

# Yateley Urgent Care Centre

A new service providing urgent, on the day primary care advice and treatment to patients of the Oakley Health Group – Oaklands, Hartley Corner, and Monteagle practices, delivered as part of the **Happy, Healthy, at Home Vanguard programme**.

The service aims to improve patient access to urgent care.

Patients book an appointment by calling their surgery and the receptionist books them into an urgent appointment, usually on the same day (unless it's late in the day, or the patient requests the next day).



Launched in Feb  
**2017**

Located at Yateley Medical Centre



Open until  
**8pm**



Staffed on rotation by all of the GPs and by nurse practitioners



**11,000**  
patients seen



Average of  
**1091**  
referrals a month



**49%**  
of those attending are  
aged 20 to 64

Patient reported  
experience scores



Higher scores are  
always better -  
scores here are  
moderate

Findings: 123 patients reported  
a good experience of attending  
the Urgent Care Centre



GPs said the vision of  
the new service is being  
followed and they are  
reflecting on service  
delivery to make it  
function well



GPs working in the  
service said they liked:

- Working with other professions e.g. paramedic & nurse practitioners
- Separating urgent care needs
- The speed patients received treatment



GPs believe the service  
has improved access  
to urgent care and GP  
services for patients



Data from the past three  
years showed the rate of  
A&E attendance in the  
Yateley locality was lower  
than for the rest of the  
NEHF. This difference has  
been widening, particularly  
since starting the UCC in  
February 2017.