

**Royal
Shrewsbury
Hospital**

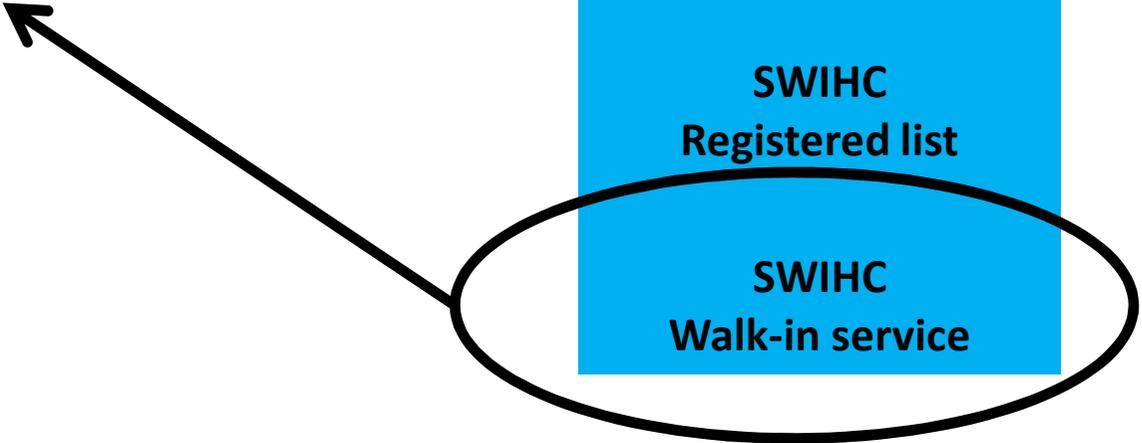
A&E

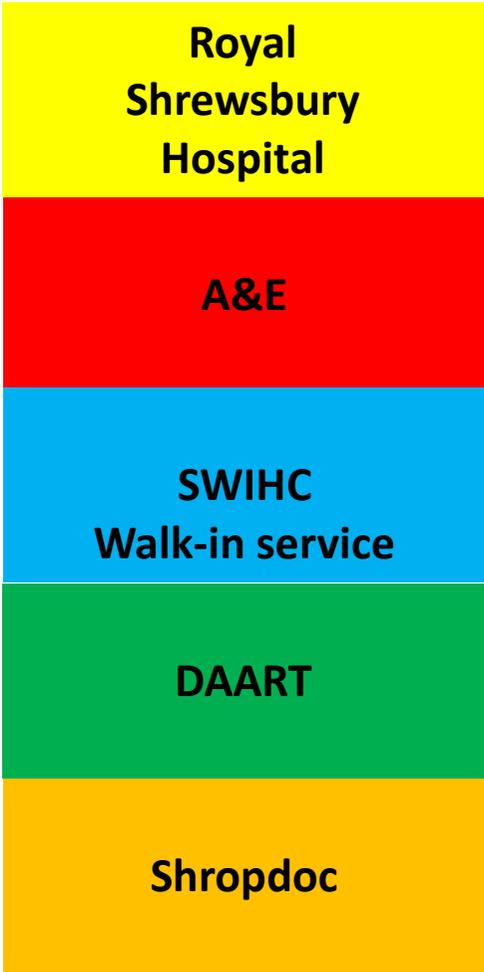
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**SWIHC
Registered list**

**SWIHC
Walk-in service**





Why?

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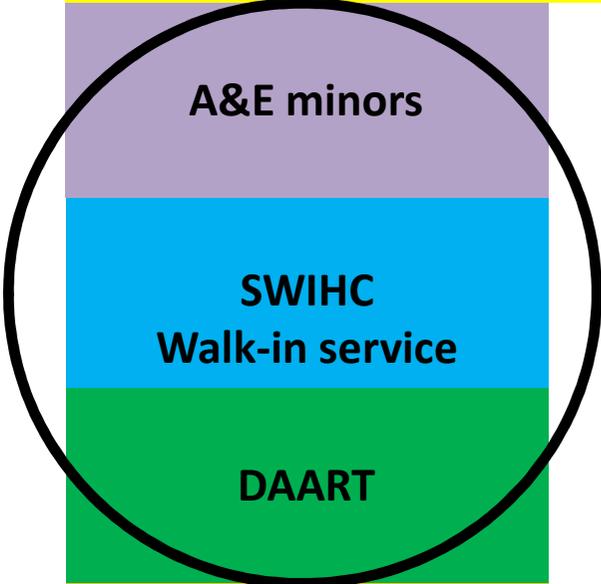
A&E minors

A&E majors

SWIHC
Walk-in service

DAART

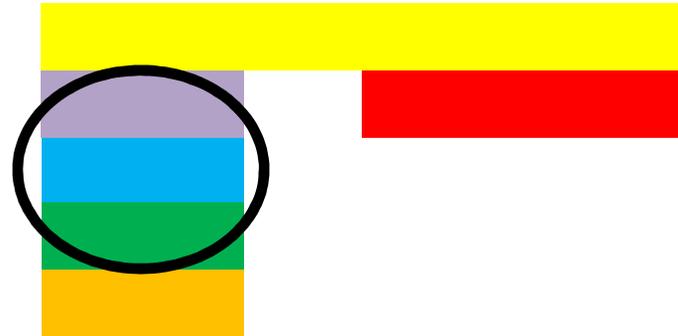
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Benefits of co-location

Co-location of workforce

- they talk!
- they talk about patients
- they build relationships
- they start to understand each other
- they solve problems
- improve care pathways (the patient journey to getting the right care)



Co-location of services

- Most services in one place
- Other services there + opportunity to investigate if needed
- Improved care pathways (above)
- Improved patient experience
- Admission avoidance

There is a misconception that because A&E can manage every health problem, this is the best place to go with any health problem.

The evidence is that health problems are best managed by the most appropriate clinician for that problem e.g. a primary care problem is best managed by a GP

Evidence

Leighton Urgent Care Centre
Heartlands ambulatory care
Warrington GP in A&E – ambulatory care
Corby Urgent Care Centre
Loughborough Urgent Care Centre
York Urgent Care Centre
RSH GP in A&E project

Professor Jonathan Benger, National Clinical Director for Urgent Care for NHS
England:

“And for those people who need urgent care, but not necessarily in an emergency, we want to make the system much clearer. Currently, services are inconsistent and patients can be unsure where and how to access the right care. Urgent Care Centres will bridge this gap”

Results of patient engagement exercise w/c 30th June

Aim:

To seek views on the possible relocation to A&E and collect demographic details to better understand the service user profile

What did they go there for?

112 responses to the survey, 87% of which were visitors of the Walk-In Centre and 13% the co-located GP surgery

The results below are based on the responses of the 97 users of the Walk-In Service.

Who's visiting and how?

Majority were under 44 years of age (60%)

Majority were visiting for themselves (68%) or with a child (20%)

Majority had travelled by car or motorbike (79%)

Views on the proposed move

There was an almost equal split between those supporting and those against the move, with a slightly higher number in favour.

Main concerns

Parking - finding a parking space (46%) and cost of parking (44%)

Distance from home (31%)

Main benefits

Access to hospital if required (52%)

Access to A&E if required (41%)