

Urgent Treatment Centres

We also need to think about how we implement the new standards for walk-in services across North West Surrey.

New 'Urgent Treatment Centres' will standardise services such as Urgent Care Centres, Minor Injuries Units and Walk-in Centres.

They will be GP-led, open at least 12 hours a day, every day, and be equipped to diagnose and deal with many of the most common ailments for which people attend A&E. They will provide both a walk-in service and bookable (on the day) appointments via NHS 111.

The Urgent Care Centre at St Peter's Hospital has already been designated as an Urgent Treatment Centre by NHS England from 31st October 2018.

There are significant differences between the other existing local walk-in facilities and the new specification and we need to consider the best way to bridge this gap.



Come and talk to us at one of our events

We will run a series of different events to give people the opportunity to share their views. You can find out about these on our website www.nwsurreyccg.nhs.uk and they will be advertised to local people through a range of channels.

For further information and/or to feed in your views go to our website:

www.nwsurreyccg.nhs.uk or email us at: nwscg.bigpictureprogramme@nhs.net.



How you can get involved

Let us know what you think about the ideas and developments described in this leaflet and if you have any other ideas.

More detailed information is available in a longer document, available from our website (www.nwsurreyccg.nhs.uk) or by contacting us directly (see below).

Building on these conversations we will then develop more detailed proposals, in particular around Urgent Treatment Centres. This may or may not require formal public consultation.

We will involve the public in the development of these plans and any decisions that are taken in any event.

If you would like to be kept informed about this work, please let us know by using any of the contact details below:

@ **Email:** nwscg.bigpictureprogramme@nhs.net

✉ **Post:** The Big Picture, c/o The Communications Team, North West Surrey CCG, 58 Church Street, Weybridge KT13 8DP

☎ **Text:** 07880 091328

🌐 **Website:** www.nwsurreyccg.nhs.uk

If you require this leaflet in any other format, please let us know via any of the contact details above.

Produced by the Communications Team at North West Surrey CCG, 58 Church Street, Weybridge, KT13 8DP

NHS

The
**Big
Picture**

Join our conversation

Health and care services in North West Surrey

#BigPictureNWS

What's this about?

We think health and care services in North West Surrey need to change. We are particularly looking at services outside the main hospitals.

We want people to have more support to stay well, to make sure they are seen in the best place for their needs and reduce some of the burden on busy urgent and emergency services.

And we want to create a local health and care system focused around individuals, where services work together to keep people as well as possible.

We have also been tasked by NHS England with implementing new standards for walk-in services. 'Urgent Treatment Centres' will standardise services such as Urgent Care Centres and Walk-in Centres and we will be developing a set of proposals on how we provide this type of urgent care.

This may or may not require formal public consultation, depending on the level of change proposed.

We will involve the public in the development of these plans and any decisions that are taken.

Within this wider thinking, we will also be considering the new healthcare facility that will be built in Weybridge following the devastating fire last year.

We want to invite you to join our conversation and contribute your views and ideas.

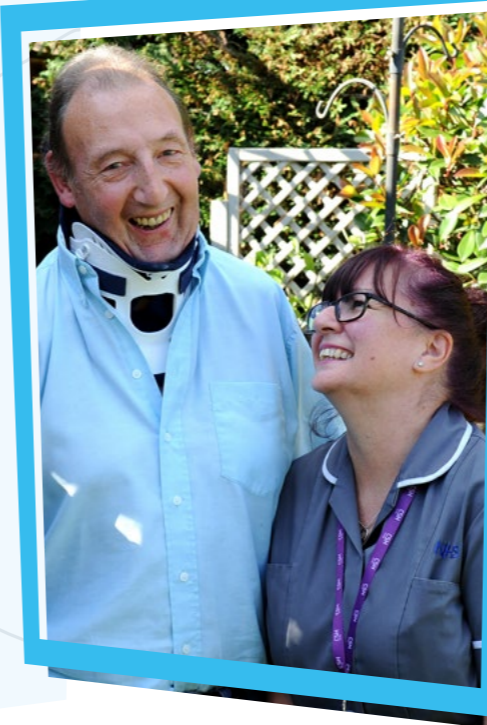
Health and care services are under pressure. Rising demand from a growing and aging population, tighter budgets and difficulties in recruiting staff mean that many services aren't working as well as they should.

People can find services confusing and say it can be difficult to get a GP appointment. This can mean they don't get help until they reach crisis point and might end up in A&E and be admitted to hospital.

This is particularly so for our more elderly and frail population.

With the right initial support, for many people this could be avoided.

We want to create a more joined up way of providing care that helps keep people well for longer. And the best people to help us do this are those using our services, their carers and the wider population.



What's already happening?

Investing in primary care

We are investing in local GP services to deliver thousands of additional GP and primary care appointments in the evenings and at weekends (known as extended GP access) – see our website for more details – www.nwsurreyccg.nhs.uk.

GP practices are also starting to work together in larger groups; this will provide opportunities for better joined up services, for example more consistent home visiting and out of hours services.

New models of community services

We want to see community teams supporting and working with groups of GP practices. These wider teams would include community nurses and therapists, doctors, social care services and mental health professionals. They would work closely with GPs developing personalised care plans for patients with more complex needs and managing these individuals as a joint team.

NHS 111

We have agreed a new contract for NHS 111 across Surrey. This will go live from April 2019 and is designed to guide people to the most appropriate local service and/or to give medical advice. The new contract will allow patients to talk directly with a clinician (where necessary) and will be able to book GP out-of-hours appointments.

What do you think about these developments?

What else can we do to improve patient and carer experience?

What more should we be considering to keep people well and help prevent hospital admission?