

Middleton Health Centre Unregistered Patient Element (Walk In Centre)

Middleton Health Centre Unregistered Element

Heywood, Middleton and Rochdale CCG (HMR CCG) propose changes to the way in which primary care access is delivered across the borough over 7 days per week. This will have an impact on the walk-in-centre element at Middleton Health Centre given that this contract is due to expire. HMR CCG's proposal is that we would allow the Walk-in element of the contract to expire, however, the GP practice (registered patients element) would remain. There are also plans to deliver a local Middleton extended hours hub which will offer evening and weekend appointments (described in Q4 below).

However, it is important to understand patients views and so we want to hear from as many people as possible about the future plans. Thank you for taking the time to let us know your views. It would help us if you could fill in the following information as appropriate:

* 1. Please tell us why you used the walk in centre on your last visit. Please tick any box that applies.

- My condition was too serious for my GP Practice but not serious enough for A and E
- I knew I would be seen on the day
- It is difficult to get an appointment at my GP Practice
- It was outside my GP Practice opening hours
- The service I initially attended advised me to attend the Walk in Centre.
- The Walk in Centre is convenient
- Transport links make it easy to access
- Other (please specify)

2. If you said it was difficult to get an appointment with your GP in question 1 did you contact your GP Practice before attending the Walk in Centre?

- Yes
- No

3. If in question 1 you said you attended the Walk in Centre because it was more convenient, why was this? Please tick any box that applies.

The Walk in Centre is close to my location

I wanted to see someone in the evening

I wanted to see someone at the weekend

Other (please specify)

4. HMR CCG are committed to delivering easy access to GP services and plan to implement extended 7 day access with a local hub in Middleton offering evening and weekend appointments. The Middleton site will be one of four in the borough.

Patients will be able to book routine appointments at the hub in advance. There will also be a number of urgent 'on the day' appointments available at each hub site. The hubs will offer GP and practice nurse appointments with an initial triage to ensure patients are seen by the most appropriate clinician.

Diagnostic services including routine blood tests will be available at each hub. The hubs will offer a significant number of extra appointment slots each week and will be open 52 weeks per year with increased capacity available during bank holidays and in periods of significantly increased demand.

Please use the box below to tell us what you think of these proposals.

5. Do you have your own transport?

Yes

No

Please enter any comments here.

6. Do you use public transport?

Yes

No

Please use this space for any comments

7. Are you responding as a.... (Please tick any box that applies to you)

Patient

Member of staff

Carer

On Behalf of an organisation

Local Resident

Please tell us which organisation or any other capacity in which you have responded

8. What gender are you?

Male

Unsure

Female

I would rather not say

Transgender

9. How old are you?

Under 16

31 to 40

61 to 70

16 to 20

41 to 50

Over 70

21 to 30

51 to 60

10. Please tell us what you consider to be your ethnic background (e.g. White British, Pakistani, British Pakistani)

11. Do you consider yourself to have a disability?

Yes

No

Prefer not to say

If yes, what disability?

12. Do you consider yourself to have a long term health condition

- Yes
- No
- Prefer not to say

If yes, what is the condition?

13. Please tell us the first part of your postcode (e.g. OL12, M24)

**Thank you for taking time to complete this questionnaire. If you have completed the questionnaire on a paper copy please hand it to the reception staff at the Walk in Centre or post it to; Freepost RTGA-LJBY-SYAB, NHS HMR Clinical Commissioning Group, PO Box 100, Rochdale, OL16 9NP
Otherwise just click the "Done" button.**