



Questions and answers for the relocation of Story Street Walk-in to Hull Royal Infirmary

24 August 2023

1. Why is this change necessary?

The plans to move Story Street Walk-in give us an opportunity to integrate local NHS urgent care services for residents, and visitors, in Hull and the East Riding in time for winter - putting these services where the demand is and making it simpler for patients to access them.

We see a significant number of people attending the emergency department with an illness or minor injury who could be treated at an urgent treatment centre. An audit undertaken in the Emergency Department in winter 2021-22 identified that 45-60 people in the emergency department each day could be seen more appropriately elsewhere.

The location of urgent treatment centres and hospital emergency departments on a single site is a well-established and recognised way of providing emergency and urgent care across the country, with patients being able to access the services through a single triage point.

Integrating the emergency department and urgent treatment centre on a single site will ease pressure on the emergency department, reducing overcrowding and patient waiting times.

The new urgent treatment centre will have a larger clinical space for patients to be seen with better access to x-ray and other diagnostic services not currently available for patients at Story Street. The new urgent treatment centre at Hull Royal Infirmary will keep the current operating hours of 8 am to 8 pm, seven days a week.

2. Will there be a reduction in GP services in the city when the Walk-in is moved to Hull Royal Infirmary?

No there will be no change to primary care (GP) provision for the population of Hull or the East Riding under the plans to move the Walk-in.

3. How does this affect GP Practices based at Wilberforce Health Centre/Story Street?

There are no changes for patients who are registered and receive their care at the three practices which are based in Wilberforce Health Centre. These are The Quays, East Park Practice and Wilberforce Surgery. The former Story Street Medical Practice became part of a single practice with The Quays from 2017.

4. Will there be the same number of staff working in the new urgent treatment centre

Yes. There will be no reduction in staff as they will transfer to the new service, Likewise, there will be no reduction in staff within the Emergency Department.

5. Will there be parking for people using the walk-in?

People can use the main hospital car park as they would for attending the Emergency Department. Information on getting to the hospital and parking is here www.hey.nhs.uk/getting-to-our-hospitals/#car-parking

6. Which buses can I get from my house to the new urgent treatment centre?

Hull Royal Infirmary is well served by bus services from Hull and surrounding areas. Find out more at www.eastyorkshirebuses.co.uk and www.stagecoachbus.com/about/east-midlands/hull

7. Will NHS111 direct us to the new facility?

Yes. The NHS111 directory of services will direct people to the new urgent treatment centre once it is open. People will still be able to get appointments through NHS111 as well as being able to walk in without an appointment.

8. Why can't you just send people down to the Walk-in at Story Street when they arrive at the hospital with a minor injury/what alternatives have you looked at?

Throughout last winter a number of streaming and redirection methods were piloted with only very limited success. The majority of patients, having arrived at the emergency department, made a choice to stay rather than travelling to Story Street - even if they faced a longer wait to be seen.

9. Why can't we have an urgent treatment centre at the hospital and a Walk-in at Story Street?

We know that for some people it is more convenient to access Story Street walk-in, however providing the safe and appropriate number of specially qualified staff for two similar services one mile apart would be extremely challenging. We must use NHS resources where they will have the maximum effect, and the urgent treatment centre at the hospital will offer an enhanced service with more diagnostics and the opportunity for more integration with emergency department staff should it be needed.

10. How will you be promoting the new service?

The service will be ready for patients to use from the end of November, and we will be promoting it with our usual winter health campaigns. NHS111 will know when the new service has opened and will direct patients there instead of to Story Street if they have an illness or minor injury.

11. If you have already decided to move the service what happens to our opinions?

Although there are many benefits to patients of having a new urgent treatment centre located at the hospital, some people may face issues with the move of the current Story Street walk-in service. We would like to hear if this is going to have an impact on you so we can look to help manage any difficulties. Please complete our short [Story Street Public Survey](#) or request a paper copy by asking staff at the Emergency Department or Story Street Walk-in.

We will include further questions and responses about the plans on this page as we receive them