

# Transforming Urgent Care Services at Crawley Hospital



## Information Pack

**WORKING**  
together

To deliver health and wellbeing  
for you and your community

## Frequently Asked Questions and Answers

### Where is the money coming from? How much will it cost?

We have agreement from NHS England that this is a good project. (What we call 'agreement in principle') We are working with the builders to get the final costs agreed and then we will ask for a specific amount. The two projects total up to approx. £8m.

### When will it be ready?

When we get the money we will proceed quickly to finish the work by January 2017.

### What's happening? **Project 1: Urgent Care Centre, Lower ground floor.**

We are refurbishing the whole Urgent Care Centre to make it more welcoming and modern.

We are re-vamping the waiting area, as well as increasing the seating.

We are improving the entrance and the reception desk to make it friendlier and easier to use.

We are making the Clinical Assessment Unit bigger, going from 2 beds to 6, which will allow more patients to be seen locally.

We are putting extra space into the children's treatment area so more children can be seen locally.

We are putting more seating into the children's area to include a more grown up space for older children.

We are creating a baby change area.

### **What else is happening? Project 2: 26 bedded ward**

We are creating a 26 bedded dementia-friendly ward; 5 x 4 bedded bays and 6 single rooms. The ward also includes a reminiscence/art therapy room, a café and an assessment kitchen. This will help people leave the acute hospital more quickly and finish their stay more locally, and also help deliver care to those in the community who need it.

### **Will the work be very noisy and dusty?**

We will work with the builders to limit the noise as much as possible and each area will be sectioned off as the work gets underway.

Our builders are experienced in working in hospital settings whilst patients are still being treated.

### **Will it disrupt services to patients?**

No. The service will continue as usual but it will be delivered in different rooms as we move things around.

### **Will it affect parking on site?**

It should have a limited impact, if any.

### **Will I be kept up to date on progress?**

We intend to keep everybody up to date on the progress of both the Urgent Care Centre and the new Ward on the 6<sup>th</sup> Floor via our websites [www.crawleyccg.nhs.uk/get-involved/](http://www.crawleyccg.nhs.uk/get-involved/), [www.horshamandmidsussexccg.nhs.uk/get-involved/](http://www.horshamandmidsussexccg.nhs.uk/get-involved/) and our newsletters, social media and local media.

To ensure that you are kept fully up to date we suggest you join our Health Network by completing the Health Network form included in your information pack or online [www.crawleyccg.nhs.uk/get-involved/join-the-health-network/](http://www.crawleyccg.nhs.uk/get-involved/join-the-health-network/) [www.horshamandmidsussexccg.nhs.uk/get-involved/join-the-health-network/](http://www.horshamandmidsussexccg.nhs.uk/get-involved/join-the-health-network/)

### **Will there be further opportunities to be involved in the project?**

Yes. We want to ensure that our communities are involved in the project at every possible stage. Simply register your interest by completing the form enclosed in this information pack and return using the Freepost address.

## **Extra Information**

### **What is an Urgent Care Centre?**

An Urgent Care Centre (UCC) treats injuries and conditions which are not serious such as:

- sprains and strains
- broken bones
- wound infections
- minor burns and scalds
- minor head injuries
- insect and animal bites
- minor eye injuries
- injuries to the back, shoulder and chest

The UCC is open 24 hours a day, 7 days a week.

Coming to the Urgent Care Centre could save you a journey to East Surrey Hospital and a potentially long wait. It will help A&E staff to concentrate on people with serious, life-threatening conditions.

### **What is a Clinical Assessment Unit?**

A clinical assessment unit provides rapid assessment and treatment of patients who do not need admission to an acute hospital.

If you need this service your GP will phone up and arrange a referral.

## **Working together to deliver your NHS for our communities**

Led by local GPs and health professionals, NHS Crawley and NHS Horsham and Mid Sussex clinical commissioning groups (CCGs) work to ensure local people can access the best possible NHS health care and are supported to stay healthy.

We buy, plan and check local NHS care and services

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