

Clinical assessment

You have been clinically assessed and re-directed to:

☐ Another service within ESHT:

Name of Service:

Appointment time if applicable:

- ☐ To contact your GP for an appointment within 5 days
- ☐ To contact 111 today for the most appropriate service
- ☐ An appointment with the UTC GP service

Appointment time:

- ☐ You have been advised to see the Emergency Nurse Practitioner

Please book in at reception and take a seat.

Conquest Hospital UTC

0941/01/October 2021 - October 2024 Amanda Stern

Urgent Treatment Centre (UTC)

Conquest Hospital
The Ridge
St Leonards-on-Sea
East Sussex, TN37 7RD

Eastbourne DGH UTC

Urgent Treatment Centre (UTC)

Eastbourne DGH
Kings Drive Eastbourne
East Sussex, BN21 2UD

This leaflet in other formats

If you require this leaflet in an alternative format, such as large print or alternative languages, please contact the Equality and Human Rights Department.

Tel: 0300 131 4434

Email: esh-tr.AccessibleInformation@nhs.net



East Sussex Healthcare
NHS Trust

Urgent Treatment Centre

**Patient re-direction
(to internal or
external
services)**

What is an Urgent Treatment Centre (UTC)?

Urgent Treatment Centres are specifically designed to provide treatment for same day urgent illness or injury and is a GP led service with, most commonly, Emergency Nurse Practitioners.

When should I attend an UTC?

The best way to access a UTC is to call 111. If you require UTC services 111 will assist you with a booked appointment directly into the UTC.

However, your symptoms may be best suited to treatment by your GP or local pharmacy. 111 have direct access to bookings with those services too.

What does “same day urgent treatment” mean?

Same day urgent treatment means the service is suited to treat patients with illness or injury that cannot wait more than 24 hours - treatment needs to be provided today.

I have come to the UTC but re-directed to my GP surgery - why?

You would have been clinically assessed by a nurse on arrival and your symptoms do not require same day urgent treatment.

As an Urgent Care department working for the community we need to make sure that patients are seen by the most appropriate pathway to ensure that the most ill patients have the care they need within the Emergency Care department.

You should contact your GP for an appointment within 5 days. If for any reason

your condition worsens or you are unable to get an appointment then contact 111.

I have come to the UTC but redirected to 111 - why?

You would have been clinically assessed by a nurse on arrival and your symptoms do not require same day urgent treatment.

You may need to see your GP or another community service such as a pharmacy. Therefore to ensure you are seen by the right service 111 can direct you, often with an appointment, so you are seen by the appropriate community service.

I have been given an appointment within the UTC - what should I do next?

Your appointment time is detailed on this form. Due to social distancing and keeping you and other patients safe, you are able to leave the department and return at your appointment time.

At your appointment time please go to the Urgent Care Reception desk and speak to a receptionist so they can book you in.

The clinician won't know you are waiting unless you book in at reception.

If you leave the premises and your condition worsens either return immediately or call 111 (or 999 in an emergency).

What should I know before leaving the Urgent Care Department?

Upon leaving the Urgent Care Department (A&E/UTC) then you assume responsibility for yourself.

If you become more unwell once outside of Urgent Care Department then either immediately return or call 111 (or 999 in an emergency).