

The big conversation about urgent care

Briefing 2 – June 2018



This briefing is to keep you up to date with the conversations NHS East Berkshire Clinical Commissioning Group (CCG) is having with local people, providers of urgent care and wider stakeholders. Our conversations are about what matters to people if they have an urgent health need or concern. You may have heard Dr Adrian Hayter talking about this on BBC Radio Berkshire or seen us on social media.

We have had a busy few weeks talking with local people at meetings and community groups. Our conversations have focussed on understanding:

- Why people choose a particular urgent care service
- What is important to people about who they see for their urgent care needs
- What alternative services people would like to use
- What is important about location of services
- What is good about and what can be improved in current services
- Are there better ways of providing urgent care

You can watch Dr William Tong, Chair of the Clinical Commissioning Group talk more about why we are having these conversations here <https://www.eastberkshireccg.nhs.uk/our-work/transforming-urgent-care-services/>

So far we have spoken to nearly 100 people from different ages and backgrounds and these are some of the things we have heard.

- Lots of people don't know where to go when they need urgent health care
- There is some support for urgent care services being on the same site but there needs to be good parking and access to public transport
- It is not easy to understand what urgent care is

We have not finished our conversations yet. When we have we will publish them in a report which will be shared with people who have taken part in the conversations and published on our website.

We have already taken the discussions to the following groups:

Rise and Shine Group in Slough, Slough Youth Parliament, Aik Saath Group, Great Hollands Parent Toddler Group. Over the coming weeks we will be visiting more groups to get more views. You can also come and see us at the following fun days and fairs:

Khalsa Academy 14 July - Meet and Mingle Family Fun Day on Saturday 23 June from 12noon, Holy Cross Family Fun Day on Saturday 23 June from 12 noon.

We have held events in Ascot, Bracknell, Maidenhead, Sandhurst, Slough and Windsor and have three more planned:

Date	Venue	Time
29 June 2018	Old Fire Station, St Leonards Road, Windsor, SL4 3BL	1 pm – 3pm
3 July 2018	Weekes Drive Community Centre, Cippenham, SL1 2YN	7 pm- 9 pm
19 July 2018	Easthampstead Baptist Church, Bracknell	6.30 pm – 8.30pm



We are running two 'Cover It Live' sessions that will allow people to have an online discussion with us from the comfort of their own homes. All you need to do is follow the link <https://www.eastberkshireccg.nhs.uk/our-work/transforming-urgent-care-services/> and have your say. There was one of these sessions on 21 June and there will be another one on 27 June from 7 pm to 8.30pm.

These online discussions and evening meetings have been arranged in response to requests for more opportunities to get involved in the evenings. We are hoping these will allow people who work in the day to take part.

The next phase starts on 10 July when we launch our online survey, to try and reach more views, where we will be looking to check out the views we have already heard.

Thank you to all of you who have shared information for us so far. It would be great if you could continue to support us.

If you would like to get involved, please contact communications.eastberkscg@nhs.net or have a look at the CCG website <https://www.eastberkshireccg.nhs.uk/>