

# Transforming Urgent Care Services

## Crawley Hospital Open Day

Friday 11 December 2015



# Information Pack

**Working together to deliver your NHS for our communities** Led by local GPs and health professionals, NHS Crawley and NHS Horsham and Mid Sussex clinical commissioning groups (ccgs) work to ensure local people can access the best possible NHS health care and are supported to stay healthy. We buy, plan and check local NHS care and services

[www.horshamandmidsussexccg.nhs.uk](http://www.horshamandmidsussexccg.nhs.uk) and [www.crawleyccg.nhs.uk](http://www.crawleyccg.nhs.uk)

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## **Transforming Urgent Care Services – Crawley Hospital**

### **Frequently Asked Questions and Answers**

#### **How much will it cost? Where is the money coming from?**

The two projects total up to approx. £8m. It is an estimate because we haven't finished the design completely yet. We have agreement from NHS England that this is a good project. (What we call 'agreement in principle') We are working with the builders to get the final costs agreed and then we will ask for a specific amount. If we get the money then we will proceed quickly to finish the work by autumn 2016

#### **What's happening?**

##### Urgent Treatment Centre, Lower ground floor.

We are re-vamping the waiting area, as well as increasing the seating.

We are also planning to change the entrance and the reception area to make it friendlier and easier to use.

We are making the Clinical Assessment Unit bigger, going from 2 beds to 6, which will allow more patients to be seen locally.

We are putting extra space into the Children's area, allowing more children to be seen locally.

##### 6th floor

We are creating a 26 bedded dementia-friendly ward. This will help people leave the acute hospital more quickly and finish their stay more locally, and also help deliver care to those in the community who need it.

#### **Will the work be very noisy and dusty?**

We will work with the builders to limit the noise as much as possible and each area will be sectioned off as the work gets underway. Our builders are experienced in working in hospital settings whilst patients are still being treated.



**Will it disrupt services to patients?**

No. The service will continue as usual but it might be delivered in different rooms as we move things around.

**Will it affect parking on site?**

It should have a limited impact, if any.

**Will I be kept up to date on progress?**

We intend to keep everybody up to date on the progress of both the Urgent Treatment Centre and the new Ward on the 6<sup>th</sup> Floor via our websites

[www.crawleyccg.nhs.uk/get-involved/](http://www.crawleyccg.nhs.uk/get-involved/),

[www.horshamandmidsussexccg.nhs.uk/get-involved/](http://www.horshamandmidsussexccg.nhs.uk/get-involved/)

our newsletters, social media and local media. To ensure that you are kept fully up to date we suggest you join our Health Network by completing the Health Network form included in your information pack or online

[www.crawleyccg.nhs.uk/get-involved/join-the-health-network/](http://www.crawleyccg.nhs.uk/get-involved/join-the-health-network/)

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### **Will there be further opportunities to be involved in the project?**

Yes. We want to ensure that our communities are involved in the project at every possible stage. We will need people to continually give us feedback on our plans and progress, help influence care pathways and even for the simpler things like helping choose soft furnishings.

### **How can I become involved further?**

Simply register your interest by completing the form enclosed in this information pack and return using the Freepost address.

### **What is a Clinical Assessment Unit?**

A clinical assessment unit is to provide rapid assessment and treatment of patients who do not need admission to an acute hospital like East Surrey Hospital. The staff proactively diagnoses and treats patients, to prevent deterioration that could lead to an emergency and to refer to the appropriate community services, who support patients in their own home during their need for health care.

The staff consisting of Specialist doctors, Advanced Nurse Practitioner and Junior Sisters who clinically assess patients who are referred via a health care professional – GP/ Paramedic/ Nurses and Therapists. Various investigations will be made, such as blood tests, X- rays and scans, a diagnosis will be made and treatment commenced. Patients can spend up to 4 hours within the unit while treatment is being carried out.

The unit is open from 10am to 6pm for referrals Monday to Friday.

We work in the following healthcare areas:

- Chest Infections
- Breathing problems/exacerbation of COPD
- Exacerbation of Asthma
- Gastroenteritis
- Urinary Retention

- Urinary tract Infections
- Abdominal Pain
- Cellulitis
- Headaches
- Falls

### **What is an Urgent Treatment Centre?**

An Urgent Treatment Centre can treat injuries and conditions which are not serious such as:

- sprains and strains
- broken bones
- wound infections
- minor burns and scalds
- minor head injuries
- insect and animal bites
- minor eye injuries
- injuries to the back, shoulder and chest

Coming to the Urgent Treatment Centre will help A&E staff to concentrate on people with serious, life-threatening conditions and will save you a journey to East Surrey Hospital and a potentially long wait.

### **What do you mean by sub-acute?**

If you have had a stay in an acute trust such as East Surrey Hospital you might need to finish your recovery somewhere closer to home. The 26 bedded ward is being designed for that purpose. Also if you are at home and need care but not an admission to East Surrey Hospital you might come to the ward.