

Have your say on...

The future of the NHS Walk-in Centre Service at the Waldron Health Centre, New Cross and proposals to improve primary care in Lewisham.



Introduction

NHS Lewisham Clinical Commissioning Group (CCG) wants to improve urgent and non-urgent primary care across the borough and as part of this we are looking at the future of the NHS Walk-in centre service, based in the Waldron Health Centre in New Cross.

We think the way people access primary care services could be improved. People tell us the way it works currently is confusing, and means people are not always seen in the right care setting or at the right time.

Our contract for the NHS Walk-in Centre at the Waldron Health Centre expires on 31 December 2017 and we are considering what to do about it and how to improve provision and access to urgent and non-urgent primary care beyond this date.

This document sets out what we propose to do and why, and we now want to know what you think.



What is primary care?

Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS and around 90% patient interaction is with primary care services. Primary care includes GPs in general practice, community pharmacy, dental, and optometry (eye health) services. They work together to provide universal general health services.

Locally, primary care is available through:

- **GP surgeries** for registered patients
- via the **out of hours GP service**, delivered by South East London Doctors Co-operative (SELDOC). This is a GP-led service, which provides out of hours primary care services, 365 days a year. The service runs from 6.30pm - 8pm on weekdays and 24 hours at weekends and public holidays. SELDOC has a team of out of hours GPs, advanced nurse practitioners and pharmacists to support the service. When needed, SELDOC can arrange appointments at one of their base centres or organise a home visit.
- by calling **NHS 111**, the free NHS non-emergency number. NHS 111 provides help with urgent healthcare needs. It directs people to the right local service, first time. An adviser asks a series of questions to assess your symptoms and immediately directs you to the best medical care. It is available 24 hours a day, 365 days a year.
- the **Urgent Care Centre** at University Hospital Lewisham treats people with minor injuries and conditions. The service is provided by emergency nurse practitioners and doctors and also advises people to use other health services including GPs, pharmacists or other community service providers. The service is open 24 hours a day.
- **High street pharmacies** - the 'Pharmacy First' scheme provides advice, treatment and medicines for common ailments from all Lewisham pharmacies for people registered with a Lewisham GP.
- **GP Extended Access Service** at the University Hospital Lewisham
- the **NHS walk-in centre** in the Waldron Health Centre.

We are proposing to close the Walk-in service at Waldron Health Centre and improve access urgent and non-urgent primary care services in Lewisham by increasing use of the GP Extended Access Service.

Who is using the Walk-in Centre?

Over a quarter (28.6%) of people using the walk-in centre aren't registered with a GP anywhere. This cost Lewisham CCG almost **£300,000** last year.

Walk-in Centre users
not registered with GP

28.6%

The majority of people who attend the walk-in centre do so for treatment that could either be provided by their own GP or a practice nurse or by alternative services or with advice and support to self-care.

Instead of reducing the number of people going to A&Es with minor ailments, walk-in centres often encourage people to:

- ask for advice regarding minor issues that are better dealt with at home or at a pharmacist or a GP
- ask for a second opinion when they have already seen their GP.

The easy access to advice at walk-in centres means that people can avoid registering with a GP. It is important for people to be registered with a GP so they can benefit from care that encourages healthy living, early detection of diseases and a holistic approach to health.

The Walk-in Centre is contracted to see 27,658 patients at a cost of approximately £1m - that's £35.78 per user

£35.78



The walk-in centre is open from 8am to 8pm, 7 days a week, including public holidays. In 2016/17 it saw **29,528 patients**, at a cost of just over **£1m**. **After contributions from other CCGs, the cost to Lewisham CCG was £748,000.**

The centre is for patients who are unable to get an urgent appointment with their GP and who have a minor injury or medical condition that is not life-threatening but needs to be seen.

It does not offer any advice or consultations by telephone and does not have access to GP medical records for any patients.

Lewisham is the only local remaining CCG with a walk-in centre meaning people from other parts of south east London are using it. **Last year 17.5% of people using the walk-in centre were from neighbouring south east London boroughs.**

Walk-in Centre users
from outside the
Borough of Lewisham

17.5%

The contract for the walk-in centre ends on 31 December 2017 and cannot be renewed. If it were to continue running, we would need to set up a new contract, but we don't think the Walk-in Centre is the best way to care for the people of Lewisham.

GP extended hours service

The GP Extended Access Service provides GP face-to-face consultations, GP video consultations and nurse appointments. This year, the service plans to deliver around **25,000** bookable appointments per year providing. In 2018, this will increase to **29,914** bookable appointments.

What's the difference between the walk-in centre and the GP Extended Access Service?

	NHS Walk-in Centre	GP Extended Access Service
Location	Waldron Health Centre, New Cross	University Hospital Lewisham
Hours	8am to 8pm, 7 days a week, including public holidays	8am to 8pm, 7 days a week, including public holidays
Access to patient records	X	✓
Bookable appointments	X	✓
Walk-in appointments	✓	X
Types of appointments	GP appointments Nurse appointments	GP appointments Nurse appointments Video consultations
How do you get an appointment?	Walk-in and wait (up to 2 hours)	An appointment can be booked via your GP practice or by calling 111 – a booked appointment means you don't have to wait to be seen.

Engaging with local people

We want to hear from as many people as possible. We are committed to providing the opportunity for everyone to have their say. We are also working with GPs, patient groups, local Healthwatch organisations and community and voluntary organisations to make sure we reach as many local people as possible.

Over the next 12 weeks we are engaging with local people in order to explain our proposals, outline how people might be affected and encourage them to respond.

All responses will inform a report, which will go to our Governing Body to consider and make a decision. We will put that report and details of whatever decisions are made on our website: www.lewishamccg.nhs.uk

We would like to know the views of local people, patients and carers, staff, and community organisations. Please read this document, fill in the questionnaire at the back and send it back to us. We'll also be out and about in Lewisham talking to local people about the proposals on the following dates:

Friday 1 September 2017, 1pm to 4pm

Ground Floor, Waldron Health Centre

Saturday 9 September 2017, 9am to 1pm

Ground Floor, Waldron Health Centre

Tuesday 12 September 2017, 10am to 1pm

Ground Floor, Waldron Health Centre

Visit our website for more times and locations and further information:

www.lewishamccg.nhs.uk

If you have any questions or would like us to come out and talk to your group about the proposal please email: **lewccg.consultation@nhs.net** or call **020 7206 3200**.

All comments must be received by 5pm on 30 October 2017.
