



YourVoice@healthwatch

Information to share on the about Urgent and Emergency Care at an event on Wednesday 27 January 10am- 12pm

1 The NHS 111 service

The FREE NHS 111 service is available 24/7 and provides medical advice:

- over the phone by calling 111
- online at [111.NHS.uk](https://111.nhs.uk)
- or use the NHS 111 app.

All calls from a landline or mobile are free of charge.

NHS 111 offers a wide range of services and medical help and advice including:

- arranging a prescription for you to collect at a local pharmacy
- providing a telephone or video consultation with a local experienced clinician
- signposting to other services including emergency dentists, late opening pharmacies for medical advice and community nurses
- arranging home visits where appropriate
- general medical help and support.

It's simple to use and makes sure you get the right advice to sort out your medical needs quickly, easily and safely without unnecessarily queueing up and waiting at A&E or an Urgent Treatment Centre, reducing the risk of spreading coronavirus.!

Let's do this Together

Using NHS 111 is one of the five acts of the countywide '*Let's do this Together*' campaign, led by Lincolnshire NHS, to encourage local people to help themselves and their community during these challenging times.

The campaign includes five acts for the public to follow to support their local NHS services, of which two are directly relevant to urgent and emergency care provision:

- Ask for a telephone or video appointment to help reduce the risk of transmitting coronavirus in waiting rooms

- Call or visit NHS111 online before attending an Urgent Treatment Centre or Accident and Emergency to make sure emergency services are available to support the most vulnerable patients.

2 Urgent Treatment Centres

Lincolnshire's Urgent Treatment Centres (UTCs) are provided by Lincolnshire Community Health Services NHS Trust.

LCCHS provides UTC services at:

- **Boston**
Pilgrim Hospital, Sibsey Road
- **Lincoln**
Lincoln County Hospital
- **Louth**
County Hospital
- **Gainsborough**
John Coupland Hospital
- **Grantham**
Grantham Hospital
- **Peterborough**
City Care Centre
- **Skegness**
Skegness Hospital

Services on offer

A key benefit of UTCs is the bookable appointment service. This is available for patients by using the free NHS 111 service or through the Clinical Assessment Service (CAS).

Bookable appointments are more convenient for patients, helping to reduce waiting times in busy reception areas as well as supporting social distancing to minimise the transmission of coronavirus. The appointments also help busy local NHS services plan and prepare for patient arrivals and prioritise treatment for those most in need.

Patients can choose to turn up in person at any of the trust's UTCs during opening hours. Depending on their clinical needs they may be seen and treated or offered an appointment to come back later at a mutually convenient time.

LCCHS's Urgent Treatment Centres can treat a range of conditions which are not critical or life threatening. These include:

- sprains and strains
- suspected broken limbs
- bites and stings
- eye problems

- feverish illness in adults and children
- minor scalds and burns
- emergency contraception.

Please remember that in an emergency, patients should always dial 999.

3 Meeting the challenge of the coronavirus pandemic

Due to the pressures on local NHS services, LCHS has temporarily changed the way patients access some services due to the impact of COVID-19.

For example, both Louth and Skegness UTCs have been temporarily closed overnight since March last year from 10pm – 8am.

This enabled clinical staff who were working overnight at the UTCs to be transferred to support local patients during the daytime including providing medical consultations over the phone and online. Staff are also supporting patients on the Archer and Scarborough wards at Louth and Skegness hospitals.

Medical help, advice and support is available for patients by using the NHS 111 service.

An online survey was organised by LCHS and was available for comments for eight weeks during the autumn. The trust received 420 responses which are being reviewed to help understand the need for urgent care services in the local area. The engagement findings report is being reviewed by LCHS Trust Board later this month after which time it will be published and shared with all interest stakeholders including HealthWatch Lincolnshire.

The Spalding Minor Injury Unit is also temporarily closed due to the pandemic – this situation remains under review. Patients can use the NHS 111 service to secure appropriate medical help.

4 New services on offer at Gainsborough UTC

In late October, the Gainsborough Minor Injury Unit became an Urgent Treatment Centre as part of the trust's commitment to provide a consistent level of urgent treatment care across Lincolnshire, to safeguard the county's busy A&E services facing winter flu and coronavirus admissions.

Benefits of an Urgent Treatment Centre for patients include bookable appointments and a range of additional services including X-rays, pregnancy, urine and blood tests.

5 Emergency Care

The Emergency Departments in Lincolnshire's hospitals are run by United Lincolnshire Hospitals NHS Trust. The departments at both Lincoln County Hospital and Pilgrim Hospital in Boston are open 24 hours per day, assessing, treating and either discharging or admitting emergency patients to hospital.

Each year there are more than 140,000 Emergency Department attendances, where we support the treatment of patients presenting with major and traumatic injuries. Serious traumatic injury patients receive stabilisation therapy, before transfer to the major trauma centre in Nottingham at Queens Medical Centre.

Both Emergency Departments have a co-located Urgent Treatment Centre on-site, to manage conditions which are not critical or life threatening.

The Emergency Departments both accept walk-in patient and ambulance conveyances, although in all cases patients are encouraged to call either 999 or 111 ahead of attendance at an Emergency Department so that they can be directed to the most appropriate service for their needs.

Both Emergency Departments have full resuscitation facilities, and access to diagnostic testing.

6 Clinical Assessment Service

The countywide Clinical Assessment Service (CAS) is provided by LCHS.

The service works hand-in-hand with NHS 111, referring callers to CAS clinicians who can provide expert medical insight, advice and where required, online consultations.

The benefits of this service mean that Lincolnshire residents get a wrap around, on call medical advice service 24/7 from local clinicians with a knowledge and understanding of community needs.

Figures show that three out of four calls to CAS require no further contact with NHS services, avoiding unnecessary journeys and hospital admissions, supporting social distancing, reducing the transmission of coronavirus and making sure emergency services are available to treat the most vulnerable patients.