

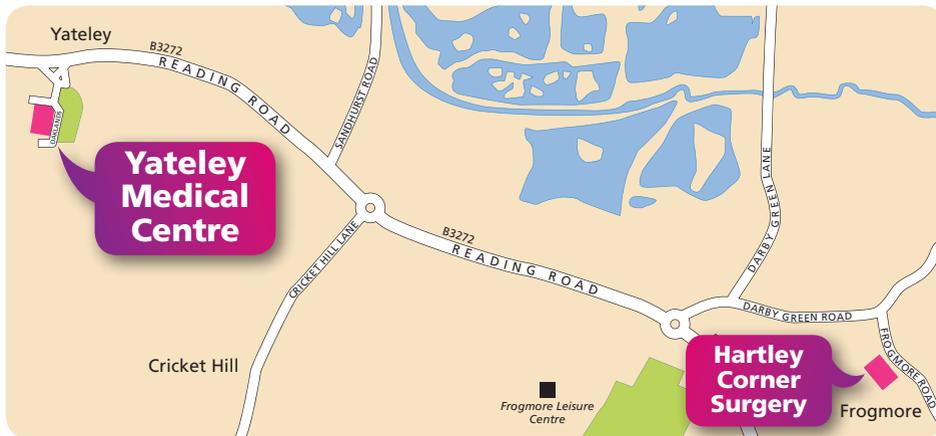
## Who do I contact with questions or feedback?

This is a pilot scheme and your views are important. If you have any concerns or comments relating to this service, or would like to provide some feedback, please email [NEHFCCG.OHG@nhs.net](mailto:NEHFCCG.OHG@nhs.net) or use suggestion boxes in waiting room.

## How will we know if it's working?

We would like to use some of your information in an anonymised format (one that cannot identify you) to help us review the new urgent care centre and make it better. You can always ask to see the information which is being shared by contacting your GP to make a subject access request. You also have the right to ask us to stop sharing information about you. If you decide you want to opt-out, we will give you a form to complete and return to your GP.

## How to find us



### ● Urgent Care Centre

Yateley Medical Centre, Oaklands, Yateley GU46 7LS

Telephone: **01252 872 333**

Email: [NEHFCCG.OHG@nhs.net](mailto:NEHFCCG.OHG@nhs.net)



## Oakley Health Group Urgent Care Appointments

Oakley Health Group is testing how we deliver same-day appointments in a different way and in a dedicated place.

We have set up a new Urgent Care Centre at Yateley Medical Centre which provides access to same-day appointments for patients registered with Oakley Health Group (Hartley Corner Surgery and Yateley Medical Centre) who have urgent medical problems.

**These appointments are not available for walk-in patients** because they are designed to get you to see the right person for your needs, who may not be available at that time. You can request your appointment by calling our **Help Hub on 01252 872 333** and if medically appropriate you will be seen the same day by one of the urgent care team which includes GPs, nurse practitioners, orthopaedic practitioners, paramedic practitioners or other relevant local health care providers.

These appointments are available during practice opening hours to deal with medical problems which cannot wait for a routine appointment.



## Why are we undertaking this pilot?

In Yateley and Blackwater, we want to improve your experience as a patient, making sure you are provided with the most appropriate treatment, in the best place, in a timely manner.

We also have a responsibility to improve the quality of care provided to patients, as well as ensuring NHS resources are used appropriately. In working differently to provide same-day appointments, we are able to improve the service we offer for routine care.

## What will change?

The steps below outline how you will access the new service:

1. If you need a same-day appointment, phone the **Help Hub on 01252 872 333**.
2. You will be asked for some information so we can provide the right care for you.
3. If a same-day appointment is needed, you will be booked an urgent care appointment at Yateley Medical Centre.

## What about routine non-urgent appointments that I need to book?

This change will not have any impact on routine appointments. Routine appointments are longer and are usually with a GP who knows you and can provide continuity in your care. If you need an appointment for a problem that is not urgent call the **Help Hub on 01252 872 333** and you will be able to book a suitable appointment. You can also book an appointment online. For more details visit [www.oakleyhealth.org](http://www.oakleyhealth.org)

## Accessing the right care for you

Resources are increasingly limited in the NHS and so it is very important that you consider what care you need. Visit self-care websites such as [www.nhs.uk](http://www.nhs.uk) or [www.northeasthamshireandfarnhamccg.nhs.uk/your-health-matters/self-care](http://www.northeasthamshireandfarnhamccg.nhs.uk/your-health-matters/self-care) or ask your local pharmacist, to see if you can avoid a visit to the doctor.

If you're still not sure of the care you need speak to the **Help Hub on 01252 872 333**, and they will advise on best person to help or the best course of action. **When the surgery is closed, please call 111 to identify the health service best able to assist you.**

## Benefits of the new system

The system of the new centre guarantees that patients who need to be seen the same day for something **medically urgent will** be seen that day. In order to maintain this improvement we must reduce the number of patients from Oakley Health Group attending A&E for things which could have been dealt with at the Urgent Care Centre.

Please remember that A&E is for Accidents and Emergencies only as the name suggests, such as:

- loss of consciousness
- acute confusion and fits that are not stopping
- severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds