

Putnoe Walk-in Centre

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We want your views

We would like to hear from residents about their views on the plans for the urgent care system in Bedfordshire.

Proposal:

In order to meet the nationally mandated requirement of an Urgent Treatment Centre (UTC) in Bedfordshire, we propose to close the Walk-in Centre at Putnoe Medical Centre and move walk-in services to the new Urgent Treatment Centre on the South Wing site at Bedford Hospital.

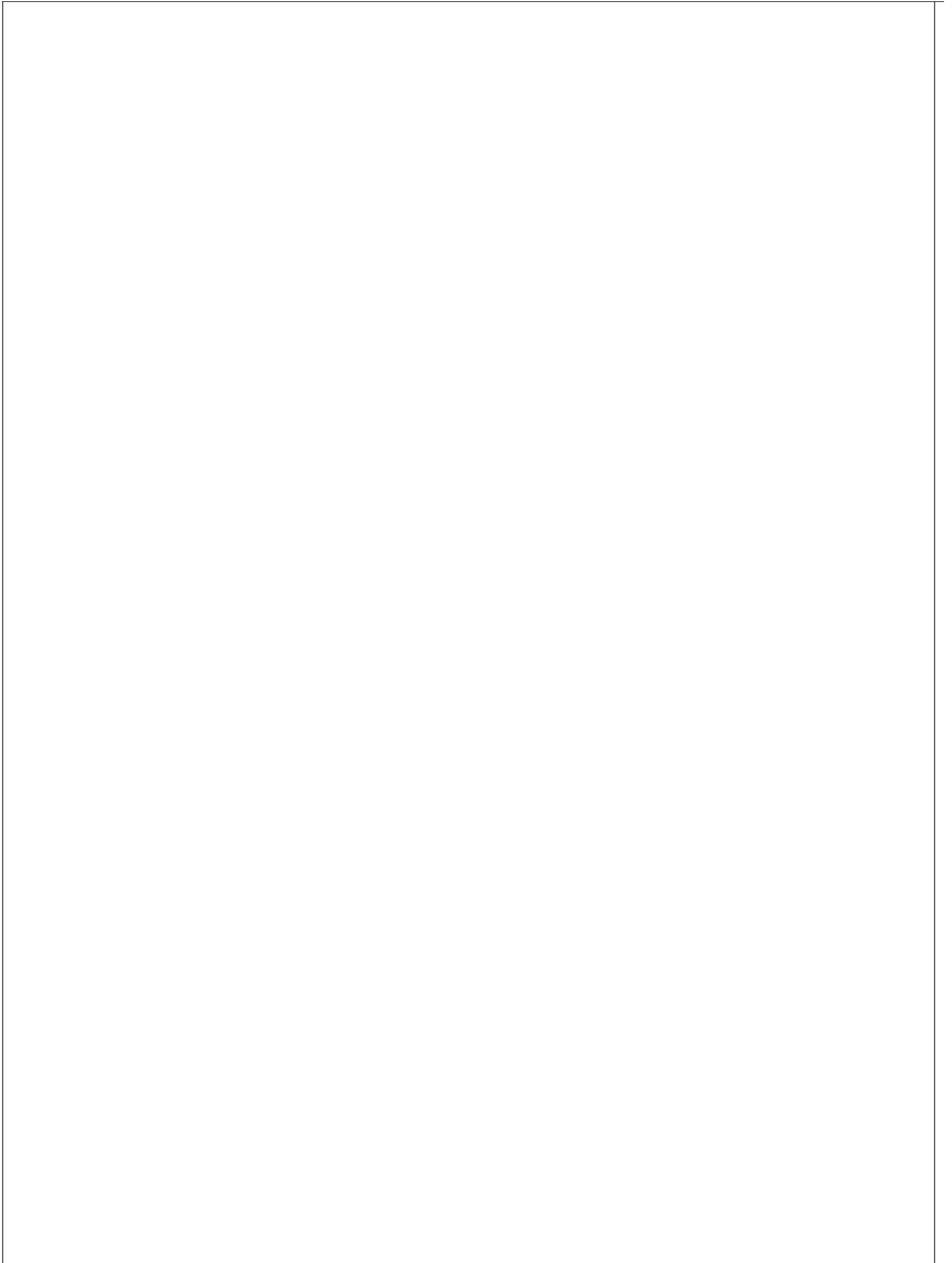
The new Urgent Treatment Centre will open on the 1 October 2018. To offer patients a continuity of service while the UTC embeds into the Bedfordshire urgent care system Putnoe Medical Centre will continue to operate a walk-in service with reduced hours from 1 October 2018 to 24 May 2019*subject to contract variation. After May 2019, the walk-in service at Putnoe Medical Centre will formally close.

What do you think about our plans?

- We would like to hear from patients about how they access and use the current walk-in service.
- We recognise that the cost of parking and travel to Bedford Hospital South Wing is a concern for some residents. Is there anything we could consider to address these concerns?
- With the opening of the Urgent Treatment Centre how we can support patients to understand the services available and how best to access them?

Please complete the below questionnaire to share your views. The questionnaire will remain open until midnight Sunday 19 August 2018.

The full Case for Change can be viewed [here](#)



Putnoe Walk-in Centre

Please tell us your views.

* 1. How often have you/someone you care for used the Putnoe Walk-in Centre in the last 12 months?

- I have not used the Walk in Centre in the last 12 months
If you have not used the Walk in Centre in the last 12 months, please go to Q7
- Once
- Twice
- Three - five times
- Six - ten times
- If used more than ten times, please tell us how many times.

2. If you have used the Walk-in Centre in the last 12 months, did you try to access help from anywhere else before attending? If so, who did you try to speak to? Please tick all that apply for any attendance.

- Own GP
- NHS 111
- Pharmacy
- Researched self-care on the internet
- Other (please specify)

3. Was the Walk-in Centre able to assist with your medical need on most of your visits?

- Yes
- No
- Can't remember / not sure

4. If you were referred to another service from the Walk-in Centre, where were you sent? Please tick all that apply.

- Hospital
- Own GP
- Pharmacy
- Other (please specify)

5. How far do you usually travel to use the Walk-in Centre?

- Less than a mile
- One to two miles
- Three to five miles
- Six to ten miles
- More than ten miles

6. How do you usually travel to the Walk-in Centre?

- Walk
- Car
- Bus
- Bike
- Taxi

Other (please specify)

* 7. Are you aware that an Urgent Treatment Centre will be opening on the Bedford Hospital South Wing site in October 2018?

- Yes
- No
- Not sure

8. Do you consider that you will be adversely impacted when the Walk-in Centre closes and the Urgent Treatment Centre opens? If so, in what way? Please tick all that apply.

I do not consider that I will be adversely impacted

Distance to travel

Cost of attending

Convenience

Other (please specify)

9. Are you aware that NHS111 has a clinical advisory service - staffed by clinically trained health workers who can offer advice and can direct you to the right service for your condition?

Yes

No

Not sure

* 10. Have you used NHS111 to receive advice/guidance before?

Yes

No

Not sure

* 11. Would you use NHS111 for advice and guidance again / now that you are aware of the service?

Yes

No

Not sure

12. We will run an extensive campaign to promote the Urgent Treatment Centre, where do you think the new service should be promoted?

13. How can we support patients to understand the services available at the Urgent Treatment Centre and how they can access them?

14. Is there anything else we should do to assist and support affected patients during the changeover from Putnoe Walk-in Centre to the Urgent Treatment Centre at Bedford Hospital South Wing site.

15. Based on the national mandate to provide an Urgent Treatment Centre, do you agree with our proposal to change the way that urgent and emergency care is delivered in Bedfordshire?

- Yes
- No
- Not sure

16. Please provide the first 4 characters of your postcode.

* 17. Please tell us which GP surgery you are registered with.

Other (please specify)

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About You

Bedfordshire Clinical Commissioning Group is committed to delivering excellent services but we can only do this if we understand our patients and their needs. We would be grateful if you could please tell us a little more about yourself to help us understand whether we have heard from a mix of people and to help us consider any consistent feelings that may be expressed by different groups. This section is not compulsory and your views will still be taken into account should you choose not to fill it in. All information will be kept strictly confidential and in accordance with the Data Protection Act and GDPR guidance.

18. What is your age?

- Under 18 years
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 - 84 years
- 85 or older
- Prefer not to say

19. Do you consider yourself to have a disability?

- Yes
- No
- Rather not say

20. If you answered yes to Question 19, please specify nature of disability (if you answered no, please leave this question blank).

- learning disability
- long term mental health condition
- physical impairment
- blind/sight impairment
- D/deaf or hearing impairment
- Other long term condition, please specify

21. What is your religion/belief?

- No religion
- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Rather not say / not applicable
- Other

22. What is your gender?

- Female
- Male
- Rather not say
- Other (please specify)

23. Are you currently pregnant, have given birth within the last two weeks, or on maternity leave?

- Yes
- No
- Rather not say / not applicable

24. Have you been through the process, or are considering, gender reassignment?

- Yes
- No
- Rather not say

25. What is your sexual orientation?

- Bisexual
- Gay woman
- Gay man
- Heterosexual/straight
- Transgender
- Rather not say
- Other (please specify)

26. How would you describe your ethnic origin?

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
- Caribbean
- African
- Any other Black/African/Caribbean background
- English / Northern Irish / Scottish / Welsh / British
- Irish
- Gypsy/Irish traveller
- Any other White background
- Arab
- Any other ethnic group

27. Are you?

- Co-habiting
- In a civil partnership
- Married
- Single
- Widowed
- Rather not say/not applicable

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Thank you

28. Thank you for completing our survey.

If you would like to join Bedfordshire Clinical Commissioning Group's Public Membership Scheme and be invited to take part in other surveys, be updated on local services and attend events in relation to health services in Bedfordshire, please tick the box below. If you DO NOT want to be contacted, please leave this section blank.

- Please send me details of how I can register to receive information about other surveys and events in relation to health services in Bedfordshire
- No, I do not wish to be contacted

29. Your name

30. Your Email Address