

Stakeholder update

7 May 2019

Update on Weybridge hospital site and urgent care

Dear colleague,

I am writing to share the latest on our work to improve out of hospital services and bring a new healthcare facility to the former Weybridge Hospital site.

Key to determining future services in Weybridge is [The Big Picture programme](#) which looks at how we can improve out of hospital services across North West Surrey.

One of its major focuses is how we might provide walk-in services for urgent care across the region in the future. There is quite a big difference between existing walk-in facilities and the [new standards](#) for Urgent Treatment Centres – which will standardise walk-in centres and minor injury units. We are working with [residents](#) and other stakeholders to consider the best way to bridge this gap and we need to decide how and where to designate Urgent Treatment Centres by the end of 2019.

Following a busy period of community engagement between September 2018 and January 2019 we have carefully reviewed feedback from over 500 people and used it to inform potential solutions to the challenges facing our out of hospital services. You can read more about the [feedback](#) from our early engagement on our website.

Clinicians leading this work recently agreed a shortlist of possible options regarding walk-in type facilities across North West Surrey. The next step is to use evidence on what is clinically best for patients, data on the predicted needs of people in the future and [what local residents and other stakeholders have told us](#) to establish the preferred option(s) for how urgent care is provided.

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 |

At this stage no decisions have been made. If the preferred option(s) mean substantial change to any services that are currently provided, a full public consultation would take place before any final decisions are made.

Plans for Weybridge

I'm pleased to share that we have been successful in securing £100k of funding that allows us to move forward in our work with Elmbridge Borough Council and wider partners to develop a common master plan for Weybridge.

The funding was secured through the [One Public Estate \(OPE\) programme](#) which was launched to make better use of public sector sites, free up space for new homes and create jobs. It encourages health services, local councils and government organisations to work more closely together by sharing sites and creating public sector 'hubs' – where services are delivered in one place.

This will be instrumental in providing the key supporting evidence we need when submitting our business cases to NHS England for capital funding in order to build the new healthcare facility.

The Weybridge rebuild group which includes representatives from the local NHS, Elmbridge Borough Council and NHS Property Services (who are responsible for our buildings and estates) are now focused on defining what is included in the master plan and looking at how space can be best used to meet the health and wellbeing needs of the local community.

A Health Planner – who advises on how to use the space available - has met with all of our healthcare providers, borough council and county council colleagues to produce a first outline of the functional and space requirement for the new Weybridge site. This will be further refined with a range of stakeholders in due course.

Redesigned NHS 111 service launched

From the end of March, [Care UK](#) began providing the NHS 111 and GP out-of-hours service in Surrey following a service redesign and procurement process involving patients and healthcare professionals. The redesigned service aims to meet most healthcare needs on the first call – including consultation with a doctor, nurse, dentist, pharmacist or mental health specialist if needed.

This does not affect how you get help for urgent medical problems – dial 111 or visit www.111.nhs.uk – but you will be able to get more from the service. You can expect it to be:

- **Quicker** – fewer questions to answer and people won't be passed from person to person having to repeat themselves each time.
- **More direct** - as well as offering diagnosis, health advice or next steps, direct appointments can also be booked with many local services.
- **More knowledgeable** – a wider range of healthcare professionals will be on hand including doctors, nurses, paramedics and specialists in mental health and dental issues.
- **More helpful** - as well as diagnosing and giving treatment options, health and lifestyle advice on a wide range of topics is also available.



North West Surrey
Clinical Commissioning Group

Find out more about [NHS 111 in Surrey](#).

You can find out more about future events and opportunities to shape out of hospital care by visiting www.nwsurrey.nhs.uk

If you have any questions please email nwscq.bigpictureprogramme@nhs.net or call 01372 232450.