

Lincolnshire UTC FAQs

Why are Urgent Treatment Centres being introduced?

The NHS is introducing Urgent Treatment Centres nationally, to make it easier for patients to know where to go to for urgent treatment or advice, by standardising the services available.

Urgent Treatment Centres will have some consistent core standards:

- minimum opening hours of 8am to 8pm
- GP led
- Access to simple diagnostics
- Promote NHS111 to ensure right service first time
- Access to booked appointments via NHS111

These standards seek to make Urgent Care access, treatment and clinical advice much more consistent and integrate the NHS111 service.

What services do I get with an Urgent Treatment Centre?

NHS England has published twenty seven standards UTCs must meet in order to ensure a consistent service to the public.

These standards include:

- Be GP led
- bookable appointments via NHS111
- to be open for at least twelve hours a day seven days a week, including bank holidays (8am – 8pm will be the minimum service hours)
- treat minor illness and injury in adults and children of all ages
- have access to diagnostic facilities that will usually include an X-ray machine

What will my services look like in Lincolnshire?

Lincolnshire Community Health Services NHS Trust (LCHS) will provide the care of Urgent Treatments Centres at the following areas:

- Louth (24/7)
- Skegness (24/7)

These sites will offer the following:

- bookable appointments via NHS111 with a member of the team
- treat minor illness and injury in adults and children of all ages
- have access to diagnostic facilities that will usually include an X-ray machine

What is the benefit of calling NHS111?

We are encouraging people to use the 'talk before you walk' concept. For those people who need more clinical input than can be obtained at a community pharmacy, or who are unsure where their urgent treatment needs will be best met, calling NHS111 is available 24/7 and offers support and guidance, enabling patients to access the right services, at the right time.

A call to NHS111 may mean you can be given advice to resolve your medical issue, or through a trip to a pharmacy. If you do need to be seen by a medical professional, the NHS111 service ensures you go to the right service to manage your problem and you may be able to make it even more convenient booking appointment to reduce waiting times.

Will I still be able to walk in without an appointment?

Yes, patients will still be able to walk into all Urgent Treatment Centres in Lincolnshire 24 hours a day. Patients with booked appointments will be seen before walk in patients – unless there is a clinical priority.

Why are Lincolnshire UTCs different from the national guidelines?

The provision of UTCs in Louth and Skegness exceed the expectations of the national directives. Former services at these facilities already operated 24/7 and Lincolnshire NHS wanted to enhance services for the public not reduce them.

Are the UTCs run on a contract?

Yes, all LCHS services are commissioned through contracts and are monitored by the commissioner, in this case Lincs East Clinical Commissioning Group.

How is the out of hours service going to work? If patients are ringing NHS111 and booking in, is the Skegness out of hours going?

The service itself is not going to change, just the name, patients will continue to access it via NHS111 and there will be the same number of available appointments in the same place they are currently.