

New Urgent Treatment Centre for Petersfield

Your key questions answered

Services at the NHS minor injuries unit (MIU) at Petersfield Community Hospital are set to be enhanced.

On June 1, 2021, it will become an Urgent Treatment Centre (UTC) and provide more urgent healthcare for a longer part of the day. The UTCs will be open for 12 hours a day, seven days a week, 365 days per year.

This will mean that thousands of people will have less distance to travel to access high-quality local urgent care, reducing pressure on the Emergency Department (ED) at Queen Alexandra Hospital, Portsmouth, ensuring that doctors there see the patients who most need their help.

But what does this mean for you? Here are your top questions answered.

1) What is happening and when?

The existing minor injuries unit at Petersfield Community Hospital will become an Urgent Treatment Centre (UTC) by June 1, 2021. The name 'minor injuries units' will disappear nationwide, although the services they currently provide will be absorbed by the new UTCs.

2) What is an Urgent Treatment Centre?

UTCs are community and primary care facilities providing access to urgent care for a predominantly local population. They encompass current Walk-in Centres, Minor Injuries Units, Urgent Care Centres, and all other similar facilities for people with an urgent – but not an emergency – health need. They are GP-led.

3) When will the UTC be open?

The UTC will be open 12 hours a day, seven days a week, 365 days a year, including bank holidays, from 8am to 8pm. The times have been based on local need. Petersfield will be equipped to diagnose and deal with many of the most common ailments that many people attend EDs for.

4) Why change?

The NHS aims to ensure patients get the appropriate care that they need, as quickly as possible, whilst relieving pressure on hospital ED. We all know where to go when life is in danger but it is thought that up to three million people who attend ED each year could have their needs addressed at a more appropriate health setting. Patients have told us the range of alternatives and the names used to describe them - 'Walk in Centres, Urgent Care Centres, Minor Injury Units' and others with local names and all with differing levels of service - can be confusing. This means many people go to ED if they are unsure where to turn for urgent care or advice. This puts

unnecessary pressure on hospitals and other parts of the urgent and emergency care system, and can lead to some patients waiting longer than necessary. Having the same services provided at all UTCs will simplify the system so patients know where to go and are clear about which services are on offer - wherever they are in the country.

5) What facilities will the UTC have?

Patients will be able to access a GP-led UTC which will typically be staffed by GPs, nurses and other clinicians, with access to simple diagnostics and tests, including urinalysis (a test of your urine to detect and manage a wide range of disorders), an electrocardiogram (ECGs record the electrical activity of your heart) and X-rays for suspected broken bones so that all localities would have a consistent offer for out-of-hospital urgent care, with the option of appointments booked through a call to NHS 111 and offering a range of services including emergency contraception.

UTCs will work alongside other parts of the urgent care network including primary care, community pharmacists, ambulance and other community-based services to provide a locally accessible and convenient alternative to ED for patients who do not need to attend an acute hospital. They will also work very closely with the Emergency Department so that appropriate onward referrals can be made quickly and safely.

6) How do I access the services at Petersfield?

The UTC will have appointment slots throughout opening hours. Patients are encouraged to contact NHS 111 online or by phone to access urgent treatment services. A range of clinical professionals will be available to speak to callers, and when a patient needs an appointment at the UTC or other service, an appointment time will be booked directly for them – which will further reduce waiting times on site. UTCs will also take referrals from the ambulance service and GP practices or via their own reception staff. Patients who walk in without a pre-booked appointment will be seen if appropriate but may be referred elsewhere if that is deemed safe and more appropriate.

7) So can I walk in?

Yes. You will be clinically assessed by a nurse or other trained health professional but would only be prioritised for treatment over pre-booked appointments where this is clinically necessary. Patients who have a pre-booked appointment should be seen and treated within 30 minutes of their appointment or arrival time.

8) How quickly will I be seen at the new UTC?

By calling 111 first and booking an appointment you can reduce your waiting time and prevent overcrowding in communal waiting areas. This appointment will be within four hours of you making the call or using the online service. The 111 service also works closely with local GP services, offering routine and same-day appointments, and out-of-hours general practice for both urgent and routine needs. It will also take appointment requests from the ambulance service. If you can't call 111 or use the App don't worry as you can still walk in, but you may have to wait to be seen as they will always see patients in order of urgency not in the order of when you arrive.

9) Will all appointments be face-to-face?

Whilst many appointments will be face-to-face, some consultations may be carried out by telephone or video consultations, if appropriate to do so and/or to help social distancing. The clinician you talk to may decide that you don't need a further appointment to see anyone face-to-face and may be able to give you advice and guidance on how to help you get better by yourself (self-care) without having to go to a UTC, ED or primary care. However, if you do need to see someone face to face then they can book an appointment time for you at the place best able to deal with what you need.

10) When should I use the Urgent Treatment Centre?

Examples of the types of patients suitable for the UTC at Petersfield include those with:

- Strains and sprains
- Suspected broken limbs
- Minor head injuries
- Cuts and grazes
- Bites and stings
- Minor scalds and burns
- Ear and throat infections
- Skin infections and rashes
- Eye problems
- Feverish illness in adults or children
- Constipation and urine infection
- Vomiting
- Emergency contraception.

The above list is not exhaustive and there will be other conditions and symptoms that staff can see. It includes many functions at present provided by the minor injury units. As UTCs can deal with a wider range of issues and are open longer than MIUs, they will help you to get the support you need without going to ED. If in doubt, call NHS 111, which has a full a comprehensive list of symptoms and conditions appropriate for each service – and they will be able to direct you to the right service. The service is not designed to see walk-in primary care patients who could be seen at an in-hours GP practice.

11) What should I do if I think I need urgent care outside the UTC opening hours?

Contact NHS 111 – either online via the internet or by phone - for help and advice. Depending on your condition or symptoms, you may be booked an appointment at the ED, or elsewhere such as your GP or the UTC the next day. You should continue to phone 999 for emergencies only.

12) What staff will work in the UTC?

The UTC will be staffed by a multi-disciplinary team with clinicians offering different areas of expertise, according to local need. This may include GPs, nurse practitioners, paramedics, district nurses, paediatric (children) or geriatric (older people) specialists, mental health practitioners, social care, physiotherapist and

community mental health – but not all the health professionals may be available all of the time.

13) Will staff have access to my patient records?

Yes, UTCs will be able to access your up-to-date electronic patient care record. This may be a summary care record or local equivalent. This access will be based on prior patient consent, confirmed where possible at the time of access, or in the patient's best interests in an emergency situation where the patient lacks capacity to consent. Your registered GP should always be notified about the clinical outcome of your visit.

14) Are there any patients that you don't see?

We will assess any patients who present to the UTC however the following patients will be sent to another facility;

- Those suffering from mental health problems
- Those who may require any bloods to be taken
- Children under 1 year old
- Any pregnancy-related problems.

We hope these questions have been helpful. You can also click [here](#) to watch a two-minute NHS video on Urgent Treatment Centres.