

Public consultation – summary document

NHS services at Guildhall Walk Healthcare Centre

We want to bring together the two NHS walk-in services which currently operate at Guildhall Walk and at St Mary's Treatment Centre. We want to create a single, enhanced walk-in centre for the city, based at St Mary's, with doctors, nurses and diagnostic facilities all in one place.

Why we want to do this

The current system isn't working. The local NHS has invested massively in new services to try to ease pressure on GP services and A&E, but problems persist.

People are confused. For example, the local NHS asked more than 300 city residents whether they could explain the differences between the walk-in services at Guildhall Walk, and St Mary's. Only 25% said they could. Similarly, only one-third of the sample knew that GPs offer 'same day' access to those who need it. If services are complicated, it is hard for people to make the right choice.



There is a national drive to simplify services. It's not just Portsmouth looking to change. Nationally, the NHS has recognised that it must give people clearer choices.

Effective use of public funds. Public money pays for two separate walk-in centres, two miles apart, to offer similar services – the NHS must consider whether that makes sense. We also pay rent to private landlords to use the Guildhall Walk building, when there is spare space in other buildings which are funded by the NHS – that money could be spent on services, not rent.

So what do we want to do?

We want to create an urgent care system where:

- All patients using 'walk-in' services can see a GP or a nurse – whichever is right for them. That is not the case now.
- All patients at walk-in services have direct access to diagnostics such as X-rays. That is not the case now.
- Patients are not sent away or referred elsewhere, unless medically essential. That is not the case now.
- All walk-in services are delivered in modern, purpose-built facilities. That is not the case now.



Why change now?

The contracts held by the private company which provides NHS services at Guildhall Walk run out in 2016. It is not possible for the NHS to simply leave those contracts in place and so decisions are needed now.

Benefits of change

Better care. A single walk-in centre would keep the strengths of the services at both St Mary's and Guildhall Walk, but get rid of most of the limitations. The new centre would mean that all (not just some) walk-in patients could:

- See either a GP or a nurse, whichever is right for them
- Have diagnostic tests such as X-rays (and get the results) there and then, not be referred elsewhere
- Be treated by staff with direct access to specialist expertise at QA Hospital.

A simpler system. Today, people have numerous choices for urgent care – 'same-day' GP appointments, pharmacists, the NHS 111 service, a nurse-led walk-in service, a GP-led walk-in service, and A&E for emergencies. Creating a single, combined walk-in service would start to simplify that complicated system.

A more efficient system. A single centre would mean the NHS no longer pays for two similar, but entirely separate, walk-in services within two miles of each other. The staff would also be able to work more effectively as a single team, and services would not be duplicated.

Find out more

This is only short summary of the proposal to create a single, enhanced walk-in service at St Mary's Treatment Centre. For more detail go to www.portsmouthccg.nhs.uk/guildhallwalk

Get involved

This consultation runs for three months and we would like to hear your views. Please tell us, by **Friday 19th February 2016**, either by:

- Visiting www.portsmouthccg.nhs.uk/guildhallwalk and responding on line – you can also find lots more information about our proposals there.
- Or completing the printed survey contained within the full consultation document, which can be found in many public buildings in Portsmouth, or from our website. You can return it to **Freepost NHS PORTSMOUTH**.

