

Help us to change and improve community urgent care locally



Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups (BHR CCGs), has today launched a consultation on community urgent care services.

Community urgent care services provide same day care and advice for people with urgent, but not life threatening, physical and mental health issues. These include our GP out of hours service (GPOOH), our seven GP access hubs and four local walk-in services.

The twelve week consultation will ask the public for their views on proposals to change, and improve the way community urgent care services are accessed locally in Barking and Dagenham, Havering and Redbridge.

We've spoken extensively to local people and stakeholders over the last three years and their feedback has informed our proposals. Local people tell us they find services confusing and this often means they go to A&E when they could be seen elsewhere. They've asked for it to be easier to get advice and get an urgent appointment when they need to be seen.

Our proposals will make this simpler for patients, while making sure we plan for the expected population growth by 2020, spend NHS money wisely and meet new national standards. This includes introducing Urgent Treatment Centres which means we upgrade facilities at some locations with better testing services than at your own GP.

The consultation is not proposing any changes to emergency care services or changes to the A&E services at any of our local hospitals.

As well as seeking local feedback on our proposals for making more urgent appointments bookable in advance by calling NHS 111, we also have two options for changes to where you can walk in and wait without an appointment, which we would like local feedback on:

- **Option 1: Patients can walk in or book urgent appointments at four Urgent Treatment Centres, at King George Hospital, Queen's Hospital, Harold Wood Polyclinic and Barking Community Hospital. Bookable appointments available at eight**

community urgent care service locations, and no walk-in service at Loxford Polyclinic or South Hornchurch Health Centre.

- **Option 2: Patients can walk in or book urgent appointments at two Urgent Treatment Centres, - King George Hospital and Queen's Hospital. Bookable appointments available at ten community urgent care service locations, and no walk-in service at Harold Wood Polyclinic, Barking Community Hospital, Loxford Polyclinic or South Hornchurch Health Centre.**

Both options will help to make it easier for people to choose the right service when they have an urgent health need.

Dr Arnold Fertig, Independent GP, BHR CCGs said: "More and more people are using A&E when it's not an emergency, because they find choosing an alternative local service too complicated. With huge pressure on urgent care services and local hospital A&E departments, we want to make it easier for local people to get the right care, in the right place, at the right time.

"We want to hear from as many people as we can on the proposed changes, so that we can make the best possible decision for the people of Barking and Dagenham, Havering and Redbridge. People can share their views via the online questionnaire or by completing the paper version on the CCGs websites."

We are asking for views on the proposals, and no decision has been made. We want to know what people think and use this as part of the decision-making process.

The CCGs have published a document that sets out the two options for proposed changes, and a questionnaire for people to have their say. The questionnaire is available on the CCG websites: [Barking and Dagenham, Havering and Redbridge](#).

All responses must be received by 5pm on 21 August 2018.

Contact

Lima Khanom lima.khanom@nhs.net

