

SERVICE ON A PAGE: TRAFFORD URGENT TREATMENT CENTRE

Hours of operation: 8am-8pm, 7 days a week

Service Overview

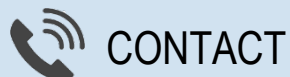
Trafford Urgent Treatment Centre (UTC) is a community facility that will provide appointment-based access to urgent care provision to the local population in Trafford.

The UTC is a **non-emergency** care centre which specialises in seeing and treating patients, both adults and paediatrics with minor injuries and illness. People are encouraged to ring 111 if they need urgent clinical attention, or 999 if they require emergency care. The TPAS or OOH service can then book them into Trafford UTC for an arrival time. We do not turn away walk in patients however those with an appointment or those of the highest clinical need will be seen before walk in patients. UTC is open **12 hours a day** seven days a week, including bank holidays to receive streamed patients who would otherwise attend an A&E department. This is an **8-8 service** in Trafford. UTC, and NHS 111, should support patients to self-care and use community pharmacy and self-care management and patient education.

Imaging and diagnostics are available on site but there are no acute admission beds at Trafford.

Aim of the Service

The UTC will assess and treat adults and paediatrics utilising appointments (injuries over 2 years only but GP appropriate illness presentations will be seen in all age categories). UTC will treat and discharge patients that attend with a minor injury and illness. If a patient requires further intervention or admission the UTC clinicians will refer on to a specific speciality via clinical pathways, utilising electronic booking where available.



CONTACT

The service should be accessed
calling 111 or 111 On-line

**Please note referrals are between
8am-8pm, 7 days a week.*

Criteria: Unscheduled Urgent Care

EXCLUSION CRITERIA

Patients presenting with immediately life-threatening illness and/or injuries: **Ambulance or A and E.**

Acute mental health unless accepted by the GMMH team onsite.

- High mechanism trauma (**for a Trauma centre**)
- Acutely unwell adults and paediatrics: **A and E or a children's A and E as appropriate.**
- Paediatrics under 2 years (unless a primary care presentation). **Under 2 Minor injuries will not be seen in the Injury stream at Trafford. GP appropriate presentations of the under two's are ok if not acutely unwell.**
- Patients suitable to stream to Emergency Multidisciplinary Unit: **Complex medical patients with urgent presentations such strokes, heart attacks, significant head injuries, uncontrollable bleeding or complex medical or surgical presentations that may require immediate admission to a speciality.**
- Patients likely to be admitted as there are no admission beds at Trafford.