

## The Guildhall Walk Portsmouth

### 1 Executive Summary

- 1.1 The CCGs are currently reviewing the urgent care provision within the Portsmouth South East System and held a series of workshops (May / June 2013) to look at the opportunities and challenges within the current system. Local audits have shown that patients are not always clear where to access care appropriate to their condition and that some facilities are over utilised with others being underutilised.
- 1.2 Further work is being carried to support the public in making the decisions around their care and to support the health economy to deliver care at the right time, in the right place and by the appropriate clinical professional.

### 2 Introduction

- 2.1 The Guildhall Walk provides a GP service to registered patients as well as a “walk in” Service and operates 7 days a week from 08.00 hours to 20.00 hours.
- 2.2 NHS England is the contract holder for all services provided at the Guildhall Walk. However, they are responsible for the premises lease and the GP element of the service whilst the CCGs commission the walk in service. The CCGs do not currently hold a separate contract for this.
- 2.3 The center offers patients (ie walk in patients) health care advice and treatment for general health problems and immediately necessary treatments e.g. acute flare-ups of conditions such as asthma, chronic obstructive pulmonary disease (COPD), contraception services, ear and throat infections. The service also offers health promotion and disease prevention, including advice on healthy lifestyles, diet and exercise.
- 2.4 The services is commissioned to provide walk in patients with an appointment within 30 minutes of arriving at reception.