

Lincolnshire Urgent Treatment Centres | the case for change

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.

Why change?

The patient always comes first and as outlined in the [NHS Long Term Plan \(LTP\)](#) the aim is to ensure patients get the treatment they need and to relieve pressure on A&E departments.

Feedback has indicated the range of alternatives available can be confusing – Walk in Centres, Urgent Care Centres, Minor Injury Units and others with local names and differing levels of service. A&E has become the default choice for many people who are unsure where to turn when they need urgent care or advice.

What will be different?

The current Urgent Care Centres in Louth and Skegness will become Urgent Treatment Centres. Both centres will treat minor illness and injuries in adults and children of all ages. In Louth and Skegness they will be open 24 hours a day, 365 days a year and will be staffed by a GP led, multi-disciplinary team.

In addition to the current system, where patients can come along to the centre and be treated, we will also be offering the added convenience of bookable appointments via NHS111. People with booked appointments will be given priority over walk in patients, unless there is a clinical priority.

If someone needs more clinical input than can be obtained at a community pharmacy or if they are unsure of their urgent care needs, they should call NHS111. NHS111 is available 24/7 and offers support and guidance, enabling patients to access the right services at the right time.