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
11,000 patients seen
Open until 8pm
Staffed on rotation by all of the GPs and by nurse practitioners
Average of 1091 referrals a month
49% of those attending are aged 20 to 64

Patient reported experience scores:
- Treat me kindly
- Listen and explain
- See you promptly
- Well organised
- Patient experience score

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

Higher scores are always better - scores here are moderate

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.

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