

# Hearing your views on urgent care centre opening times and location of GP 'hubs' in Hammersmith and Fulham

The NHS in Hammersmith and Fulham is running a public consultation on two proposals:

- 1. To change the hours of the urgent care centre at Hammersmith Hospital from 24 hours a day 7 days a week, to 8am-midnight 7 days a week (closed overnight).**
- 2. To change the number of GP 'hubs' that we have that allow anyone in Hammersmith and Fulham to access an evening or weekend GP or nurse appointment.**

This leaflet provides a short introduction to the proposals and details on how you can find out more and have your say.

**Public consultation closes 24 May 2019**



# About Hammersmith urgent care centre

**PROPOSED CHANGE:** Change the hours of the urgent care centre at Hammersmith Hospital from 24 hours a day 7 days a week to opening at 8am and closing at midnight each day. A 24/7 urgent care centre would still be available in the borough at Charing Cross Hospital.

## What is an urgent care centre?

- Urgent care centres are for minor illnesses and injuries that are not life threatening
- You can just walk in. You do not need an appointment
- They are run by GPs and nurses

## The majority of people

currently attending at night do not need to be seen at an urgent care centre so could seek advice through 111, a pharmacy or by arranging a GP appointment.



Hammersmith and Fulham has two urgent care centres. **There are three 24/7 urgent care centres within 3½ miles** of Hammersmith Hospital.



**48** people a week came in between midnight and 8am last year.



**No one** arrived by ambulance over night.



**90%** of patients at night are sent home without needing investigations.

It costs around **£600,000** a year to open the urgent care centre between midnight and 8am.

# About GP hubs

**PROPOSED CHANGE:** To reduce the number of GP 'hubs' in the borough.

## What is a GP hub?

- A GP 'hub' is a GP practice that offers bookable appointments, at certain times, to any patients who are registered with an GP in the borough

## Key facts

- Many of our GP practices already offer GP and nurse appointments in the evening and weekends, but not all do. The hubs make sure appointments at these times are available to everyone
- We will continue to provide evening and weekend appointments to anyone registered with a GP in the borough and we will make sure the number of appointments available meets the current demand
- Currently we have three practices which operate as hubs
- Only 72% of the current hub appointments are used
- The CCG would prefer to reduce this to one hub as we believe it provides the best balance between financial savings and providing the right level of care to our residents

**Option A:** Keep all three hubs (see the consultation document for current hub locations).

**Option B:** Have 2 hubs – financial savings of around £220,000 year but some people will have to travel a little further for a hub appointment.

**Option C:** Have 1 hub – financial savings of around £265,000 a year but some people will have to travel a little further for a hub appointment.

# Find out more have your say



It is really important to us that we hear what you think. During the consultation, we will be out and about across the borough listening to your views.

To read the full consultation document, find out more about these proposals and find out about some of our events, visit [www.hammersmithfulhamccg.nhs.uk/your-voice/consultations-and-events](http://www.hammersmithfulhamccg.nhs.uk/your-voice/consultations-and-events)

To let us know your views on our proposals, you can write to us, email us or fill out the online response form:

- **Email:** [hafccg.engagement@nhs.net](mailto:hafccg.engagement@nhs.net)
- **Post:** FREEPOST HEALTHIER NORTH WEST LONDON
- **Online:** [www.hammersmithfulhamccg.nhs.uk/your-voice/consultations-and-events](http://www.hammersmithfulhamccg.nhs.uk/your-voice/consultations-and-events)

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