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**Health in Dacorum  
Agenda**

**Tuesday 31 October 2017 at 7.30 pm**

**Conference Room 1 - The Forum**

*Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.*

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Membership

Councillor Birnie  
Councillor Brown  
Councillor England  
Councillor Guest (Chairman)  
Councillor Hicks

Councillor Maddern  
Councillor Taylor (Vice-Chairman)  
Councillor Timmis  
Councillor W Wyatt-Lowe

Substitute Members:  
Councillors Tindall

Contributors:  
Helen Brown: Head of Programme Communications and Engagement – *Your Care, Your Future*  
Herts Valleys Clinical Commissioning Group

For further information, please contact [member.support@dacorum.gov.uk](mailto:member.support@dacorum.gov.uk)

**AGENDA**

- (a) Urgent Care Services in Dacorum (Pages 2 - 3)

# Agenda Item 5a

## **Urgent care services in Dacorum**

### **111 and GP out-of-hours**

**The NHS111 service is open 24 hours a day, 365 days a year.**

Calls are free from landlines and mobiles. Patients can be booked into an out-of-hours doctor appointment if required.

Patients should call NHS111 if they:

- need medical help fast but it's not an emergency
- do not have a GP
- need to access a GP but their surgery is closed
- don't know who to call
- need health information or reassurance about what to do next

When patients call NHS111, a team of fully trained healthcare advisors supported by clinical advisors can provide advice and guidance and also book appointments and an ambulance if required. NHS111 advisors will ask patients questions to assess them and can also give access to a range of clinical staff if required, including GPs, nurses and prescribing pharmacists.

NHS111 can then direct patients to the service which can help them best. They could be booked into an appointment with an out-of-hours doctor if required, or be directed to a late-opening pharmacy or an urgent care centre. In some circumstances a GP will call the patient to undertake further clinical assessment and advise on the most appropriate service.

Out-of-hours, patients can be referred to a GP at Herts Urgent Care Services either at Hemel Hempstead until 10pm or at Watford General Hospital 24 hours. Where necessary, home visits can be arranged based on the GP assessment should the patient be unable to attend an urgent treatment centre.

### **Hemel Hempstead Urgent Care Centre: open 8am to 10pm 7 days a week**

Patients who have an illness or injury that is not life-threatening but too urgent to wait for a routine appointment with their GP can be seen at the Urgent Care Centre which is based on the ground floor of the Jubilee Building at Hemel Hempstead Hospital. Patients may also be referred via NHS111, be brought by a non-emergency ambulance or make their own way.

Patients book in at the reception and are assessed by a nurse within 15 minutes of arrival. The assessment nurse prioritises patients, provides immediate pain relief if required and directs the patients to the most appropriate clinician.

The UCC team includes a GP, emergency nurse practitioners, a treatment nurse and an assessment nurse. The UCC does not have an appointment system so patients are seen according to the time they arrive unless they are a clinical priority.

There is an X-ray facility within the Urgent Care Centre open from 8.30am to 10pm  
Specialist medical advice is available from consultants at Watford General Hospital by

telephone or Skype. If patients' needs cannot be met at the Urgent Care Centre appropriate referrals and transfers for a specialist opinion or hospital admission will be arranged.

Following assessment by the Urgent Care Centre, some walk-in patients with less urgent medical problems may be seen by a GP from the West Herts Medical Centre. This service is located adjacent to the Urgent Care Centre at Hemel Hempstead Hospital.

**West Herts Medical Centre: Open 8am to 8pm every day (including weekends and bank holidays)**

West Herts Medical Centre (WHMC) is a GP practice based at Hemel Hempstead Hospital which welcomes new patients living in West Hertfordshire. It offers extended opening hours to suit patients' needs.

The GPs see both registered patients and walk-in patients (including patients registered with other GP practices or unregistered patients).