



**Tower Hamlets
Clinical Commissioning Group**

2nd Floor, Alderney Building
Mile End Hospital
Bancroft Road
London E1 4DG
www.towerhamletscg.nhs.uk

9 July 2018

Dear Councillor,

CHANGES TO THE WALK-IN SERVICE AT ST ANDREWS HEALTH CENTRE AND THE BARKANTINE CENTRE

I am writing to inform you about some changes we are making to services at the St Andrews Health Centre and the Barkantine Centre. As you know Tower Hamlets CCG is responsible for commissioning NHS services in the borough and we are committed to ensuring that residents have access to high quality health services.

From the 1st August 2018 St Andrews Health Centre and The Barkantine service which will no longer offer 'walk-in' provision. Instead, the service will offer bookable appointment slots, available via NHS 111 or the patient's regular practice. This change will mean people can be seen more quickly and avoid long waiting times. To use the service, residents must be registered with a Tower Hamlets GP surgery and we are encouraging everyone who is unregistered to do so.

The services at St Andrews and The Barkantine are not closing, and the clinical capacity or opening hours will not be reduced. There will be no changes to the GP services for registered patients at either practice.

Why are we making these changes?

Residents have told us that accessing urgent care services is confusing and they find it difficult to navigate their way to the right help when they need it. There are numerous services in Tower Hamlets with different opening hours and different entry points. We need to provide simpler, faster ways to access urgent and out-of-hours care and advice. This change is part of ensuring that local people benefit from a 'right advice and treatment, first time' approach.

The new NHS 111 service for north east London launches on 1 August 2018 and provides 24/7 access to advice and treatment recommendations from a range of multi-professional clinicians. NHS 111 is the single point of contact for urgent care advice and treatment outside of normal GP practice opening hours in north east London.

The changes we are making to the St Andrews Health Centre and the Barkantine Centre walk-in service are in-line with a number of evidence-based interventions in local health economies which help to reduce pressures on urgent and emergency services.

Our analysis shows that in 206/17 75% of attendees using the service were residents and 25% were non-registered attendees. After 1 August 2018, non-residents will be signposted to call NHS 111 and directed to the appropriate service.

We have produced a range of public information for residents on the change, and I would be pleased to provide any further information or answer any specific questions.

You would be most welcome to visit one of the Centres, please let me know if you wish to do so.

Thank you

Jenny Cooke

Deputy Director for Primary and Urgent Care
07931862996