



The  
**Urgent  
Care  
Centre**



**When you need care  
quickly but it's not an  
emergency - we're here  
to help**

*The Urgent Care Centre - for illness or  
injuries that are not life threatening*

# New Urgent Care Centre in Walsall

On 1st October 2015, the walk-in-centre at Market Square, Walsall Town centre will change to an Urgent Care Centre.

The new Urgent Care Centre will provide health advice and treatment for illness or injuries which are not life-threatening, but are too urgent to wait for a routine

appointment with your GP Practice.

The change means that patients will have a choice of Urgent Care Centre to visit – the new one in the Town Centre, or the existing one at Manor Hospital. Patients can expect to receive the same service – whichever site they go to.

## The two Urgent Care Centres in Walsall from 1st October will be located at:

### Walsall Urgent Care Centre

#### Community Site

19-21 Digbeth, Market Square  
Walsall WS1 1QZ



### Walsall Urgent Care Centre

#### Hospital Site

Walsall Manor Hospital  
Willbraham Road, off Moat Road  
Walsall WS2 9PS



## How can I access the services?

- No appointment is necessary. You can access health information, advice and treatment for minor injuries and minor illnesses - without having to book an appointment - at either Urgent Care Centre.
- The Community Site is open 8am - 8pm and the Hospital site from 7am - midnight, every day. Patients can access services during these hours.
- Both Urgent Care Centres will offer the same service to patients.
- When services are closed, patients can contact NHS 111 for further advice.

## Patients' questions

### Why is the service changing?

You told us that services needed to be improved – you wanted better access, more joined up arrangements (e.g. between hospital, GP Practices and GP out-of-hours, ambulance, community services and social services), and you wanted an end to unnecessary trips to different doctors. This change to urgent care forms one part of Walsall Clinical Commissioning Group's overall improvement plan towards meeting these expectations

### What do we mean by 'Urgent Care?'

The urgent care service will offer advice and treatment for illnesses or injuries which are not life-threatening, but are too urgent to wait for a routine appointment with your GP Practice. You can go in without an appointment. You may be referred to an Urgent Care Centre following a consultation with NHS 111.

### How do I know if my problem is urgent or not?

There are range of local NHS services you can access if you are injured or unwell and you are unsure about where to go:

- GP or Nurse Practitioner – at your GP Practice. If your Practice is closed, call NHS 111 free of charge. If you are not registered with a GP Practice visit the NHS Choices website, [www.nhs.uk](http://www.nhs.uk) where you can find details of your local GPs by entering your postcode.
- NHS 111 - You can get advice about urgent health conditions, and where best to go, from NHS 111 (just dial 111 from any telephone or mobile free of charge.).
- Pharmacist - You can also get free advice from your local pharmacist who is trained to treat many minor illnesses with the appropriate over-the-counter medicines.
- Online you can visit the healthcare website 'NHS Choices' at [www.nhs.uk](http://www.nhs.uk).

## Patients' questions (continued)

### What types of illness and injuries can be treated at the Urgent Care Centres?

A wide range of illnesses and injuries needing urgent attention including:

- Wounds, burns and bites
- Sprains, fractures and sports injuries
- Fevers, infections, and rashes
- Sickness and vomiting

Blood tests, ear syringing and wound dressings which are routine, or as a result of a surgical procedure, will not be offered by the new service, as these should be arranged through your GP Practice. The service will also not provide urgent dental work. Please consult your dentist to find

out about their arrangements for urgent and emergency dentistry.

### Who will I see or be treated by at the Urgent Care Centres?

Both Urgent Care Centres will be run by a team of highly-skilled GPs and Specialist Nurses, who are experienced at diagnosing and treating minor injuries or illnesses.

For example, they can treat sprains, burns, bites or stings, as well as assess and treat wounds or request x-rays.

Services at both urgent care centres in Walsall and the NHS GP out of Hours service will be provided by Primecare.

## Move to the Saddlers Centre

In December 2015, the Urgent Care Centre will move from Market Square and relocate to the

### Saddlers Centre.

**Bridgeman Street  
Walsall WS1 1YT**

Access will be via Bridgeman Street

For more information, visit

[www.walsallurgentcare.nhs.uk](http://www.walsallurgentcare.nhs.uk)



- ✉ Email us: [Get.Involved@walsall.nhs.uk](mailto:Get.Involved@walsall.nhs.uk)
- 🐦 Tweet us: [@WalsallCCG](https://twitter.com/WalsallCCG)
- 🌐 Visit us: [www.walsallccg.nhs.uk](http://www.walsallccg.nhs.uk)

For more information or to request this report in a different format or language, please contact on 01922 618315 or email [ccgcomms@walsall.nhs.uk](mailto:ccgcomms@walsall.nhs.uk)