

# Welcome to Wythenshawe Hospital

## SERVICE ON A PAGE: WYTHENSHAWE URGENT TREATMENT CENTRE

Hours of operation: 10AM-10PM

Contract to enter and park on Wythenshawe Hospital access roads  
Failure to comply will attract a Penalty Charge Notice, £60

### Service Overview

The Urgent treatment centre (UTC) is co-located within the Emergency dept. Mastercall supports the provision of the urgent treatment centre with a GP who provides primary care support to patients who have presented to the Emergency Department. (ED) The service is available 12 hours a day/7 days a week including all bank holidays.

Patients are navigated to this service from the ED front door for assessment by the GP in a booked appointment. These appointments can also be utilised by 111.

The GP is equipped to treat both chronic and non-acute conditions and thus provides a primary care consultation within the department. The GP can send electronic prescriptions to the patient's preferred pharmacy as required.

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

### 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)



CONTACT

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