



Our ref: BP/SR.st

4 January 2011

Ms Sue Baknak
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New Cross Hospital
Wolverhampton
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Dear Ms Baknak,

What Emergency or Urgent Care Services do Patients need at New Cross Hospital and How can they be Improved?

The Royal Wolverhampton Hospitals NHS Trust is currently reviewing emergency services with the intention of creating a SINGLE Emergency Portal. This will mean that the Accident and Emergency Department, the Emergency Medical Assessment Unit, the Surgical Emergency Assessment Unit, the Emergency Short Stay Ward and the Paediatric Assessment Unit **may** all be located in **one area** of the New Cross Hospital site.

The intention is to provide a streamlined service for patients and to address some of the issues raised in complaints.

To make sure that the concept of the Single Emergency Portal is shaped by clinicians **and** patients, we want to capture the thoughts and ideas of patients and community representatives.

We are organising a workshop to develop a 'patient's brief' for emergency and urgent care on:

**31 January 2011 @ 2.30pm - 4.30pm,
Lecture Theatre, Wolverhampton Medical Institute,
New Cross Hospital**

We would very much appreciate your attendance at this important event. Please come along to hear about the proposed developments and to share your views on what patients need. Tea and coffee will be served.

To book your place please call Sue Thompson on 01902 307999 Ext 4119 or email suethompson1@nhs.net

Yours sincerely

Barry Picken
Chairman

Chairman: Barry Picken
Chief Executive: David Loughton CBE
Preventing Infection - Protecting Patients

