.
- If UTC was to remain open 13 hours a day, there was no consensus of views regarding whether the opening hours should stay as they are, open earlier in the morning and close later in the evening, or open later in the morning and close later in the evening.
- A minority suggested extending the opening hours beyond the current 13 hours.

Listening Exercise

Findings – Out of hours urgent care

- Top five services accessed:
 - Newark UTC
 - 111 (telephone)
 - A and E (Kings Mill)
 - OOH GP
 - Pharmacy
- The majority told us they received a compassionate care, and their needs were met.
- The overall feedback about the service provided and treatment was positive.
- Some people find the services quick and efficient; others find the waiting time is very long.

- There is a view that there is a significant **shortage in the workforce** which makes services overstretched and increase the waiting time.
- People of Newark find it difficult to access services outside of Newark due to **challenges related to transportation and travel**, and so **prefer to access services locally**.
- It is **difficult to navigate** the health and care system and **know how to access the right service** at the right time.
- **Accessing GP services in Newark can be challenging**, with a perception that this increases the pressure on other services.

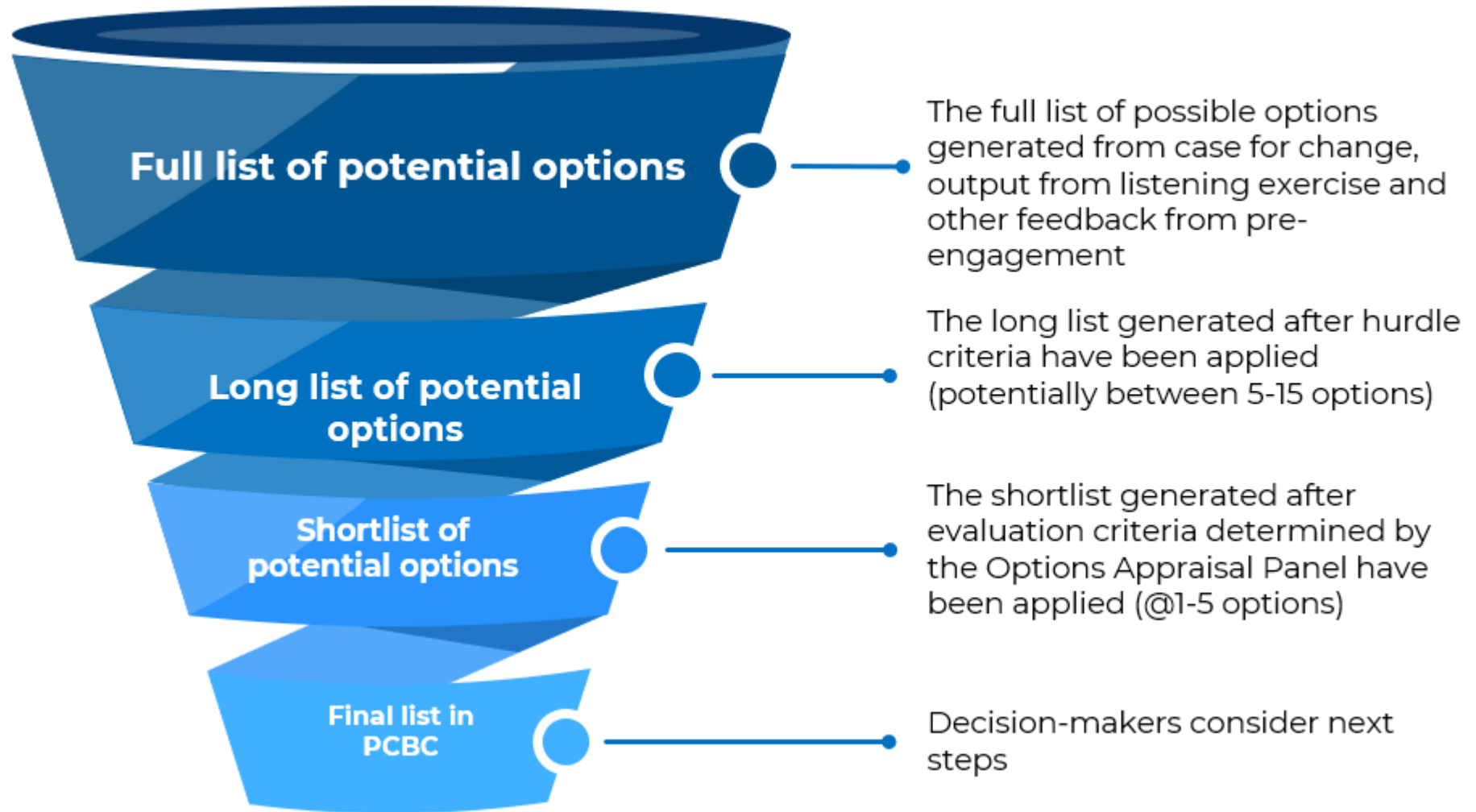
Clinical Senate

Summary

- “Clinical Senates help organisations who are planning and buying healthcare services to make the best decisions for the people who use the services. Patient and public members of the senates work alongside healthcare professionals to offer advice and guidance.”
- Submitted evidence and asked for their views on our emerging proposals
- Visit and face-to-face discussion at Newark Hospital 18th October.
- Feedback received on the day and in subsequent written report received 10th November.
- “The panel clearly saw the passion and determination of all the Newark hospital staff to maintain high quality care in the Urgent Treatment Centre which supports the local environs, and this was commended”
- **“The Clinical Senate panel concluded that the Urgent Treatment Centre should permanently close overnight”**

Options Appraisal

Process



Next steps

Summary

- The outcomes of the listening exercise, Clinical Senate review and Options Appraisal process are being considered within the ICB's decision-making process.
- The ICB Board will make a decision on next steps, taking into consideration the outcome of all of the above and we will be able to update further in the spring.