

Loughborough Walk-In Centre

Managing urgent care in Loughborough

A public consultation

19 October 2011 – 11 January 2012





Foreword by
Dr Chris Trzcinski

Joint Chair, West Leicestershire Clinical
Commissioning Group

Welcome to our public consultation about the Walk-In Centre and the future of urgent care in Loughborough and the surrounding area.

As the joint Chair of West Leicestershire Clinical Commissioning Group (CCG), I'm pleased to introduce our consultation.

As you probably know, the government has recently asked GPs to take a much greater role in 'commissioning' or buying local health services. Groups of GPs have formed Clinical Commissioning Groups (CCGs) to do this. The West Leicestershire CCG is responsible for health services in Hinckley and Bosworth, North and South Charnwood and North West Leicestershire.

Since our formation in April this year, we have looked at local services, and how they are provided. At the moment the Walk-In Centre is being run by a group of local GPs on a temporary basis, and we will soon have to sort out who will run it in the future. This seems like an ideal opportunity to look at whether we can improve it, and that is what this consultation is about.

We want to ensure that when people need urgent care, they can receive it as effectively as possible. We also want to work with other parts of the NHS to ensure that local services, such as our community hospitals, are as effective as possible in bringing care closer to home. So we want to know what you think about our plans to move the urgent care service at the Walk-In Centre to Loughborough Hospital.

At the same time, we will be encouraging local GPs to improve their access, so that in future you can see them more easily for everyday problems.

Please take a few moments to read this document, and then fill in the questionnaire and let us know what you think. If you can, you may also like to attend one of the public meetings we are holding – details are at the end of the booklet.

We look forward to hearing from you.

Best wishes,

A handwritten signature in black ink, appearing to read 'Chris Trzcinski', written in a cursive style.

Dr Chris Trzcinski

Introduction

This document gives you the background to our public consultation about the Walk-In Centre and urgent care in Loughborough. The Walk-In Centre provides urgent care services in Pinfold Gate for people living in or near Loughborough. We have proposals about how people can receive these services in future, and we need to understand what local people think about these proposals.

We propose to create an urgent care centre at Loughborough Hospital which will be supported by all the services available at that centre. We believe this will produce an enhanced service for the local population with the coming together of the professional expertise and diagnostic services that can be provided by Loughborough Hospital. This can only be achieved by the movement of the Walk-In Centre and the resources that support it.

Please take a few moments to read through this document, and then to answer the questions at the end.

The information and questionnaire are also available online, at www.lcr.nhs.uk



Leicestershire Local Involvement Network (LINK) were pleased to be involved in the organisation of the engagement event and the forthcoming consultation process. The LINK will be monitoring developments closely on behalf of patients and the public.

Loughborough Walk-In Centre



The Walk-In Centre in Loughborough was established as part of a national initiative to provide convenient access to basic primary care services without the need for an appointment. It is currently based at Pinfold Gate.

The services are high quality and are delivered by dedicated and skilled staff. They include general health advice, treatment for urgent health needs, and information about the NHS and social services.

The centre was not designed to provide an appointment based service. For further care, patients have to go to other appropriate settings such as GPs.

The centre operates as its name suggests. Patients can 'walk in' if they need urgent care and see a health professional without the need for an appointment.

Since the Walk-In Centre was established, GPs have begun to increase their opening hours. This means that one of the main reasons for creating the Walk-In Centre is less relevant today. Increasingly, those planning NHS services are encouraging people to go to their GPs wherever possible for less urgent care.

However, we recognise that patients in Loughborough do value a walk in service for urgent care. Analysis of attendances at the Walk-In Centre shows that most are for urgent conditions which can be appropriately treated there.

Therefore the option of removing the walk in services altogether has been ruled out. We know that people value an urgent care service which they can walk in and use, and it is well used in Loughborough.

Loughborough Hospital

Loughborough Hospital is situated in Epinal Way. The hospital has 72 beds in three inpatient wards. Patients include those who need end-of-life care, patients who need rehabilitation after a fall, fracture or operation, patients admitted from the community by their GPs, and patients admitted after a stay in a larger acute hospital. The hospital also provides outpatient clinics and diagnostic tests, including blood tests and the potential facilities to analyse the blood on site, x-rays, and ultrasound scans.

There are a number of nurses trained to do intravenous (IV) therapy, but they are not always on duty. More nurses could be available if the urgent care services at Pinfold Gate moved to the hospital. Bringing these services together would mean that more patients with urgent care needs could be seen locally without the need to transfer them to Leicester Royal Infirmary Accident and Emergency.

People like to be able to go to a local facility for care whenever possible, and appreciate the more intimate atmosphere in a community hospital. Moving from Pinfold Gate to Loughborough Hospital could be part of this development, which will see local hospitals as a focal point for healthcare closer to home.

Why we want to move urgent care services

At the moment there are x-ray facilities at both Pinfold Gate and Loughborough Hospital. This is not good use of resources. At Pinfold Gate the access to x-rays is limited. Although blood can be taken, there is no access to immediate results of blood tests, and other types of diagnostic tests are not available. There are also no beds at Pinfold Gate, which means that patients cannot be kept for observation. This can mean that if patients do need to be observed for a while to see whether their condition worsens (for example, a head injury or asthma), they currently have to be moved somewhere else. This can be distressing for patients.

We want to improve urgent care services wherever they are, to meet the needs of the local population. At Loughborough Hospital there is access to more diagnostic tests, including more extended access to x-rays, access to ultrasound scans, and blood tests. There are also beds where there is potential for patients to be kept for observation, if arrangements were made for this with the hospital. There is also further potential for access to clinicians already working in the hospital, subject to new arrangements being made. For example, doctors who specialise in care of older people (geriatricians) run clinics at the hospital, and there are also regular outpatient fracture clinics. There is potential for the staff who do this work to provide support to the staff working with urgent care patients.

We would therefore like to move the service 1.6 miles from Pinfold Gate to Loughborough Hospital to maximise benefits for patients, because the hospital provides more access to diagnostic tests than the current location, and potentially beds for observation, and there would be potential opportunities for specialists to have input into patient care.

The story so far

The story so far is that in 2008 there was a public consultation about community health services in Leicestershire and Rutland. This included a proposal to improve the services offered at Loughborough Hospital, with more outpatient clinics and diagnostic tests, and move the Walk-In Centre to the hospital, creating a 'one-stop hub'.

Of the responses to a question about whether the Walk-In Centre should be moved to the hospital, 27% agreed that it should be moved, and 20% strongly agreed. Fifteen per cent disagreed that it should be moved, and 12 per cent strongly disagreed. The rest did not have a view.



Redirection

At that time there were concerns about transport to the hospital if the service at Pinfold Gate was moved. The consultation was therefore followed by a joint survey with Leicestershire County Council regarding travel and access to Loughborough Hospital. This resulted in the redirection of the 126/7 bus service from Loughborough High Street to Epinal Way.

In the end the Walk-In Centre was not moved, but the idea remained as a possibility.

In 2010 NHS Leicestershire County and Rutland were again looking at urgent care, and sent out a questionnaire which was completed by nearly 4,000 people in Leicestershire and Rutland. This survey gave us some useful information about whether people would like to see their GP for urgent care. Nearly 60% of people said that they would prefer to see their GP, either during the week or on Saturdays.

As part of this survey, GPs themselves said that patients did not know where to go for urgent care, and needed more information about how to care for themselves when injured or ill. They also said that they could see some of the patients who currently go to urgent care centres or the Walk-In Centre, or Accident and Emergency (A&E).

Developing proposals

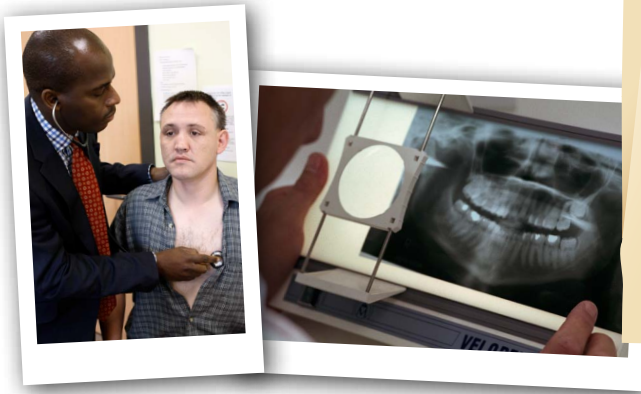
Once the West Leicestershire CCG began thinking about developing proposals for urgent care, they looked back at the surveys that had already been carried out.

They considered how people currently use the service at Pinfold Gate. They also considered how during the past two years the financial situation for the NHS had changed. Any proposals for change must make the best use of every pound spent, and the services we buy must strike the right balance between wants and needs.

The GPs want to make sure people use the services best suited for their needs, and that the best services are provided.

They have looked at:

- The demand for services (including use of Accident and Emergency)
- How the community hospital is currently used
- Clinical quality and patient safety
- The size and needs of the population served
- Possible places and opening times for urgent care services
- The likely costs of providing staff and facilities
- The likely availability of GP services, including out of hours services
- Information about where there are areas of deprivation, as this helps decide where services are most needed
- The fact that patients should be seen safely in the most suitable environment for their needs, whilst ensuring that public money is spent wisely
- Access to GP appointments



"I personally would be happy with the service being relocated if the issues of security, adequate accommodation and waiting areas, and parking were addressed to ensure the best facilities for patients and safety for the staff."

Karen Hill, Clinical Nurse Educator, NHS Walk-In Centre, Pinfold Gate

Attendance at Loughborough Walk-In Centre

When do patients attend?

Monday – Friday 8am-6pm GPs open	Monday – Friday 6pm-8am GPs closed	Saturday/Sunday GPs closed	Total
21,000 (44%)	10,500 (22%)	16,000 (34%)	47,500 (100%)

This shows that a third of patients who attend the current Walk-In facility use it at weekends when GPs are closed (apart from some who are open on Saturday mornings).

What do patients attend with?

- 36% attend with a condition that could be managed by their GP surgery (around 17,000 attendances)
- 7% are referred to A&E or admitted to hospital for ongoing treatment (around 3,300 attendances)

This shows that around a third of patients could see their GP for treatment rather than attending the Walk-In Centre for urgent care, but that still means that two-thirds who attend do need urgent care. It also shows that more than 3,000 people are referred on to A&E or admitted to hospital. Potentially, some of these could be treated in the community hospital if urgent care was provided there, preventing a long journey. Moving the urgent care services from Pinfold Gate would refocus resources for urgent care.

Where do patients attend from?

- 39% of attendances are from people registered with Loughborough practices (around 19,158 attendances)
- 61% of attendances are from people registered with practices outside Loughborough or not registered.

This indicates that a large percentage of the people who attend the Walk-In Centre are from outside the town of Loughborough.

Who was involved in helping shape our ideas?

The project group developing proposals includes GPs, a representative of Leicestershire Local Involvement Network (LINK), and officers of the West Leicestershire CCG. We have also briefed staff at the Walk-In Centre, local government colleagues and the MP's office, and received feedback from them.

On 11 August we held an engagement event where we discussed options at length with 72 people, including members of the public and representatives of the LINK, local councils, the voluntary sector, GPs and local NHS trusts, and emergency services.

Concerns raised included transport, access and parking, the need to educate people about going to their GPs with many everyday health problems, and the fact that often people feel that it is difficult to get GP appointments. It was recognised that if the urgent care services at Pinfold Gate were moved to Loughborough Hospital, it would be important to ensure adequate parking at the hospital, and to make

sure that GPs are offering better access to appointments.

People were not particularly interested in the differences described between 'urgent care' and a 'walk-in' service, and it was recognised that to all intents and purposes the Walk-In Centre at Pinfold Gate already provides an urgent care centre. People understood that it makes sense to see your GP for problems wherever possible, and were more interested in discussing the location of the service. GPs in West Leicestershire want to improve urgent care services wherever they are offered, whether at Pinfold Gate or Loughborough Hospital, but the aim in moving them would be to make the improvements easier to put in place.

The CCG considered the feedback from the event, and the other factors listed, and decided to go ahead with a public consultation which would focus on the proposal to move the urgent care services offered in the Walk-In Centre to Loughborough Hospital, with the additional benefits this would bring.

Parking and bus access

Parking and bus access at Loughborough Hospital were a major concern for some of the people at our engagement event.

At the moment 254 car parking spaces are available there, of which 12 are for people with disabilities.

The hospital is considering introducing a barrier system, so that only people using the hospital can use the car park. A system like this is in place at the current Walk-In Centre.

There is some evidence that people who work on a nearby industrial estate are using the car park. The barrier system would address this issue.

It is very clear from the public that parking is a major issue, and if the urgent care service were moved there, this would be fully addressed as part of the work plan.

The 126/7 bus service now runs to Epinal Way, and further discussion about improving bus accessibility would be undertaken as part of any plans for moving.



Costings



The cost of moving the service from Pinfold Gate to Loughborough Hospital would be in the region of £700,000. This is known as capital funding – it is a one-off cost which comes out of a different pot from the day-to-day running of services and cannot be used to buy services. It would be partially counter-balanced by the savings made because the Pinfold Gate practice would be able to use the current Walk-In Centre building and would not have to build an extension, thus offsetting NHS funds from one to the other.

In the future, there could be other cost efficiencies depending on how the service was staffed. Around the country in many places nurses lead the care at Walk-In Centres. This is currently the case for much of the time at Pinfold Gate, and could continue.

The table shows the estimated comparative costs of the two options being considered. This shows that there is little difference in costs by current estimates – the decision to look at changing the service is not motivated by money. Nevertheless, by using the community hospital, there is the possibility of sharing the services already in place at the hospital to provide a better one-stop shop for patients.

Proposed option	Annual Cost	Difference in cost from current service
Option 1 Urgent Care at the current Walk-In Centre at Pinfold Gate	£2,350,000	£0
Option 2 Urgent Care at Loughborough Hospital	£2,265,000	£85,000 less



“It is important that patients receive the best care in the most appropriate setting for their health needs. We believe that our plans will provide an enhanced service for people who need urgent care, whilst we continue to encourage people to see their GPs when possible for less urgent needs.”

Dr Nick Willmott, GP and Chair of the group planning the development of urgent care in West Leicestershire

The options

These are the options which we would like you to consider.

Option 1

Option 1 is urgent care at the current Walk-In Centre at Pinfold Gate.

Strengths

- Location good for some people
- Good clinical service
- Will see anything
- Open 24/7
- Patients returned to GP if appropriate

Weaknesses

- Location not good for some people
- Some duplication with other services
- Can't treat everything
- Limited x-ray
- No access to immediate blood test results or ultrasound
- No beds for observation



Option 2

The preferred option

Option 2 is urgent care provided at Loughborough Hospital in Epinal Way.

Strengths

- Location good for some people
- Good clinical service with potential increased access to specialists
- Open 24/7
- Patients returned to GP if appropriate
- Potential for observation beds
- Access to on site ultrasound and potential for immediate blood test results
- Pinfold Gate GPs could use Walk-In Centre site
- Avoiding duplication of x-ray facilities in the town (currently there are x-rays at Pinfold Gate and Loughborough Hospital)

Weaknesses

- Can't treat everything
- Location not good for some people



Option 2 is our preferred option because of the additional diagnostic tests that would be available, and the potential for observation beds where people would sometimes be able to stay for observation rather than being transferred to Leicester Royal Infirmary. In addition, there could be the potential for greater clinical support from other professionals running clinics and caring for patients in the wards. It would also help to further establish Loughborough Hospital as a treatment facility for local people.

Equalities impact assessment

Our initial equalities impact assessment has identified that there might be an impact on access for different groups of people. We will now do a full impact assessment and we will make sure that the equality implications will be considered at all stages of the consultation process. We will engage with communities and representatives of the different strands of diversity with the support of our equality and diversity colleagues.



"GPs want wherever possible to be the first port of call if you're in doubt about what care you need. We are doing all we can to improve access both to telephone advice and seeing patients appropriately. This will free up services at the Urgent Care Centre to treat those with urgent need."

Dr Edward Clode-Baker, GP, Parkview Surgery, Loughborough

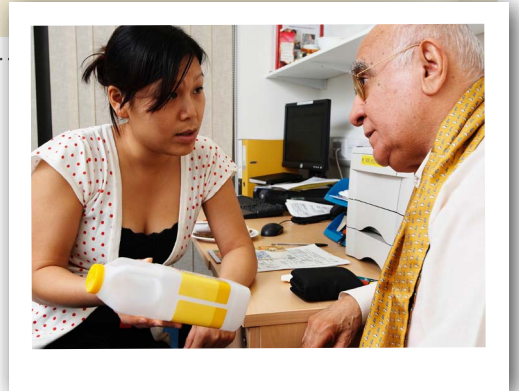
Next steps

We would like you to think about these options, and then let us know which one you prefer and provide any other comments you may have. Please complete the questionnaire, and return to us by 11 January 2012. You can either fill it in by hand, or complete it online at www.lcr.nhs.uk

There will be six meetings in Loughborough and the surrounding area where you can meet us and talk to us about our plans. They are listed on page 12.

The consultation lasts for at least 12 weeks, and begins on 19 October 2011.

Once the consultation is over, we will gather all the feedback, and use it to help us make our final decision. That decision will be based not only on the results of the consultation, but on the other factors we have described in this document. After that we will implement whichever of the options is chosen, and will continue to involve partners and members of the public in our planning.



Public meetings

We are running a series of public meetings during the consultation, as follows:

Date and time	Place
Thursday 3 November 7.00pm - 8.30pm Refreshments served from 6.30pm	Loughborough Charnwood Indoor Bowls Club, Browns Lane, Loughborough, LE11 3HE FREE PARKING after 6.00pm
Thursday 10 November 7.00pm - 8.30pm Refreshments served from 6.30pm	Coalville Conference Room, Marlene Reid Centre, 85 Belvoir Road, Coalville, LE67 3PH
Thursday 17 November 7.00pm - 8.30pm Refreshments served from 6.30pm	Shepshed Main Hall, Shepshed High School, Forest Road, Loughborough, LE12 9DA
Thursday 24 November 7.00pm - 8.30pm Refreshments served from 6.30pm	Birstall Birstall Village Hall, Birstall Road, Birstall, LE4 4DH
Tuesday 29 November 7.00pm - 8.30pm Refreshments served from 6.30pm	Syston Theatre Room, Wreake Valley College, Parkstone Road, Syston, LE7 1LY
Thursday 15 December 7.00pm - 8.30pm Refreshments served from 6.30pm	Quorn Quorn Church Rooms, Church Lane, Quorn, Loughborough, LE12 8DP



“The public should be aware of the costs of using the Walk-In Centre as an alternative to their GP, as perhaps knowing the cost would deter them from using it unnecessarily.”

Kate Watts, parent and carer

Questionnaire

Your feedback

Section 1 – services

Question 1: The options

Which option do you prefer? **Please tick one.**

- Option 1 – Urgent Care at the current Walk-In Centre at Pinfold Gate
- Option 2 – Urgent Care at Loughborough Hospital (the preferred option)

Section 2 – additional questions

Question 2: GP access

What would make you more willing to go to your GP first (rather than to an Urgent Care Walk-In Centre) if you have a minor injury or illness? Tick as many boxes as apply.

- GP opening hours extended outside office hours
- Easier to book an appointment in advance
- Easier to make an appointment the same day
- Nothing

Question 3: The consultation

Overall, how do you feel about the way you have been consulted and the level of information that you have been provided with?

- Very satisfied
- Quite satisfied
- Neither satisfied nor unsatisfied
- Quite unsatisfied
- Very unsatisfied

Any further comments

Please add further comments here, and attach additional sheets if required.

PTO

Section 3 - about you

Please complete as much of the information about yourself as you feel comfortable with, as this will help us understand who is taking part in the consultation. The information you provide will be kept in accordance with the terms of the Data Protection Acts 1998 and 2000 and will be used for monitoring purposes.

Question 4:

If you are filling this in on behalf of an organisation, please state which one _____

Question 5: Gender

- Male Female Transgender Prefer not to say

Question 6: Age group

- Under 16 16 to 24 25 to 34 35 to 59 60 to 75
 76+ Prefer not to say

Question 7: Ethnic group

White

- British Irish Gypsy/ Traveller
 Any other White background, please specify _____
 Prefer not to say

Mixed

- White and Black Caribbean White and Black African
 White and Asian Any other Mixed background, please specify _____

Asian or Asian British

- Indian Pakistani Bangladeshi
 Any other Asian background, please specify _____

Black or Black British

- Caribbean African
 Any other Black background, please specify _____

Chinese

- Chinese

Other ethnic group

- Any other ethnic group, please specify _____ Prefer not to say

Question 8: Do you consider yourself to have a disability?

- Yes No Prefer not to say

If yes, please tick all which apply

- Physical Partial or total loss of vision Learning disability/ difficulty
 Partial or total loss of hearing Mental health condition or disorder Long standing illness or disease
 Speech impediment or impairment
 Other medical condition or impairment, please specify _____

Question 9: Sexual orientation

- Bisexual Heterosexual Gay Lesbian
 Other, please specify _____ Prefer not to say

Question 10: Religion and belief

- No religion Bahia Buddhist Christian Hindu
 Jain Jewish Muslim Sikh
 Other, please specify _____ Prefer not to say

Question 11: First four letters/numbers of postcode (we will not be able to identify your address from this but it helps us understand approximately where replies are from)



To take part in the consultation, you can:



Send this questionnaire FREEPOST or write to:

FREEPOST RRHS-EUHR-LCZA,
Jo Lilley,
NHS Leicestershire County and Rutland,
Fosse House,
6 Smith Way,
Grove Park,
Enderby,
Leicestershire
LE19 1SX



Log on to www.lcr.nhs.uk to feed in your views online



Email jo.lilley@lcr.nhs.uk



Telephone **0116 295 7626** to speak to a member of the engagement team.

The closing date is 11 January 2012.

Any queries

If you have any questions, please contact a member of the communications and engagement team in the first instance on 0116 295 7626. If you would like to raise concerns with someone independent of the consultation process, then please contact Ian Potter, West Leicestershire Clinical Commissioning Group, 55 Woodgate, Loughborough, Leicestershire LE11 2TZ, tel. 01509 567700.

Email ian.potter@lcr.nhs.uk

Publishing the results

The results of this public consultation will be published in February, at

www.lcr.nhs.uk The results will be used as part of the final decision making on the future of urgent care in Loughborough and the surround area.

Cabinet Office Code of Practice on Consultation

This consultation is being carried out in line with the following Cabinet Office criteria:

1. Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.
2. Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses.
3. Ensure that your consultation is clear, concise and widely accessible.
4. Give feedback regarding the responses received and how the consultation process influenced the policy.
5. Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.
6. Ensure your consultation follows better regulation best practice, including carrying out a Regulatory Impact Assessment if appropriate.

Published by:

West Leicestershire Clinical Commissioning Group, NHS Leicestershire County and Rutland, 55 Woodgate, Loughborough, Leicestershire LE11 2TZ.

For more copies of this document, please call Jo Lilley on 0116 295 7626.

A summary of responses to the consultation will be available in February 2012 on the website www.lcr.nhs.uk

This document is also on the website: www.lcr.nhs.uk

We can provide versions of this document (Loughborough Walk-In Centre, Managing urgent care in Loughborough Public Consultation) in other languages and formats on request. Please contact the Engagement and Involvement Department, telephone 0116 295 7626.

Arabic

يمكننا توفير نسخ من هذا المستند (مركز لوبورو للعلاج المباشر، إدارة الرعاية العاجلة في عيادة لوبورو العامة) بلغات وتنسيقات مختلفة بناءً على طلبكم. يرجى الاتصال بقسم الإدارة والتعاون، هاتف رقم 01162957626.

Bengali

আমরা অনুরোধ পেলে এই নথিটিকে (লাউবরো ওয়াক-ইন-সেন্টার লাউবরো পাবলিক কনসাল্টেশনে (Loughborough Walk-in-Centre, Managing urgent care in Loughborough Public Consultation) জরুরী সেবার ব্যবস্থাপনা) অন্যান্য ভাষা ও ফরম্যাট হিসেবে প্রদান করতে পারি। অনুগ্রহ করে, এনগেজমেন্ট অ্যান্ড ইনভল্ভমেন্ট ডিপার্টমেন্ট (Engagement and Involvement Department)-এর সাথে যোগাযোগ করুন, টেলিফোন 0116 295 7626.

Cantonese

應要求，我們可以為您提供本文件《拉夫堡隨到隨診中心，在拉夫堡公眾諮詢進行緊急照護管理》(Loughborough Walk-in-Centre, Managing urgent care in Loughborough Public Consultation) 的不同語言和格式版本。請致電我們的“參與和融入部門”(Engagement and Involvement Department)：0116 295 7626。

Gujarati

અમે તમારી વિનંતી પર આ દસ્તાવેજ (લફબરો વોક-ઇન-સેન્ટર, લફબરો પબ્લિક કન્સલ્ટેશનમાં તાત્કાલિક સંભાળનું વ્યવસ્થાપન (Loughborough Walk-in-Centre, Managing urgent care in Loughborough Public Consultation))નું અન્ય ભાષા અને ફોર્મેટમાં વર્ઝન પૂરું પાડી શકીએ છીએ. મહેરબાની કરીને ઇન્વોલ્વમેન્ટ એન્ડ ઇન્ગેજમેન્ટ ડિપાર્ટમેન્ટ (Engagement and Involvement Department)નો ટેલિફોન નંબર 0116 295 7626 પર સંપર્ક કરો.

Hindi

हम अनुरोध पर इस दस्तावेज (लफबरो वॉक-इन सेन्टर, लफबरो सार्वजनिक परामर्श में तत्कालिक सेवाओं का प्रबंधन (Loughborough Walk-in-Centre, Managing urgent care in Loughborough Public Consultation)) के संस्करण दूसरी भाषाओं तथा प्रारूपों में प्रदान कर सकते हैं। कृपया एंगेजमेंट एण्ड इन्वोल्वमेंट डिपार्टमेंट (Engagement and Involvement Department) से संपर्क करें, टेलिफोन 0116 295 7626.

Polish

Niniejszy dokument (Loughborough Walk-in-Centre, Managing urgent care in Loughborough Public Consultation – Ośrodek ambulatoryjny w Loughborough, Zarządzanie opieką ambulatoryjną w ramach Konsultacji Publicznej w Loughborough) jest dostępny na życzenie w innych językach i formatach. Prosimy o kontakt z zespołem Engagement and Involvement Department, telefon 0116 295 7626.

Punjabi

ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ (ਲਫਬਰੋ ਵਾਕ-ਇਨ-ਸੈਂਟਰ, ਲਫਬਰੋ ਪਬਲਿਕ ਕੰਸਲਟੇਸ਼ਨ ਵਿੱਚ ਆਵੱਸ਼ਕ ਸੰਭਾਲ ਦਾ ਪ੍ਰਬੰਧਨ ਕਰਨਾ (Loughborough Walk-in-Centre, Managing urgent care in Loughborough Public Consultation)) ਦੇ ਸੰਸਕਰਣ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਵੰਨਗੀਆਂ ਵਿੱਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਨਵੋਲਵਮੈਂਟ ਐਂਡ ਇੰਗੇਜਮੈਂਟ ਡਿਪਾਰਟਮੈਂਟ (Engagement and Involvement Department) ਦੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ, ਟੈਲੀਫੋਨ ਨੰਬਰ 0116 295 7626 ਹੈ।

Somali

Dukumeentigan (Xarunta Ballan la'aan ee Loughborough, Maamulka daryeelka degdegga ah ee ka mid ah Wadatashiga Dadweynaha ee Loughborough (Loughborough Walk-in-Centre, Managing urgent care in Loughborough Public Consultation)) waxaan annagu ku bixin karnaa nuskhado ku qoran luqado iyo qaabab kale marka la soo codsado. Fadlan la xiriiir Waaxda Dhiirrigelinta iyo Ka qaybgelinta (Engagement and Involvement Department), wac lambarka 0116 295 7626.

Urdu

ہم اس دستاویز کے نسخہ جات (لافاہرو واک این سینٹر، جو کہ لافابرو عوامی مشاورت کے اندر فوری دیکھ بھال کا بندوبست کرتے ہیں) کو درخواست کرنے پر دیگر زبانوں اور صورتوں میں فراہم کر سکتے ہیں۔ براہ کرم اس ٹیلی فون نمبر 0116 295 7626 پر اینگیجمنٹ اینڈ اینوالومنٹ ڈیپارٹمنٹ کے ساتھ رابطہ قائم کریں۔