

# Planning the future of urgent care services in Southend-on-Sea

## What's the issue?

We are looking at the way urgent care services are used in Southend, including:



- your GP
- the A&E department at the hospital
- the walk-in service currently at St Luke's Health Centre in Southend.

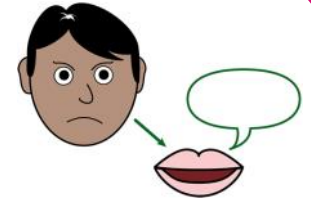
## Why?

We hoped the walk-in service at St Luke's Health Centre would make it easier for people in Southend to see their own GP, as well as reducing the number of people going to A&E with minor conditions.



## Has it done that?

No. Patients in Southend still tell us they are not happy with the amount of access they have to their own GP. The number of people going to A&E with minor conditions has also continued to increase.



## What are you suggesting?

When the current contract for the walk-in service ends we want to develop a new service co-located with A&E at Southend Hospital. Patients would be treated or redirected to the appropriate health service.



## Would people be turned away from A&E?

Not if A&E is the right place for them. But they might be seen by a GP or nurse at the co-located service instead, or be referred back to their own GP or pharmacist. Or they might be advised how to care for themselves at home.



## What do you hope this new service will achieve?

We plan to use the new service to reduce pressure on A&E by making sure patients are seen at the right place. We will continue our work to improve access to GPs in Southend.



## What can I do to help?

We really want to know what you think. You can read our discussion document on our website [www.southendccg.nhs.uk](http://www.southendccg.nhs.uk) or go straight to the online survey at [www.surveymonkey.com/r/SouthEastEssex](http://www.surveymonkey.com/r/SouthEastEssex)



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