

## WOKING WALK IN CENTRE (WIC) CONSULTATION UPDATE

### Executive Summary

Due to the need to address public concern regarding the Woking Walk-in Centre in light of a petition received by the Council on 3 February 2020, the Leader of the Council agreed an item of Urgent Business on the matter at the Executive on 6 February 2020. At the February Executive, attention was drawn to the release by the Clinical Commissioning Group (CCG) of a statement correcting some of the points made on social media and in the wording of the petition. The statement explained that the CCG was currently undertaking a review of urgent care and walk-in facilities across North West Surrey, using a programme called The Big Picture, and that there was no proposal to close the walk-in centre in Autumn 2020. The update made clear that the current review would not affect any of the other services available at Woking Community Hospital, such as the Bedser Hub. The statement can be viewed through the following link, <https://www.nwsurreyccg.nhs.uk/news/latest-news/336-woking-walk-in-centre-correcting-inaccurate-information>

At the Executive on 6 February 2020, in response to public interest in the matter, the Executive also determined, under Urgent Business, that the Leader should write to the North West Surrey CCG outlining both the Council's and residents' concerns, and explain that the Borough's need would likely increase over time in view of the predicted increase in the number of homes in Woking. A copy of the letter of 10 February 2020 from the Leader to the CCG is attached. Also attached is the reply from the CCG dated 12 February 2020. Both letters were tabled at Council on 13 February 2020 when the Notice of Motion from Councillor A-M Barker relating to the Walk-in Centre at Woking Community Hospital was discussed.

There is no further update at present but we will continue to engage with the CCG and report further at a future meeting.

### Recommendations

The Executive is requested to:

#### **RESOLVE That**

the position is noted.

### Reasons for Decision

Reason: To receive an update on the consultation being undertaken by North West Surrey CCG concerning the future of the Woking Walk-in Centre (WIC) at Woking Community Hospital and its review of urgent care services in North West Surrey.

The Executive has the authority to determine the recommendation(s) set out above.

## Woking Walk In Centre (WIC) Consultation Update

**Background Papers:** None.

**Reporting Person:** Ray Morgan, Chief Executive  
Email: ray.morgan@woking.gov.uk, Extn: 3333

**Contact Person:** Ray Morgan, Chief Executive  
Email: ray.morgan@woking.gov.uk, Extn: 3333

**Portfolio Holder:** Councillor David Bittleston  
Email: clldravid.bittleston@woking.gov.uk  
Councillor Colin Kemp  
Email: clrcolin.kemp@woking.gov.uk

**Shadow Portfolio Holder:** Councillor Deborah Hughes  
Email: clrdeborah.hughes@woking.gov.uk

**Date Published:** 12 June 2020

## Woking Walk In Centre (WIC) Consultation Update



Mr Jack Wagstaff  
North West Surrey ICP Director  
NHS North West Surrey CCG  
58 Church Street  
Weybridge  
Surrey  
KT13 8DP

Civic Offices  
Gloucester Square  
Woking  
Surrey GU21 6YL

Telephone (01483) 755855  
Facsimile (01483) 768746  
DX 2931 WOKING  
Email [wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)  
Website [www.woking.gov.uk](http://www.woking.gov.uk)

10 February 2020

Dear Mr Wagstaff,

### Woking "Walk In Centre" Consultation

I refer to your consultation concerning the future of the "Walk In Centre" (WIC) at Woking Community Hospital.

I understand that North West Surrey CCG is undertaking an appraisal of the options available to it to secure the most effective arrangements for service provision and to reduce the demand upon Accident and Emergency Services (A&E) in accordance with the proposals from NNS England. I recognise that the introduction of Urgent Treatment Centres (UTC), led by General Practice Doctors, are considered by the NHS to be more effective than WIC's in meeting local patient need and thereby diverting patients from A&E departments.

Amongst the options you are considering a number of them provide for a UTC at Woking Community Hospital. I write to ask you to ensure that if the WIC at Woking Community Hospital is to be closed it should be replaced by a fully functional UTC. I do so upon the following grounds:-

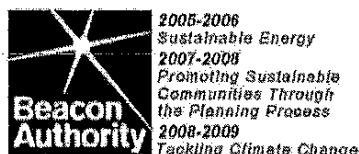
- Woking is the largest urban centre of population within North West Surrey CCG area with a population of over 100,000;
- Woking is identified as a centre of growth with some 6,200 new dwellings to be delivered over the next ten years; and
- The Woking Community Hospital site is centrally located close to good public transport rail and bus facilities and easily accessed from the main highway network.

You will be aware that the Council is actively working with the Integrated Care Partnership (ICP) to help it secure the provision of enhanced health services within the community and to reduce demand upon acute services. The Council does not wish to see a reduction in service, through the closure of the WIC, but would fully support the change of such a facility to a UTC.

Yours sincerely,

Clr David Bittleston  
Leader of the Council

For further information please contact David Bittleston on 01483 743051 (Direct Line) or Email [clrdavid.bittleston@woking.gov.uk](mailto:clrdavid.bittleston@woking.gov.uk)



**INVESTORS IN PEOPLE™**  
We invest in people Silver

## Woking Walk In Centre (WIC) Consultation Update



**North West Surrey**  
Clinical Commissioning Group

58 Church Street  
Weybridge  
Surrey  
KT13 8DP  
Tel: 01372 232400

12 February 2020

Re: Woking walk-in centre and changes to urgent care services

Dear Cllr Bittleston,

Thank you for your letter (10 February) highlighting your position regarding our review of urgent care services in North West Surrey.

As you know from the stakeholder briefing we shared with you, our local review stems from new national standards for walk-in care. There is a gap between the service provision in our existing walk-in centres and the new national policy and we need to work out how to bridge that gap. This involves careful consideration of the different ways people access care, the changing needs of our communities and availability of the relevant workforce.

We understand the concerns expressed by local residents and we have been seeking their feedback through recent engagement activity. We are in the early engagement stage of this work rather than in a full public consultation. If, following further detailed analysis, there is a formal proposal to reduce the number of walk-in centres in North West Surrey, a full public consultation would take place before any decision is made. This would involve a broad range of events and opportunities for people to share their views and would be publicised widely.

We continue to work with Woking Borough Council and others in our Integrated Care Partnership to produce detailed modelling and analysis that takes into account the issues you raise regarding population growth and housing development in Woking. In addition, a full travel analysis would be carried out on any preferred option or options that are taken to a formal public consultation.

Indeed, the expertise and support of Woking Borough Council colleagues and elected members to date has been a significant help, both to this process and our wider work as partners to improve the wellbeing of local people.

I would be very happy to discuss this work in detail with you and any other interested members.

Joint Accountable Officer: Matthew Tait

Clinical Chair: Dr Charlotte Canniff

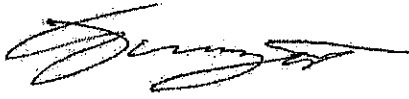
**Working together across Surrey Heartlands**

East Surrey CCG | Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

## Woking Walk In Centre (WIC) Consultation Update

Please let me know if this would be helpful and I will arrange a meeting with your office.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jack Wagstaff', written in a cursive style.

**Jack Wagstaff**

Director – North West Surrey Integrated Care Partnership