



Colleagues,

We are writing to advise that the Aberdeen Walk-In Centre will open at the **Health Village** from 23 June 2026.

The service will open on a phased basis, with opening hours and operational detail available on the [NHS Grampian website](#). These arrangements will be kept under review as the service develops. Access the website via QR Code or [link](#)



Soft launch and capacity

The Walk-In Centre will operate on a soft launch basis from opening and will be capacity-dependent. During this period the opening times will vary on a weekly basis, and updates will be on the website. Once fully operational the centre will operate Monday – Sunday 12pm-8pm

For opening times for this week's opening hours please see link to [NHS Grampian website](#)

- The service will not be operating at full capacity at launch
- Not all patients who come to the walk in or are signposted from other services will be seen if they do not meet the criteria
- Access will be managed in line with real-time capacity and safety considerations, for example if the walk in appointments are full for the day patients may be signposted elsewhere.

This approach is necessary to support safe mobilisation and to allow the service to stabilise.

Signposting

The Walk-In Centre is intended as an additional resource within the same day care system. Please see Appendix 1 below with more detailed information.

- It should be used alongside existing pathways, not as a replacement
- It is not intended to absorb all same-day demand across the system
- Existing pathways (general practice, community pharmacy, NHS 24, Emergency Department and others) should continue to be utilised appropriately

This walk-in service is for **new health problems** that have started recently and can usually be dealt with in **one visit**.

✓ We can see you if:

- New minor illnesses or infections.
- Your problem has started recently.
- Mild to moderate symptoms needing prompt attention.
- Health problems that can usually be treated in one visit.
- Minor concerns that do not require hospital tests, scans or specialist care.

✗ We cannot see you if you need:

- Chest pain, breathing difficulties or signs of stroke.
- Serious injuries or emergencies.
- Broken bones, burns or severe wounds.
- Repeat prescriptions or medication reviews.
- Sick notes, forms or paperwork.
- Long-term or ongoing health conditions.
- Dressings or wound checks.
- Dental conditions.
- Drug dependency prescribing.

Managing expectations

It is important that a consistent, system-wide position is maintained during delivery:

- The Walk-In Centre is a demand-managed, capacity-limited service
- Access will be actively managed based on clinical safety and real-time capacity
- Attendance or redirection does not guarantee that patients will be seen
- Patients may be redirected to a more appropriate service, including back to the originating service where necessary

We ask all services to support clear, consistent communication to patients and to avoid positioning the Walk-In Centre as a guaranteed access point for same-day care.

Further updates will be shared as the service moves beyond the initial phased opening.

Thank you for your continued support.

Kind regards,

The Grampian Walk in Service Team

Gram.walkincentre@nhs.scot

Appendix 1: Signposting Guidance – Walk in Service

- The contractual obligations of do not change with the introduction of the WIC. Services remain responsible for managing patients who contact them.
- Key Risk Area - The main risk is how signposting is used, not the existence of the Walk in Centre. Higher risk if services:
 - Routinely direct patients to Walk in Centre before any triage
 - Use Walk in Centre as a blanket substitute for same-day care
- The Walk-In Centre is a supplementary, capacity-dependent service and should be used as one option within the wider system.
- Services may signpost patients to the Walk-In Centre where appropriate. This is understood as signposting rather than formal referral. Please see criteria for inclusion and exclusion.
- Please be mindful if services signpost significant amounts of their patients to the walk in centre and the centre is at capacity patient dissatisfaction could end up being diverted to the signposting services rather than the walk in.
- The Walk-In Centre operates on a capacity and inclusion / exclusion criteria basis and may not be able to see all patients signposted to the service.
- The Walk-In Centre is designed to manage low-acuity presentations only and is not intended to replace urgent or same-day GP care
- Where patients require urgent care, services should continue to direct to the most appropriate urgent pathway.
- To support a safe and sustainable launch, services are asked to:
 - Avoid adopting a 'walk-in service first' approach for same-day demand
 - Use the service proportionately alongside other pathways (e.g. Pharmacy, ED where appropriate)
- Public communications regarding the Walk-In Centre will be issued centrally. Please direct patients to the NHS Grampian website which provides key information on the service including inclusion / exclusion criteria, opening hours and location. Access the website via QR Code or [link](#) to website.



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