

FAQs about the Urgent Treatment Centre (UTC) at St Peter's Hospital

1. What are the opening hours?

The UTC at St Peter's Hospital will be open from 8am – 2am, every day, 365 days a year.

2. What are UTCs?

UTCs are an alternative to A&E for both children and adults.

UTCs provide treatment for minor injuries and illnesses that are urgent but not life threatening.

UTCs are GP-led, open at least 12 hours a day, every day, and are equipped to diagnose and deal with many of the most common ailments people attend A&E for.

3. Which conditions are treated at UTCs?

The UTC treats all minor illnesses and injuries requiring immediate care, where patients do not need care in an A&E department.

4. How can I access the UTC at St Peter's Hospital?

If you need care urgently the steps below describe what action you should take and the care you will receive.

- Call NHS 111 - this is staffed 24 hours a day, 7 days a week by fully trained advisors. They will ask questions to assess your symptoms and depending on your needs they will:
 - give you self care advice
 - connect you to a nurse, GP or emergency dentist
 - book you a face-to-face appointment (which could be at the UTC)
 - direct you to the local service that can help you best with your concern (which could be the UTC)
 - send an ambulance directly, if necessary
- If you need to be seen at the UTC, NHS 111 can book you an appointment – helping to avoid long waits that can happen when you just walk-in
- You can also 'walk-in' to the UTC without an appointment
- When you attend the UTC you will be assessed by a nurse upon arrival
- After initial assessment you will be directed to the most appropriate service

5. What are the benefits for patients?

- The UTC is open from 8am in the morning until 2am at night every day of the week.

- If you call NHS 111 and they advise you to be seen at the UTC, an appointment can be booked for you to help avoid long waits.
- It will be easier to get the right help in the right place when you need care urgently

6. Why the transition to a UTC?

UTCs are being rolled out nationally, in line with best practice, and St Peter's Hospital is in the first wave of Trusts to transition over to this new model.

The UTC model aims to standardise a confusing range of options for patients – e.g. walk-in centres, urgent care centres, minor injury units - and simplify the system so patients know where to go and are clear which services are on offer where.