

Northamptonshire Urgent Care FAQ

NHS Nene Clinical Commissioning Group and NHS Corby Clinical Commissioning Group have been engaging with the public over plans to bring GP Out of Hours and A&E services together at both Kettering and Northampton general hospitals.

There have been a number of comments made or questions asked, and this frequently asked questions (FAQ) document seeks to answer them:

Q: Are there any changes to getting help with the new integrated care system?

A: If you need medical help and are not sure what to do or where to go, please call 111. This is a free NHS service and its trained advisors can help you over the telephone by giving self-care advice or directing you to the most appropriate services for your medical needs. If you need to see a nurse or GP, they will advise when and where to go to get that help. This is how the service currently works, and how it will continue to work.

Q: Are you using this as an opportunity to close services in my local area?

A: No – there are no plans to close services. However, there are opportunities to improve the services we currently provide by bringing them together and this is a part of national government guidance to improve services for patients. We are therefore moving existing services closer together. This means that in Kettering, the service will move from Prospect House, (Lower Street, Kettering) to the hospital site itself to ensure the right level of care is given to meet your needs. In Northampton, the service will move a short distance within the hospital site.

Q: I don't live in Kettering or Northampton. What about services for other towns and villages?

A: The existing services for GP Out of Hours will remain in Daventry and Wellingborough (weekends and bank holidays). People who live in other parts of the county will be advised by NHS 111 on the arrangements for where they live.

Q: A&E is already crowded with long waits, so won't this add to the problem?

A: While the services are coming together, the nurses and GPs will be seeing you in another part of the hospital nearby. This will be clearly signposted, and staff can also help and advise you where to go. A member of staff may ask you a few questions to ensure you are going to the right area.

Q: Can the GP send me to hospital or A&E send me to the GP?

A: All NHS staff are trained to work to deliver the best care for our patients. The services will work together to ensure you are seen by the most appropriate member of staff or service, depending on your needs. This may include moving from one part of the hospital to another, or being redirected to support off site if your needs could be best met by seeing a pharmacist/dentist as part of self-care.

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Q: Parking is difficult to find at the hospitals. Will I be able to park?

A: As this relates to GP Out of Hours services, parking should not be a problem. Typically, the hospitals' car parks are quiet in the evening and at weekends as there are fewer clinics at these times.

Q: What are the arrangements for parking?

A: The hospitals do charge a parking fee, with concessions available. For more information, please visit the Northampton General Hospital website:

<http://www.northamptongeneral.nhs.uk/Find-Your-Way-Around/Contact-Us.aspx> or the Kettering General Hospital website: <http://www.kgh.nhs.uk/getting-here/>