



# Your urgent care services

HAVE  
YOUR  
SAY

GET  
INVOLVED

## Right Care Right Place First Time

Involving Croydon in  
improving urgent care

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If you have any access needs and would like this document in an alternative format, please contact:

 [getinvolved@croydonccg.nhs.uk](mailto:getinvolved@croydonccg.nhs.uk)

 Tel: 020 3668 1384

**NHS Croydon Clinical Commissioning Group (CCG)** plans and buys most health services in Croydon. Urgent care services are for when you can't wait to be seen, but your illness or injury is not life-threatening. When you need urgent health advice or treatment, you need the right care, in the right place, first time.

Our contracts for urgent care services end in March 2017. We need to make sure that we have new contracts in place in April 2017. Reprourement is the planning and legal process for agreeing new contracts. Future urgent care services must continue to provide safe, high quality care for more people, using changing technology and using the budget as effectively as possible. Urgent care services need to achieve national standards, despite a national shortage of doctors and nurses.

This document tells you about our plans for urgent care and how you can get involved. This is your opportunity to shape urgent care services for Croydon. We need you to tell us what you think.

We believe that your GP is the best navigator for your care. They hold your records and have all your medical history with which to give you the safest healthcare advice. Your GP can give urgent care advice for minor illnesses and injuries, along with NHS 111 and local pharmacies.

# THINK RIGHT TREATMENT

## RIGHT CHOICE IN CROYDON



### WHAT'S THE BEST CHOICE FOR YOU?

Call **111** if you are unsure and need expert advice.



Do you have a minor illness or injury such as a cough, cold, small cuts or bruises? Treat yourself at home with a well-stocked medicine cupboard and first aid materials



Do you need advice about your minor illness or injury? Think 'Pharmacy First' and visit your local pharmacy



Do you need advice fast but it's not an emergency? Call 111 for expert advice about where to go for medical help



Do you need care for an ongoing illness or injury that isn't life threatening? Call your local GP practice. If you need to see your GP out of hours call 111



Do you need urgent care without an appointment for an illness or condition that isn't life threatening? Visit a minor injuries unit, the GP walk-in service, or Urgent Care Centre. Details overleaf.



If you have a very serious or life threatening illness Dial 999, or go immediately to your nearest A&E department.

#### ➔ Register with a local doctor TODAY

Save time next time you need an appointment by registering today with your local GP. It is quick and easy. Visit [www.nhs.uk](http://www.nhs.uk) or phone the practice you want to register with for more information.

## At the moment urgent care services in Croydon are:



**GP Out of Hours, Croydon University Hospital, 530 London Road, Croydon CR7 7YE.**

Open 6.30pm to 8.00am Monday to Friday, and 24/7 over the weekend and during bank holidays.

This service gives you access to a GP if you need one when your surgery is closed.

**Call NHS 111 to book an appointment.**



**Minor Injury Unit, Purley War Memorial Hospital, 856 Brighton Road, Purley, CR8 2YL.**

**Minor Injury Unit, Parkway Health Centre, Parkway, Croydon, CR0 0JA.**

Open 2.00pm to 8.00pm, 365 days a year. GPs and nurses at both Minor Injury Units give advice, assess your urgent care needs and give treatment for most common minor injuries.

**No appointment needed.**



**Walk-In Centre, Edridge Road, Croydon, CR9 1PJ.**

Open 8.00am to 8.00pm, 365 days a year.

GPs and nurses give advice, assess your urgent care needs and give treatment for most common minor illnesses and injuries.

**No appointment needed.**



**Urgent Care Centre, Croydon University Hospital, 530 London Road, Croydon CR7 7YE.**

Open 24 hours a day, 365 days a year.

GPs and nurses give advice, assess your urgent care needs and give treatment for most common minor illnesses and injuries, and suspected fractures.

**No appointment needed. Can accept ambulances.**



Emergency services are not affected by the urgent care reprocurement.

**Accident and Emergency, Emergency Department, Croydon University Hospital, 530 London Road, Croydon CR7 7YE.**

Open 24 hours a day, 365 days a year. Treats serious illness and life-threatening injury.

**No appointment needed.**

# Talk to us

We are keen to build on everything that you have told us before. Local people have shared their opinion of current services, and set out their needs for developing future services.

The NHS Croydon CCG engagement team will be collecting your views until 17 January 2016. We'd like to hear from as many people as we can during this time.

**Please see [www.croydonccg.nhs.uk/urgentcare](http://www.croydonccg.nhs.uk/urgentcare) for updated details of events, and for more information.**



## Public meetings

### Thursday 3 December

6.30 – 8.30 pm  
Harris Academy  
Kendra Hall Road  
Purley  
CR2 6DT

### Tuesday 8 December

6.30 – 8.30 pm  
Scratchley Hall  
81 Brigstock Road  
Thornton Heath  
CR7 7JH

### Thursday 10 December

6.30 – 8.30 pm  
Fieldway Family Centre  
New Addington  
CR0 9AZ



## Drop in clinics

### Tuesday 1 December

12 – 2 pm  
Scratchley Hall  
81 Brigstock Road  
Thornton Heath  
CR7 7JH

### Tuesday 8 December

1 – 3 pm  
Christ Church  
Brighton Road  
Purley  
CR8 2BN

### Wednesday 9 December

1 – 3 pm  
Victory Club  
227 Selhurst Road  
South Norwood  
SE25 6XY

### Tuesday 15 December

12 – 3 pm  
Fieldway Family Centre  
New Addington  
CR0 9AZ

### Wednesday 16 December

5 – 8 pm  
Bernard Weatherhill House  
Mint Walk  
CR0 1EA



As our contracts for urgent care services end in March 2017, we have already considered nine ways of organising urgent care for Croydon, measured against criteria including safety, budget, staffing, access, physical location, need and demand, and facilities. There is clear national guidance on what urgent care services should do. We're also working across south west London with our neighbouring CCGs as all our plans need to fit together. See the full documents at [www.croydonccg.nhs.uk/urgentcare](http://www.croydonccg.nhs.uk/urgentcare).

When we plan to reorganise services we have to think about the people who use them now and the people who will use

them in the future. We have to ask ourselves who most needs to use urgent care services. We know that children, disabled people, people from black and minority ethnic groups, and people from deprived communities use urgent care services more than other people, and that older people use emergency services more. We've taken all of this into account. See our website to learn more.

We have used national guidance, local intelligence and your feedback to understand what urgent care services we need for Croydon. We have considered nine ways of organising urgent care services. Many options did

not meet national standards, or were not within budget. We can now put forward the best possible ways of organising urgent care, which score highest against the most criteria.

Here are the best possible ways of organising urgent care in Croydon. We can't say exactly where each GP hub\* will be yet, as this could limit our options to find the best provider for urgent care services. We have taken account of projected population growth and levels of need across the borough. Services will be in the vicinity of existing services, and everyone in Croydon will be able to access the right service, when and where they need it.



Our preferred option is Option 1, which meets all the criteria including national standards, and offers better GP access across Croydon.

## Option 1

- One Urgent Care Centre open 365 days a year at the front door of the Emergency Department (A&E).
- GP out of hours service on the same site.
- Three GP hubs in the vicinity of current services, open from 8am-8pm, 365 days a year, covering all of Croydon.

## Option 2

Option 2 is what we have now:

- One Urgent Care Centre open 365 days a year at the front door of the Emergency Department (A&E).
- GP out of hours service on the same site.
- Two Minor Injury Units at Purley and New Addington open 2pm-8pm, 365 days a year.
- One Walk-in Centre at Edridge Road open 8am-8pm, 365 days a year.

## Option 3

- One Urgent Care Centre open 365 days a year at the front door of the Emergency Department (A&E).
- GP out of hours service on the same site.
- Two GP hubs, open from 8am-8pm, 365 days a year, covering all of Croydon.

The GP hubs in Option 3 can be located in three different ways, offering the same services and functions. The Urgent Care Centre and GP out of hours service are the same across all three, and the GP hubs can be located in the following ways:

- 3a** • Two GP hubs, open from 8am-8pm, 365 days a year, in the vicinity of New Addington and Purley, covering all of Croydon.
- 3b** • Two GP hubs, open from 8am-8pm, 365 days a year, in the vicinity of Edridge Road and New Addington, covering all of Croydon.
- 3c** • Two GP hubs, open from 8am-8pm, 365 days a year, in the vicinity of Edridge Road and Purley, covering all of Croydon.

Want to know more about these options? See [www.croydonccg.nhs.uk/urgentcare](http://www.croydonccg.nhs.uk/urgentcare)

## \*What is a GP hub?

GP hubs are led by GPs, and can treat all ages. They will provide all of the same services as the Walk-in Centre and Minor Injury Units and more. You can get advice and treatment from GPs and nurses for minor illnesses, injuries and ailments between 8am and 8pm, 365 days a year.

They will check your medical records so you won't have to tell your story more than once. In time you could have skype or face time appointments if you choose to. There will also be a roving GP who could visit you at home if medically necessary.

If you are unwell, call NHS 111 before you go as they can assess your problems, advise you over the phone, and make an appointment for you to have the best care. This might be at a GP hub, the Urgent Care Centre or even a dentist. In an emergency an ambulance will be sent to you.

You can go straight to a GP hub, but it's better if you know you are going to the right place before you set off, so phone before you go.

999 will continue to take emergency calls, and NHS 111 will take all calls that are urgent but not emergency calls.

## What extra support will GP hubs provide?

Service	You can see a GP or nurse	You can book appointment	You can walk-in/no appointment	Can see your records	Will give telephone advice	Can treat minor injuries	Can treat minor illnesses
Walk-in Centre 8am - 8pm	✓	✗	✓	✗	✗	✓	✓
Minor Injury Units 2pm - 8pm	✓	✗	✓	✗	✗	✓	✗
GP hubs 8am - 8pm (proposed to replace the services above)	✓	✓	✓	✓	✓	✓	✓

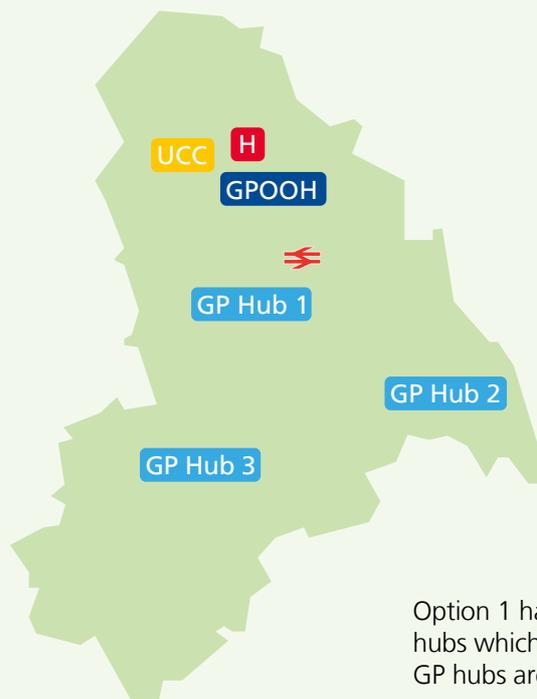
All the services above can treat all ages, including babies under 1 year old.  
All GPs can refer to x-ray at either Croydon University Hospital or Purley Hospital. If you have a suspected fracture you should attend the Urgent Care Centre at Croydon University Hospital where the fracture can be diagnosed and treated.

**Option 1**

GP hubs 1,2 and 3

**Option 3**

- 3a GP hubs 2 and 3
- 3b GP hubs 1 and 2
- 3c GP hubs 1 and 3



Option 1 has three GP hubs, and Option 3 has two GP hubs which can be arranged in three different ways. GP hubs are shown in the vicinity of current services.

**Option 2**

What we have now



These possible ways of organising urgent care meet national standards and will help us to meet your needs, as Croydon grows to a predicted population of 396,000 by 2020.

Local GPs are at the heart of supporting Croydon people to get the right care, at the right place, as close to home as possible. GPs will be more involved

in providing urgent care in the future. NHS urgent care services all over London and across England are facing challenges, and we are committed to buying the best urgent care services to meet the needs of everyone in Croydon. We want you to join the debate as we design an urgent care system that gives you quicker, clear, high quality, joined-up care, in the right place, the first time.

**Please take some time to fill in the survey on our website or complete the questions in this document, and post in an envelope addressed to: Freepost ENGAGEMENT CROYDON CCG**