

Media releases sent out and posted online about the WN CCG urgent care public consultation, and distribution list

## Have your say on improving urgent care and walk-in services across North Warwickshire, Nuneaton and Bedworth.

Posted on 6 Oct 2015

There have never been more urgent and emergency care services available, yet people tell us they are confused about which service to use and what is available when they have an urgent care need. At NHS Warwickshire North CCG we want to commission an urgent care service that better meets local needs, is more responsive, and is simple for patients and clinicians to use. We want to buy the right urgent care services so that people are seen in the right place at the right time, first time.

We have already listened to the views of many local people, and have taken these into account in our plans, but [it's important that everyone has an opportunity to have their say](#) and so, we have launched a public consultation which runs from 6 October - 15 December.

This consultation is all about where the best location is for a walk-in service to work seamlessly with other urgent care services. Our aim is to commission an urgent care / walk-in service which people find simple to understand and gets people prompt treatment or advice for their urgent care need, making best use of our medical workforce and without additional pressure on A&E.

In common with the rest of England, there is a growing demand for urgent and emergency care in North Warwickshire, Nuneaton and Bedworth, which has led to huge pressure on hospital emergency and urgent care services. Around 48,000 people from the Warwickshire North CCG area attended A&E at George Eliot Hospital in 2014/15. At least one third of these people could possibly have been treated effectively elsewhere.

Dr Deryth Stevens, Chair of NHS Warwickshire North CCG, said:

"Patients are at the heart of everything we do so we have been looking at the best ways of ensuring we have an urgent care service which can be accessed easily by the greatest number of people, and provides the help patients need, when they need it. Our aim is to commission an urgent care / walk-in service which people find simple to understand and gets people prompt treatment or advice for their urgent care need, making best use of our medical workforce and without additional pressure on A&E."

Andrea Green the Chief Officer NHS Warwickshire North CCG said:

"Getting an urgent care service that people have told us they need, rather than what we have historically offered is critical to improving health locally. We have already listened to the views of many local people but it's important that everyone has an opportunity to have a say on the best location for our urgent care walk-in service."

North Warwickshire also has a growing and ageing population whose needs have changed. The population aged over 65 is expected to grow by 60% by 2030. The increase is expected to be

43% in Nuneaton and Bedworth. There is also a significant number of families with young children.

Although we currently have a walk-in service at Camp Hill and a GP led urgent care service available on the George Eliot hospital site, it is not sustainable in the long term to run two centres for walk-in/urgent care. So, we need to look at what will best meet the needs of the greatest number of people in North Warwickshire, Nuneaton and Bedworth, providing responsive high quality urgent care and helping patients avoid attending A&E unnecessarily. Patients can be assured that none of the proposals will change the GP service for those registered at the Camp Hill Health Centre, Ramsden Avenue, Camp Hill, Nuneaton, Warwickshire, CV10 9EB.

Public meetings will be held during the consultation where people can meet with health leaders and discuss their views.

[You can take part in the consultation through our online questionnaire.](#)

[You can download the full consultation document, including the questionnaire.](#)

[For more information about the background to our proposals, you can download the pre-consultation business case.](#)

## Public invited to November meetings on urgent care plans

Posted on 6 Nov 2015

People in North Warwickshire, Nuneaton and Bedworth are invited to give their views to NHS Warwickshire North Clinical Commissioning Group (CCG) on the future of urgent care services at special meetings being held in November.

Warwickshire North CCG has launched a public consultation which runs until 15 December on plans to transform urgent care walk-in services across North Warwickshire, Nuneaton and Bedworth.

This consultation is all about where the best location is for a walk-in service to work seamlessly with other urgent care services. The aim is to commission an urgent care walk-in service which people find simple to understand and gets people prompt treatment or advice for their urgent care need, making best use of the medical workforce and without additional pressure on A&E.

In common with the rest of England, there is a growing demand for urgent and emergency care in North Warwickshire, Nuneaton and Bedworth, which has led to huge pressure on hospital emergency and urgent care services. Around 48,000 people from the Warwickshire North CCG area attended A&E at George Eliot Hospital in 2014/15. At least one third of these people could possibly have been treated effectively elsewhere.

There are no changes planned around the GP led health centre on Ramsden Avenue, only the walk-in service, and NHS Warwickshire North CCG want to highlight other urgent care services in the area such as late night pharmacies and GP services with extended hours.

There are a number of events taking place for people to give their views and help to shape the urgent care services in their area.

The two drop in sessions taking place are:

- Tuesday 17 November, CHESS Centre, Nuneaton 3pm – 6pm
- Thursday 26 November, Atherstone Memorial Hall, Atherstone 3pm – 6pm

Dr Deryth Stevens, Chair of NHS Warwickshire North CCG, said:

“It is important that the public has its say on the options outlined in the consultation and we would urge everyone to attend these sessions. We need to look at what will best meet the needs of the greatest number of people in North Warwickshire, Nuneaton and Bedworth, providing urgent care and helping them avoid attending A&E unnecessarily.”

Andrea Green the Chief Officer NHS Warwickshire North CCG said:

“It’s vital that we have an urgent care service which can be accessed easily by the greatest number of people, and provides the help they need, when they need it. We look forward to meeting local people at these events. We want to hear their views on the options so that they can influence the future shape of these important local services.”

## Public invited to meeting on urgent care plans Posted on 9 Dec 2015

People in North Warwickshire, Nuneaton and Bedworth are invited to give their views to NHS Warwickshire North Clinical Commissioning Group (CCG) on the future of urgent care services at a special meeting being held this week.

Warwickshire North CCG has launched a public consultation which runs until 15 December on plans to transform urgent care walk-in services across North Warwickshire, Nuneaton and Bedworth.

This consultation is all about where the best location is for a walk-in service to work seamlessly with other urgent care services. The aim is to commission an urgent care walk-in service which people find simple to understand and gets people prompt treatment or advice for their urgent care need, making best use of the medical workforce and without additional pressure on A&E.

In common with the rest of England, there is a growing demand for urgent and emergency care in North Warwickshire, Nuneaton and Bedworth, which has led to huge pressure on hospital emergency and urgent care services. Around 48,000 people from the Warwickshire North CCG area attended A&E at George Eliot Hospital in 2014/15. At least one third of these people could possibly have been treated effectively elsewhere.

There are no changes planned around the GP led health centre on Ramsden Avenue, only the walk-in service, and NHS Warwickshire North CCG want to highlight other urgent care services in the area such as late night pharmacies and GP services with extended hours.

There are a number of events that have already taken place for people to give their views and help to shape the urgent care services in their area and there is a further drop in session taking place on: Thursday, 10 December, Bedworth Methodist Hall, 3pm – 6pm

Dr Deryth Stevens, Chair of NHS Warwickshire North CCG, said: “It is important that the public has its say on the options outlined in the consultation and we would urge everyone to attend these sessions. We need to look at what will best meet the needs of the greatest number of people in North Warwickshire, Nuneaton and Bedworth, providing urgent care and helping them avoid attending A&E unnecessarily.”

Andrea Green the Chief Officer NHS Warwickshire North CCG said: “It’s vital that we have an urgent care service which can be accessed easily by the greatest number of people, and provides the help they need, when they need it. We look forward to meeting local people at these events. We want to hear their views on the options so that they can influence the future shape of these important local services.”

### **Distribution list**

- BBC online
- Coventry Telegraph (Warwickshire, Nuneaton)
- Coventry Telegraph (Warwickshire, Nuneaton)
- Coventry Telegraph (Warwickshire, Nuneaton)
- Doctors.net
- Free Radio Coventry
- GEH
- GEH
- Heart FM
- HSJ
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- Leicester Mercury
- MP North Warwickshire and Bedworth
- MP Nuneaton
- NHS Arden & GEM CSU
- Nuneaton and Bedworth Council
- Nuneaton News
- Nuneaton News
- Nuneaton Tribune
- Press Association
- Tamworth Herald
- Tamworth Herald
- Warwickshire North Council
- WNCCG
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- Nuneaton news
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- BBC Coventry and Warwickshire
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