

Give your views on possible changes to NHS walk-in services in North West Surrey

Local doctors and healthcare professionals are asking for feedback on possible options to change and develop urgent care and walk-in services in North West Surrey.

Residents can attend a series of public events to give their views on a shortlist of options for future services and discuss how a greater range of support could also be offered in the community.

NHS North West Surrey Clinical Commissioning Group, alongside our partner organisations that make up North West Surrey Integrated Care Partnership, have been reviewing out of hospital services as part of [The Big Picture](#) programme. This looks at how to address the pressure on health and care services from a growing and aging population, the changing needs of people with long term conditions like diabetes and heart disease and the ever increasing challenge of recruiting the right health and care staff.

Recent improvements in out of hospital care in North West Surrey include:

- better support for people with mental health needs - extended appointments with mental health experts to connect them to support from a wide range of services including therapies, physical health checks, social care and third sector organisations
- easier access to GP services with additional appointments in the evenings and at weekends, including video consultations via the LIVI app
- a redesigned NHS 111 service offering faster support from a wider range of healthcare professionals and direct appointments

Building on engagement with the local community last year, health and care leaders now want to ask people for other ideas on how to reshape community based services to offer the most appropriate care for their needs now and in the future.

In addition, a new set of national standards has been introduced for [Urgent Treatment Centres](#) (UTCs - the new name for all walk-in centre type facilities). These centres will all offer the same level of service so patients know where to go for urgent care wherever they are in the country. There are significant differences between existing walk-in facilities and the new specification and decisions need to be made on the best way to bridge this gap.

Following a period of public engagement last year, a shortlist of seven possible options has been developed working with local clinicians. It includes different configurations for UTCs across Woking, Weybridge and Ashford as well as how best to provide timely, high quality urgent care at St Peter's hospital, working with our established Emergency Department.

At this stage no decisions on these options have been made.

The public events are a chance for people to have their say on the future design of urgent care services, where key centres should be and what other services might be needed in the community to support local people in the best way.

Public feedback will be used to shape the clinical model for urgent care services and to reach a preferred option or options. If that leads to a substantial change to any services that are currently provided, a full public consultation would take place before any final decisions are made.

This shortlist has been reached following a detailed process involving clinicians, health and social care organisations, voluntary and community sector organisations and members of the public.

Shortlist of options

UTC = Urgent Treatment Centre

Number	St Peter's	Weybridge	Ashford	Woking
1.	UTC	UTC	UTC	UTC
2.	UTC	No	UTC	UTC
3.	UTC	UTC	No	UTC
4.	UTC	UTC	UTC	No
5.	UTC	No	UTC	No
6.	UTC	No	No	UTC
7.	UTC	No	No	No

Community workshops 2020

We invited local people to participate in a range of activities and discussions in January 2020.

When	Where
Wednesday 22 January 10.30am – 12.30pm	Whiteley Village Hall 3A Octagon Road, KT12 4EG
Wednesday 29 January 6.30pm – 8.30pm	H.G. Wells Conference Centre Church Street East, Woking, GU21 6HJ
Wednesday 5 February 10am – 12pm	Hythe Centre 36 Thorpe Road, Staines, TW18 3HD

The NHS is seeking views from all members of the community including minority groups whose voices are often not heard.