

For medical emergencies that need urgent assessment please call **999** or present to an **Accident and Emergency Department**.

Medical emergencies include:

- Difficulty in breathing
- Chest pain, palpitations, heart attack or signs of a stroke
- Signs of sepsis
- Loss of consciousness or collapse
- Severe bleeding
- Severe allergic reactions
- Severe burns or scalds
- Fits or seizures
- Vomiting blood
- Acute confused state
- Acute abdominal pain
- Major trauma for example:
  - ◆ road traffic accident
  - ◆ fall from a height
  - ◆ significant head injury
  - ◆ stabbing or shooting.

## Visiting the UTC

The UTC is centrally located and easily accessible from St Helens bus station and St Helens train station.

There is no onsite car parking. However there are several council car parks available, the closest being:

### The Millennium car park

Fees payable via phone, app or onsite machine. Chargeable Monday to Saturday, 6am-7pm. Sundays and Bank Holidays are free of charge. This is a St Helens Council car park and is not operated by MWL Trust.

### Raising concerns or making a complaint

To report any issues regarding your visit to St Helens UTC, please either:

- Ask to speak to the shift coordinator
- <https://sthk.merseywestlancs.nhs.uk/compliments-suggestions-and-complaints>

Should you raise a concern or a complaint it will not affect your care or treatment in any way.

St Helens UTC  
Corporation Street  
St Helens  
WA10 1HJ  
01744 627400



Mersey and West Lancashire  
Teaching Hospitals  
NHS Trust

## St Helens Urgent Treatment Centre (UTC)

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 formie, 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.

[www.MerseyWestLancs.nhs.uk](http://www.MerseyWestLancs.nhs.uk)

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## St Helens UTC

### Opening times:

Open 365 days a year.

Monday - Saturday, 7am to 10pm.

Sunday, 9am to 10pm.

### Centre closes to new patients at 9:15pm.

During periods of high patient attendances, when demand exceeds clinical capacity, a triage only service may be provided. This will allow patients to be sign-posted to alternate services.

### Contact details

Urgent Treatment Centre  
Millennium Centre,  
Corporation Street, St Helens,  
WA10 1HJ

01744 627 400

### Staffing

The UTC is nurse-led, many of whom are non-medical prescribers. A GP is also available on-site Monday to Friday. Hours may vary depending on availability. In addition to the walk-in service, same-day appointments can be booked. Please call 111 for availability.

## Services

### What we can treat:

Our team of experienced nurses and GPs can assess and treat a wide variety of illnesses and injuries in adults and children such as:

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

Please attend an UTC if you are in need of urgent medical attention or advice. The UTC is **not** for **life-threatening situations or conditions**.

Patients will be seen on arrival by a triage nurse and prioritised according to clinical need.

## Additional services

### X-ray:

Monday - Friday, 9am to 7pm

Saturday, Sunday and Bank Holidays,  
9am to 5pm

### Phlebotomy:

Blood tests, by appointment only. Please call 0808 196 4500 to book an appointment. (lines open Mon - Fri 12-3pm)

### Appointments:

Please book through 111. The triage nurse will ensure assessment by the most suitable practitioner.

### Get help online or on the phone:

If you are unsure where to seek medical help:

- Call 111, this service is available 24 hours a day, 7 days a week.
- go to [111.nhs.uk](https://111.nhs.uk) (over 5 years only).

If you are deaf and want to use the phone service, you can use the [NHS 111 British Sign Language Service](#) available in your country:

- England - NHS 111 (BSL) interpreter service
- Wales - NHS Wales
- You can also call 18001 111 on a textphone.