

# Have your say

## Sheffield city centre walk-in services

A consultation on proposals for walk-in services in Sheffield city centre



## Getting in contact

You can also respond to us:

- By completing an on line questionnaire at [www.sheffield.nhs.uk](http://www.sheffield.nhs.uk)
- Email your views to [jeanette.miller@sheffield.nhs.uk](mailto:jeanette.miller@sheffield.nhs.uk)
- Phone us on **0800 085 7539**
- Write to Jeanette Miller:  
Head of Patient Experience and Engagement  
NHS Sheffield  
Freepost RRXR – ZGLC - ZHLX  
S9 4EU

### Public meetings and key dates:

We are holding public meetings where you can learn more about the consultation and ask questions. These are:

- 12 November:** 10am - 12pm at **Jordanthorpe Health Centre, S8**
- 24 November:** 5.30pm - 7.30pm at **The Circle, Rockingham Lane, S1**
- 4 December:** 2pm - 4pm at **Fairlawns Health Centre, Middlewood, S6**

Further information about the public meetings can be found at [www.sheffield.nhs.uk](http://www.sheffield.nhs.uk) or by telephoning Patient Advice and Liaison on 0800 0857539.

### Key dates in the consultation are:

- 12 October:** Consultation starts
- 12 November:** Public meeting at **Jordanthorpe Health Centre, S8**
- 24 November:** Public meeting at **Voluntary Action Sheffield, The Circle, S1**
- 4 December:** 2pm - 4pm at **Fairlawns Health Centre, Middlewood, S6**
- 14 January 2010:** Consultation ends

### Publishing the results of the consultation

The results of the consultation will be made available on the NHS Sheffield website. We will consider all the submissions made during the consultation when we decide in early 2010 how we should best proceed.



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## Consultation on proposals to improve walk-in services in Sheffield city centre

This leaflet explains how NHS Sheffield proposes to improve walk-in services in the city centre and gives you an opportunity to comment.

The proposals come from listening to what patients, the public, staff and our partner organisations said about what urgent and non emergency services should look like.

This consultation runs from 12 October 2009 to 14 January 2010.

### What we have now

Walk-in services are for people who want medical help or advice quickly, but where the situation is not life threatening. A walk-in service can provide an alternative way of seeing a clinician without going to your own doctor. In Sheffield city centre, there is currently a range of walk-in services:

- Sheffield City GP Health Centre on Broad Lane, where you can see a nurse or a doctor for any problem you might go to your GP practice for, including minor illness between 8am and 8pm (adults and children).
- Sheffield Minor Injuries Unit at the Royal Hallamshire Hospital, where you can see a nurse between 8am and 8pm (for adults only).
- Sheffield Walk-in Centre at the Royal Hallamshire Hospital, where you can see a nurse for health problems between 8am and 8pm.

In addition to these services, Sheffield also has separate children's and adult accident and emergency (A&E) departments and an eye casualty. These services are not a part of this consultation.

### What we are proposing

We want to make sure the money we spend on your behalf on walk-in services in the city centre offers the best and most effective service for patients and makes the best use of the nurses and doctors.

We've had lots of conversations with patients and the public. They all say the same thing - that people are confused about what walk-in services are on offer in the city centre and where they are located. They tell us that they want to go to one place where they can be seen by a range of healthcare professionals depending on their needs. We're suggesting such a place should be called the 'alternative to accident and emergency'.

Another reason we want to call this the 'alternative to accident and emergency' is that too many people are using A&E departments for minor medical problems which are neither accidents nor emergencies.

### Examples of situations when you might use the alternative accident and emergency service in or out of hours:

- When your GP is closed
- When it's inconvenient to book an appointment with your GP
- When you need to see a healthcare professional urgently

- When a telephone advice service such as NHS Direct is unable to diagnose the problem
- If you think you have a minor fracture
- If you need emergency contraception and advice and choose not to get it from your pharmacist or GP
- If you have minor burns or scalds
- If you've sprained or strained a part of your body

We envisage this new alternative to accident and emergency service - which would be for adults and children - would have equipment such as x-ray machines to quickly diagnose problems. This would mean you could be seen and treated for a range of illnesses and injuries including minor fractures in one place.

These proposals will not change the choices you currently have of going to see your GP, pharmacist or other health care professional.

We want your views before we develop the plans further.

### What we need to happen to make it a success

Our vision for the future has three ways in which people of any age can access urgent and emergency services:

- You can get advice over the telephone e.g. NHS Direct or,
- You can walk in and see a doctor or a nurse, if you choose not to see your own GP or a pharmacist, or, if you are unable to use either of the above:

- You can ask for a doctor to come see you e.g. by phoning your GP or dialling 999

We believe that simple, convenient and easy to access walk-in services in the city centre, which are well publicised, will help the people of Sheffield to choose the right service for their needs.

We want to create:

- A single alternative to the accident and emergency department for both adults and children based within the existing Broad Lane site.
- A service able to deal with both minor injuries and illness
- A service staffed by a variety of clinicians including GPs and nurses
- A place where people are able to obtain NHS care and treatment in situations where they need medical help or advice promptly, but not for life threatening conditions.

### What will happen if things don't change?

- People will continue to be confused by the range of different walk-in services on offer
- Opening times may not suit people's needs
- The existing walk-in centres will remain nurse or GP led and not able to provide a full range of health services
- Parents won't be able to take their children to the Minor Injuries Unit.

TEAR HERE

## Your views

The consultation is asking for your views on a range of issues about a centralised city centre walk-in service.

### 1 Do you agree with our proposals?

Yes  No

If you had an urgent but not life threatening need and there was a service in the city centre:

### 2 Which opening times would you prefer?

Services are currently open 8am - 8pm, 7 days per week. Would you use the new service:

Before 8am?  After 8pm?

Please give a reason for your answer: .....

.....  
.....  
.....

### 3 Would it be helpful to have an alternative to A&E?

Yes  No

### 4 How helpful do you think it would be to have an 'alternative to accident and emergency' in the city centre?

Very helpful  Helpful  No different  Unhelpful

### 5 Tell us how important the following areas are to you:

Please rank the following 8 items in order of importance, where 1 is the most important feature to you and 8 is the least important feature. Please only use the numbers 1 - 8 once and don't use the same number twice.

- Consistent opening times
- Being seen quickly
- Local telephone number
- Good public transport links
- Easy access to parking
- Pleasant environment
- A range of staff in one place
- A range of services in one place

### 6 What would encourage you to use the new centre?

From the list below tell us which two features in particular would encourage you to use the new centre rather than our accident and emergency departments:

- Consistent opening times
- Being seen quickly
- Local telephone number
- Good public transport links
- Easy access to parking
- Pleasant environment
- A range of staff in one place
- A range of services in one place

### 7 Do you have any other comments?

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### 8 How can we keep you informed about this consultation?

Please tick all that apply.

- Email
- Newspaper
- Radio
- Internet
- Poster
- Leaflet
- Face to face
- Other (please give details):

If you would like us to contact you, please give your details below:

Name: .....

Address: .....

.....  
.....  
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Email address: .....

By supplying these details you are in agreement that we can contact you about this consultation. Your details will not be used for any other purpose.

Please tear off this page and send to us. Please add any additional comments on a separate sheet and enclose. You do not need a stamp as the address is FREEPOST.

MOISTEN EDGES TO SEAL

