Changes to how you get help if you are ill in Lewisham

What we want to do

Easy Read Booklet
About this booklet

We are **NHS Lewisham Clinical Commissioning Group (CCG)**. We are a group of organisations who work together to make health care better in Lewisham.

We want to improve the way that you get help when you are ill.

This booklet tells you what we want to change and why.
What is primary care?

When you are ill the person or place that you visit first to get help is called the Primary care service.

This could be:

- The doctor at the GP surgery where you are registered. Registered means you have given your details so that they can keep information about your health
- A doctor who comes to your home
- NHS 111 - this is the number you call when you feel unwell and want someone to tell you what to do
- The Urgent Care Centre, Lewisham Hospital
- A pharmacy, dentist or opticians
- The **GP Extended Access Service** - this is other doctors and nurses who are based at Lewisham Hospital
- The NHS Walk-in Centre at Waldron Health Centre.
What is the Walk-in Centre?

The **Walk-in Centre** is a place that gives free advice and help when you are ill or have injured yourself.

You do not have to make an appointment to use the Walk-in Centre.

At the NHS Walk-in Centre you can:

- See a doctor or nurse who will help you feel better. Sometimes you might have to wait for 2 hours
- Get help even if you have not registered at your local GP surgery
- Get help if you live outside Lewisham.

We do not think the Walk-in Centre is the best way for people in Lewisham to get help when they are ill.

**We want to close the Walk-in Centre because we think there are better ways to care for people in Lewisham. We think that there are better ways to use the money we have.**
If we close the Walk-in Centre....

You will be able to get help somewhere else.

You will still be able to use all the other primary care services on page 3.

When you feel ill you can:

- take care of yourself at home
- go to a pharmacy
- wait to see your doctor.

We want everyone who lives in Lewisham to be registered at a GP surgery so that you can stay healthy and get the best care when you are ill. This will mean you can also use the **GP extended hours service**.
What is the GP extended hours service?

Before you go to the GP Extended Access Service you must call or go to your GP surgery

At the GP extended hours service you can:

- Book an appointment
- See a doctor or nurse face to face
- See a doctor by video consultation. Video consultation is when you see and speak to a doctor using a video camera and a computer.
You do not have to wait to see a doctor or nurse.

To get help from the GP extended hours service you must be registered at your GP surgery. Registered means you have given your details so that they can keep information about your health.

The doctor or nurse can help you by reading your medical records. Your medical records tell us about your health.

The GP Extended Access Service is at Lewisham Hospital.
More about the GP extended hours service

The GP Extended Access Service is at Lewisham Hospital.

The GP extended hours service is open from 8am to 8pm every day of the week plus other special days such as Christmas Day and Easter Monday.

You have to make an appointment to use the GP Extended Access Service.

We want to give you more appointments at the GP extended hours service so that more people can get help when they are ill.
We will listen to local people

We want everyone to understand what we plan to change and why. We want as many people as possible to tell us what they think about the changes.

We will visit some places in Lewisham so that you can talk to us. Our website www.lewishamccg.nhs.uk tells you where we will be.

When we have spoken to everyone we will write the answers in a report. A group of people called a Governing Body will read the report. They will then decide which services will change.

The report and the decision will be on our website at: www.lewishamccg.nhs.uk
If you want to talk to us, or if you want us to talk to a group of people please email lewccg.consultation@nhs.net

or call 020 7206 3200.

or write to us at:

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NHS Lewisham CCG
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You need to tell us what you think by 30 October 2017.
Thank you to A2i for the words

www.a2i.co.uk  (reference 28531)