

SERVICE ON A PAGE: STEPPING HILL URGENT TREATMENT CENTRE

Hours of operation: 9AM-10PM

Service Overview

The Urgent treatment centre (UTC) is co-located within the Emergency dept. It is GP-led, staffed 13 hours a day/7 days a week including all bank holidays.

In addition to a GP, an ACP/ AP will provide a see and treat service for 12 hours per day.

The service streams clinically appropriate patients from the ED front door via the ED Navigator for assessment in the UTC.

The service provides a community DVT pathway being able to provide bloods, anti-coagulation and arrange subsequent doppler scanning usually within 24-48hrs.

In addition, the clinicians can order bloods and imaging for any patients that need further same day investigations and refer on to any specialities on site or locally.

Future developments will include pre-bookable appts for the UTC that can be accessed by both Mastercall and Alliance clinicians.

Aim of the Service

Ensure patients are seen by the right place, right time and by the right clinician.

Objectives

- To offer same day consultations within 4hrs of attendance in ED.
- Reduce ED attendance
- Support ED performance

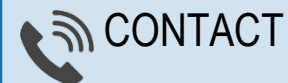
UTC Exclusion Criteria

Any patients that present with urgent life-threatening conditions (illness or accidents) will be sent directly to ED:

- Cardiac chest pain
- Strokes
- Acute onset of confusion
- Sepsis

Exclusions also include:

- Violent/ vexatious patients
- Patients with known alcohol and/ or substance misuse
- Mental health cases e.g. actively suicidal patients or presenting with psychosis (currently this includes all mental health as per SHH governance but this is under review for low risk presentations)



**PLEASE NOTE WE DO NOT
HAVE A DIRECT TELEPHONE
NUMBER FOR THIS SERVICE**