

What happens when we cannot see you?

While we aim to see and treat all patients who attend the service requiring our care, there are occasions when we are unable to do this. This can happen for many reasons and could include:

- Our waiting time exceeding opening hours
- Multiple higher priority patients requiring ongoing care
- When staff are managing an emergency.

We will then offer an 'advice only' service and provide you with advice on what you can do next to get your problem managed within an appropriate timeframe.

If we are operating an advice only service, you will be triaged and given appropriate advice on what you can do next. This advice could include:

- Self-care advice and what to do if things are not improving or getting worse.
- Seeing your own GP.
- Returning to the UTC on the following day.
- Contacting 111 or an out of hour GP.
- Attending an Emergency Department.

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Urgent Treatment Centre:

Triage and Advice Only Service Explained

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

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Welcome to St Helens Urgent Treatment Centre (UTC). This service sees and treats patients with a wide range of minor illnesses and injuries in both adults and children such as;

- Minor cuts and wounds
- Minor head injury
- Minor burns or scalds
- Bites and stings
- Suspected simple fractures
- Coughs, colds and sore throats
- Rashes and allergic reactions
- Urine infections
- Eye injuries and infections
- Muscle or joint injuries (e.g. sprains and strains)
- Childhood illnesses (e.g. croup and bronchiolitis)
- Abdominal pain.

The service is open 365 days per year. The opening times are Monday to Saturday 7am until 10pm. Sundays 9am to 10pm. The service closes to new patients at 9:15pm.

Why do we Triage?

The UTC sees people without an appointment. This often means that there is a wait to see a nurse or doctor who can treat you. Many 'walk-in' services like Emergency Departments, Urgent Treatment and Walk-in Centres use triage to help keep patients safe while they wait to be seen. Triage allows staff to sort patients into an order of priority based on a range of clinical factors. Patients are seen in order of priority, not order of arrival. While all patients are important some require treatment more quickly than others.

What happens at triage?

You will be triaged by a nurse shortly after your arrival, so that they can assess your condition and decide if the UTC is the most appropriate place for you to be seen and how quickly you need to be seen.

The triage nurse will ask you some questions based on your reason for attendance. They may record your 'vital signs' such as your blood pressure, temperature and heart rate. This information is used by the nurse to assign you a triage category.

What happens after triage?

The triage nurse may advise that you would be better seeking advice elsewhere. This may include:

- Being seen at a pharmacy.
- Being seen by at your own GP surgery.
- Being seen by a dentist.
- Referring yourself to another community service such as physiotherapy.
- Attending an Emergency Department.

If we believe your problem would be better dealt with elsewhere, we will explain why we think this is the case.

If your treatment can be managed at the UTC, you will be advised to take a seat in our waiting area and one of our staff will call you when it is your turn to be seen.