

6 January 2020

NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) are undertaking a listening exercise from 6 January to 14 February 2020 on the future of walk-in centres in Sandwell and West Birmingham.

We want to hear from as many people as possible during the listening exercise on our proposals for the future of the Summerfield Urgent Care Centre in West Birmingham and the Parsonage Street Walk-in Centre in Sandwell.

For more information and to let us know your views please visit our website at:

<https://sandwellandwestbhamccg.nhs.uk/>

Please cascade this information to colleagues, friends and family members on our behalf so that as many people as possible can have their say.

As the Clinical Commissioning Group (CCG) responsible for buying and planning healthcare services in Sandwell and West Birmingham, we have been on a journey for over a decade to plan for the future of healthcare services for the local area which has included an extensive amount of engagement. We have made a lot of progress:

- We have extended access to primary care, meaning more appointments are now available with a GP, practice nurse or other healthcare professional.
- We have improved NHS 111, with more access to clinical advice via this service.
- We have planned and commissioned the new Midland Metropolitan Hospital which will be a major asset for healthcare locally.

However, alongside all these positive developments, we have also seen the demand for walk-in centres increase, as has demand for all urgent care services. This has occurred despite the significant investment in primary care services which has enabled us to offer more appointments with a range of clinicians and extend opening hours for local GP practices and we wish to continue our conversation on this topic.

We now need to make some changes to urgent care services because:

- There are new national requirements for urgent care which means we are required to change and improve how we provide walk-in centre services and they will be called urgent treatment centres.

- The contracts for our two local walk-in centres are coming to an end and we need to review how these services are provided in future. The two walk-in centres are: Parsonage Street Walk-in Centre and Summerfield Urgent Care Centre
- There has been a delay in the build of the Midland Metropolitan Hospital.

People can complete the questionnaire online at:

<https://www.surveymonkey.co.uk/r/SWB.UTC>

We highly value your feedback and input and we look forward to hearing your views.

In anticipation thank you for completing the questionnaire and cascading this information as requested.

Yours sincerely,

Dr Sommiya Aslam

Clinical lead for Urgent Care  
Sandwell and West Birmingham CCG