



18 October 2016

REMINDER: CHANGES TO WALK-IN CENTRE AND SERVICES ON SOLIHULL HOSPITAL SITE FROM THE END OF OCTOBER 2016

Solihull Walk-in Centre GP registered patients

The temporary building for Solihull Walk-in Centre, which is situated in the hospital car park on Lode Lane to the front of the hospital, will close on Friday 28 October 2016 and services from that building will cease.

Patients registered directly with a GP at the Solihull Walk-in Centre will need to re-register with an alternative GP practice.

Letters have already been sent to all those registered with the GP service at the walk-in centre and now a reminder letter has also been sent to them. The information in those letters together with a local patient helpline, telephone no: **0121 713 8730 available from Monday to Friday, 9.30am – 4.30pm**, will provide patients with all the necessary information to make their choice in where to re-register. There are 10 practices within 2 miles of the current Walk-In Centre.

From Saturday, 29 October 2016 two new services will come into operation.

The Urgent Primary Care service will provide an urgent 'see and treat' service for patients with minor illnesses. This service will be for patients without a prior booked appointment. Patients will need to report to the Urgent Primary Care reception located next to the existing Minor Injuries Unit.

We will be asking patients to call 111 before attending any urgent care services as alternative services are available and more are coming on line in November. These include the options to direct patients directly to a pharmacist or to speak to a dental nurse for example.

The **Booked Primary Care** service will be for patients who have had an appointment booked for them, either via 111, their GP out-of-hours service or in some instances at the Urgent Primary Care service. Booked Primary Care will only see patients who have a prior appointment. For those patients being referred from the Urgent Primary Care service signage will be in place to direct patients to the Booked Primary Care reception. For those patients who have been referred by 111 or their GP out-of-hours service, they will access this reception area from the north entrance of Solihull Hospital, located to the left hand side of the hospital, opposite the visitors' car park. Signs will direct patients to the Booked Primary Care reception area.

This move will bring together all urgent care services under one roof within the hospital and continue to provide a robust urgent primary care service, as well as a booked primary care service with strong links with NHS 111. The Minor Injuries service will continue as at present.

This plan is at the heart of the Solihull Together Urgent and Emergency Care Vanguard, a partnership of Heart of England Foundation Trust, Birmingham and Solihull Mental Health Foundation Trust, Solihull Metropolitan Borough Council, Solihull CCG and local GP Primary care.

We would remind patients to call 111 in the first instance, before attending any urgent care services as 111 will be offering more services directly on the telephone from November 2016.

Signage will be in place around the hospital and grounds to direct people to the new locations. In addition, hospital staff will be able to direct patients seeking either service.

More information is available on our websites:

www.solihullccg.nhs.uk and **www.heartofengland.nhs.uk/solihull-hospital**

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