

Woking walk-in centre

Dear Resident,

Thank you for showing an interest in the future of our Woking walk-in centre.

The walk-in centre provides a very valuable local service and I think that it is vital that we have such a medical facility in Woking. I have already made good representations on this matter to the North West Surrey Clinical Commissioning Group (CCG), and will be making further representations over coming weeks.

No firm decision has yet been made on the future of the walk-in centre by the CCG, but **they may well decide to upgrade it to a GP-led Urgent Treatment Centre (UTC)**. If this were to happen, I understand that they are very likely to use exactly the same premises within our Community Hospital. Rest assured that I am pressing hard for this positive outcome and I know for a fact that Woking Council is too. We have a very strong case, not least given the importance (and the high and growing population) of Woking and our wider borough.

For your information, the CCG has published the following update, which I have copied and pasted, verbatim, below. (You may also be interested to read their more detailed Stakeholder Engagement Briefing, which I believe is available on request).

"Woking walk-in centre - correcting inaccurate information

Due to some inaccurate information circulating on social media, the CCG is providing an update on proposals relating to walk-in services in North West Surrey.

At this stage there is no proposal to close Woking walk-in centre. The work the CCG is doing – a programme called [The Big Picture](#) - is a review of urgent care and walk-in facilities across North West Surrey. This piece of work will not affect any of the other services available at Woking Community Hospital such as the Bedser Hub or other outpatient facilities.

There are new national standards for walk-in care that have been introduced by NHS England that we have to respond to as a local Clinical Commissioning Group. Under these new standards, walk-in facilities (such as walk-in centres, minor injury units, urgent care centres) are no longer expected to operate in their current form. Instead, any walk-in facilities providing urgent care need to meet the new standards for 'Urgent Treatment Centres'. This includes a service that is GP-led (rather than nurse-led), open for a minimum of 12 hours a day, from 8am - 8pm, able to provide diagnostics (such as X-ray, blood and urine tests and others) and able to provide some bookable appointments from NHS 111.

We are looking to see how we meet these standards across North West Surrey. There is a gap in service provision between current walk-in centre facilities and these new Urgent Treatment Centres (particularly the need for these to be GP-led) and we need to work out how to bridge that gap. We are required by NHS England to 'designate' which of our sites become Urgent Treatment Centres and part of our work is looking to see if we can do this at all of our existing sites or if we can / should provide services in a different way. This might mean reducing the number of walk-in sites.

We have recently published our list of [7 potential options](#); this includes having 4 Urgent Treatment Centres (at all 4 sites – Woking, Weybridge, St Peter's and Ashford), to having just one UTC at St Peter's and various options in between. We have not made any decisions and should we propose to close any of our existing walk-in sites we would hold a full public consultation.

We welcome people's views and they can contact us using the details at the bottom of [this page](#)."

Thank you once again for getting in touch with me. I am sorry that we don't have definitive news at this time, but I am quietly hopeful that we can have a positive outcome in due course.

With best wishes.

Kind regards,

Jonathan

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