

Have your say on the future of Earl's Court Walk-in Centre

The Walk-in Centre

The local NHS has heard from local residents that accessing health services can be confusing and means people are not always seen in the right care setting at the right time.

The contract for Earls Court walk-in centre expires on the 31st March 2020 and West London Clinical Commissioning Group – the local NHS responsible for buying health services in this area - is considering what to do next.

The walk-in centre no longer meets national guidance and it only sees around 15 patients a day, which doesn't make it value for money. West London Clinical Commissioning Group (WLCCG) is currently proposing not to renew the contract at the end of March, but they want to hear your thoughts before any decisions are made.

Some facts and figures

- The walk-in centre isn't being used very much; it sees 15–16 patients a day (typically 2 patients an hour) and is expensive to manage
- Only 27% of patients who attend the walk-in centre live in Kensington & Chelsea
- Most of the walk-in patients have minor conditions, such as; fever, sore throats, urinary infections and wound care needs. Many of which could be managed via a routine GP appointment, out of hospital care and/or a local pharmacist
- Patients benefit from improved continuity of care through visiting a GP instead of using walk-in services
- WLCCG has invested extensively in increased primary care services during the past couple of years through:
 - Additional appointments at GP practices
 - GP extended access hubs with 1500 extra appointments available every month
 - 18 new local services in the community to make it easier for patients to access a range of treatments and care packages from blood tests and ECGs to wound care and some mental health services. Link to services <http://www.westlondonccg.nhs.uk/your-services/gps/18-new-local-services-available-near-you.aspx>
 - Clinical advice and signposting to local health services through NHS 111

From the 9th September – 4th October, the CCG will ask people using the walk-in service and other stakeholders how the proposal would impact them and understand any actions they would need to consider before a final decision is made.

Please complete the attached questionnaire in order for us to hear your views

The outcomes of this engagement will inform next steps and recommendations on the future of walk-in service to WLCCG's Governing Body who will make the decision regarding the future of the contract.

The CCG also wants to raise awareness of alternative services in the community and help residents receive the best care in the right setting, so you know the best place to go to when you're feeling unwell.

In order to do this the CCG will continue to work closely with community groups, service providers and GP practices to get this information out - any ideas you have on how we could do this would be welcomed by emailing wlccg.wlccg.team@nhs.net

The CCG would also like to let you know:

- If you are a registered patient you will still be able to get a GP appointment
- There is an additional service which has moved in to the practice to help people with conditions that affect joints, bones, muscles and back pain called the musculoskeletal (MSK) service
- They are also exploring whether another GP practice would use some of the clinical space as a branch practice to be able to offer more appointments locally

Further information

What are my local services and how do I access them?

- Call NHS 111 for advice on the best place to go for your care
- Book an appointment at your GP practice
- Call your GP practice or NHS 111 to book a GP extended access appointment in the evenings or at weekends (see below for details)
- Visit your local pharmacy for advice and over-the-counter medicines for minor illnesses, such as; coughs, colds, sore throats, aches and pains
- Visit the Urgent Treatment Centre at Chelsea & Westminster Hospital for urgent but non-emergency care

If you are not registered with a GP practice and wish to do so, visit a local GP practice closer to where you live and they will advise you on the process.

What is the GP Extended Access Service?

The GP Extended Access Service means that people registered at GP practices in Kensington & Chelsea, Queens Park & Paddington can get a GP or nurse appointment in the evenings or weekends at their local hub instead of going to A&E.

To access the service

- Call your GP practice and ask for an extended access appointment
- Call NHS 111 and they can book you an appointment at one of the hubs (see below)

The Extended Access Hubs are located at:

Violet Melchett Clinic
 Integrated Care Centre
 30 Flood Walk
 London SW3 5RR

St Charles Centre for Health and Wellbeing
 Integrated Care Centre
 Exmoor Street
 London W10 6DZ

The opening times are:

	Violet Melchett Clinic	St Charles Centre for Health and Wellbeing
Monday to Friday	6.30pm-9.00pm	6.30pm-9.00pm
Saturday	8.00am-4.00pm	8.00am-8.00pm
Sunday	8.00am-2.00pm	2.00pm-8.00pm

If you're registered with a GP outside this area, call NHS 111 or your GP practice and ask them about similar services available locally.

If you are not registered with a GP, we recommend you call or visit a local practice to sign up.

Get in touch

If you have any questions or comments about Earl's Court Health and Wellbeing Centre email wlccg.wlccg.team@nhs.net or call 020 3350 4000.

For further information on services available locally visit www.nhs.uk or <https://www.westlondonccg.nhs.uk/>