



November 2020

Update on urgent care in Solihull

We are writing to update you about some changes to urgent care services in Solihull.

This briefing will cover:

- NHS111 First
- Solihull Urgent Treatment Centre
- Hurst Lane Care Referral Centre

NHS111 First

In line with the rest of the country, all emergency departments (also known as A&E departments) and urgent treatment centres across Birmingham and Solihull are no longer 'walk-in' services; patients now need to contact NHS111 for advice before attending these services. This will enable patients to be seen in the right place, at the right time. We have been communicating about this over recent months and a communications campaign 'NHS111 First' is due to start imminently; a more detailed stakeholder briefing will be circulated separately.

The change will enable us to provide emergency care safely to those who need it, particularly the vulnerable and shielded, by ensuring appropriate distancing in waiting rooms.

Instead of attending an emergency department unannounced, patients will use NHS111 online or by phone, to book a 'time slot' appointment with a service that best fits their need. That could be one of a variety of existing out-of-hospital services, an assessment service at a hospital, or an appointment with a GP or dentist. In cases where it is appropriate, patients will be given a 'time slot' appointment at the emergency department itself.

As the public takes time to become used to this new way of accessing urgent and emergency care, no-one that attends an emergency department without having contacted NHS111 beforehand will be turned away. Please remember that for all life threatening emergencies, people need to dial 999.

NHS111 is available 24/7, and it's free to call. Alternatively, people can go to: <https://111.nhs.uk/>

Solihull Urgent Treatment Centre

Since the Solihull Urgent Treatment Centre reopened at Chelmsley Wood Primary Care Centre in August, it has supported 2704 patients virtually and seen 665 face-to-face. Therefore, the majority of patients do not need to go to the UTC in person; this makes the service safe and accessible to people across the borough.

It was recently agreed to move the UTC from Chelmsley Wood Primary Care Centre to Hurst Lane Clinic, 3.5 miles away, so it can be co-located with the Care Referral Centre (detailed below) to offer safe and effective care, as well as making the most efficient use of NHS staff and resources.

Patients should contact NHS111 to get advice before attending, as described above, as they cannot be seen without an appointment.

Hurst Lane Care Referral Centre

The site is currently being used to support patients from Solihull, offering a booked appointment service with a clinician, providing a range of services to patients in their car.

Doctors, nurses and healthcare workers can carry out examinations of symptoms such as ear infections, as well as diagnostic tests. Patients who may have symptoms of COVID-19, can be seen at this new facility, which reduces the risks associated with visiting a GP practice or hospital.

People who may be infectious can be seen by senior clinicians and healthcare workers in full PPE, without having to leave the safety of their car, whilst maintaining a safe distance from others. A clinical area is also available inside, if additional checks are needed.

This centre will help improve access to urgent primary care services, for people who live in Solihull throughout winter, whilst providing a safe environment for patients, staff and the local community.

The service is by appointment only; made via referral from a GP practice, or the Badger GP out-of-hours service.

Birmingham and Solihull Clinical Commissioning Group