

Urgent treatment centres and our work to improve urgent and emergency care

Working together to make the
most of local health services

July 2024

**Easy
read**



What is this about?



The NHS in Staffordshire and Stoke-on-Trent has been looking at **urgent and emergency care services**. We call these **UEC** services for short.



You would need **urgent care** if you needed help quickly for an injury or illness, but your life was not in danger.

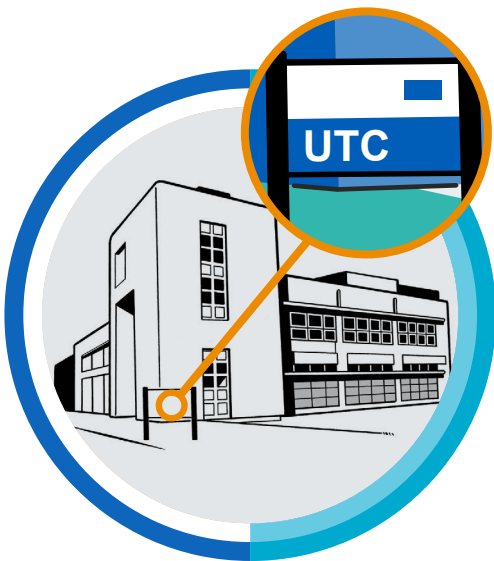


You would need **emergency care** if your life was in danger. For example, if you had a heart attack or were badly injured in a road accident.



This booklet tells you:

- about our UEC services now
- why we need to make some changes.



It also tells you about **urgent treatment centres (UTCs)**. These are new places for urgent care.

Where can you go for urgent care now?

Urgent care outside of hospital



You can contact **NHS 111** if you need urgent care, but you are not sure which is the best service to help you:



- Go to the website www.111.nhs.uk
- Call 111
- Use the NHS app on your smartphone or tablet device.



NHS 111 advisors ask questions to find out what help you need.



NHS 111 can book an appointment if you need to see:

- a local **pharmacist** for advice about a **minor** (not very serious) illness



- a **GP** (doctor) **out of hours** – when your usual GP practice is not open.



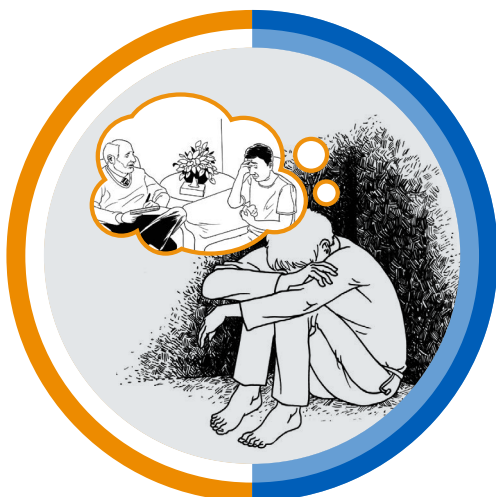
NHS 111 can also give advice about urgent eye, dental and mental health problems.



Some **opticians** offer urgent eyecare appointments.



For advice about urgent and emergency dental care, call **Staffordshire Dental Advice Line** on 0300 123 0981.



We have **urgent mental health support helplines** that you can call at any time:

- If you live in North Staffordshire, call 0800 032 8728
- If you live in South Staffordshire, call 0808 196 3002.

Minor injuries units and walk-in centres

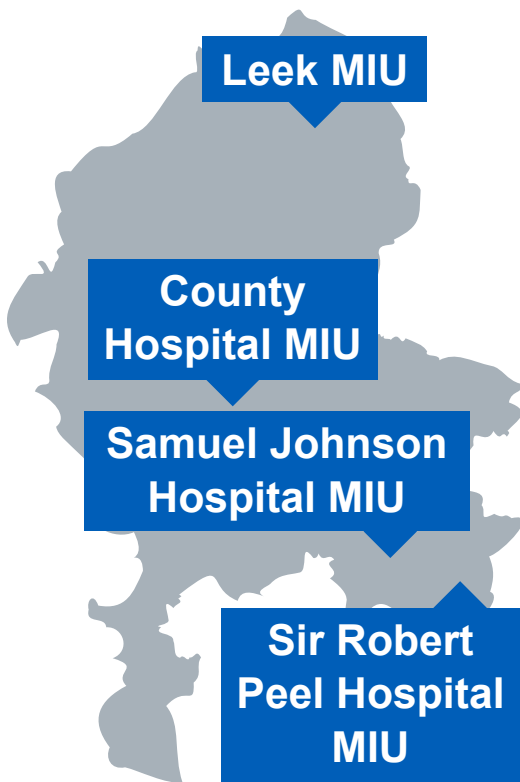


In our area there are 4 minor injuries units (**MIUs**) and 1 walk-in centre (**WIC**).

They can help if you need care quickly for an injury or illness.

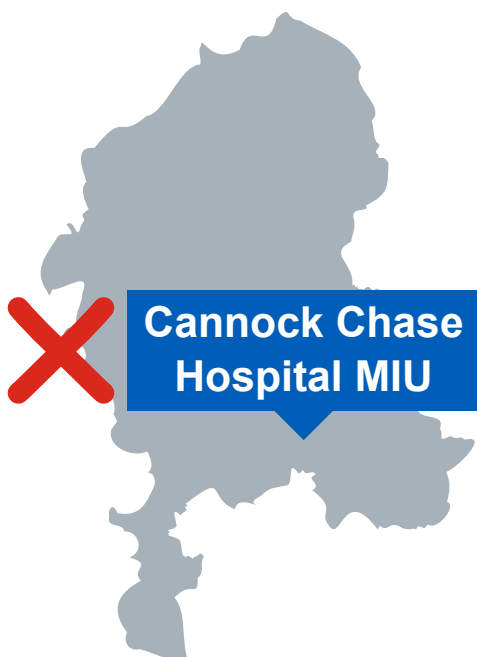


The WIC is at Haywood Hospital, Stoke-on-Trent. It is open from 7am to 9.30pm.



The MIUs are at:

- Leek Moorlands Community Hospital, open from 9am to 5pm
- County Hospital, Stafford, open for children only from 8am to 10pm
- Samuel Johnson Community Hospital, Lichfield, open from 8am to 9pm
- Sir Robert Peel Community Hospital, Tamworth, open from 8am to 9pm.



There was an MIU at Cannock Chase Hospital. It closed in 2020 when many people were ill with COVID-19. This was so the staff could help at New Cross Hospital, Wolverhampton.



The closure was meant to be **temporary** (for a short time). But it has not been possible to re-open the MIU. It has not been possible to find:

- a new provider to run the service
- a suitable building.

Where can you go for emergency care now?



Emergency care is given at **emergency departments (EDs)**. Other names for EDs are accident and emergency, A&E or casualty.



There are EDs at Royal Stoke University Hospital and Queen's Hospital, Burton. These are open 24 hours a day.



County Hospital in Stafford has a smaller ED. Only adults can get care here. It is open from 8am to 10pm each day.



8am to 10pm

Adults only

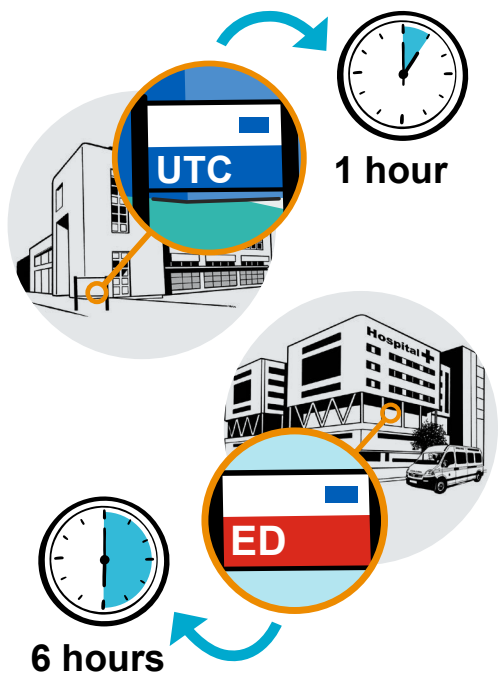
Why do we need to change urgent care services?



Our emergency departments are very busy. Their staff must look after the most unwell patients first.



Our EDs do not always have enough staff.



If you have a minor injury or illness, an urgent care service like a UTC may be able to help you more quickly than an ED.



People have told us it is hard to know where to go for urgent care at the moment.



9am
to



5pm



8am
to



9pm



7am
to



9.30pm

It can be confusing because MIUs and WICs have different names and opening times and offer different services.



People may not know about other ways to get help quickly – like NHS 111.



A lot of people are living longer, so there are more older people in the population, with various health needs.



Older people may have more visits to EDs, because of things like falls or health conditions that suddenly get worse.

Our ideas for making urgent care services better



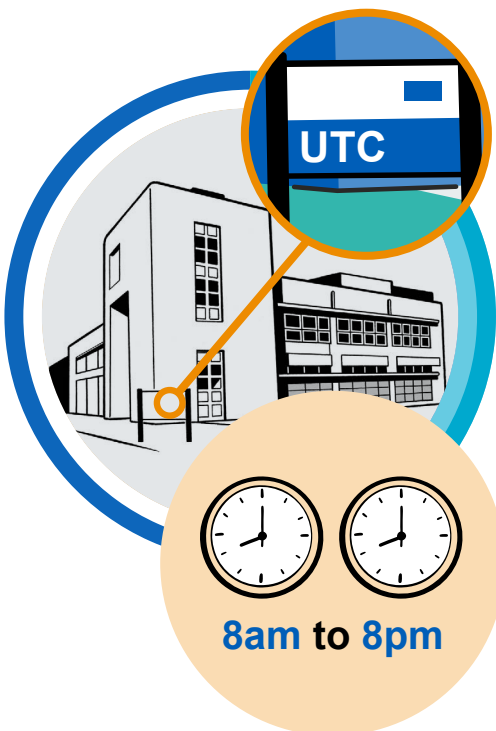
We will give people advice about situations where it's sensible to look after yourself at home.



We want to make sure everyone knows about NHS 111 and all the urgent care services.



We are opening urgent treatment centres (UTCs). UTCs may help people understand where to go for urgent care.



All the UTCs in our area will:

- have the same name
- be open at least 12 hours a day, every day



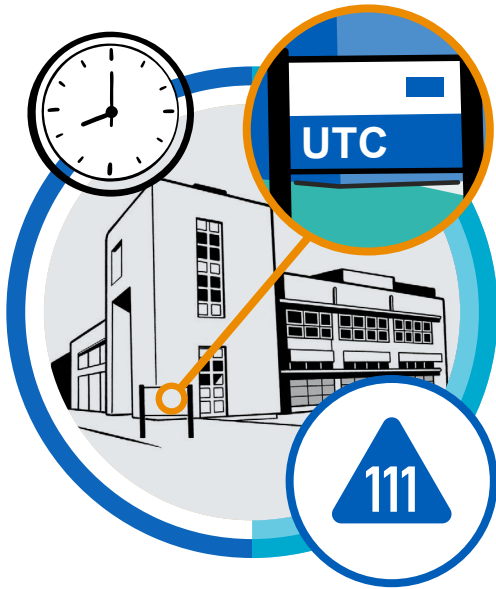
- treat injuries and illnesses



- do the same tests, like X-rays



- look after adults and children.

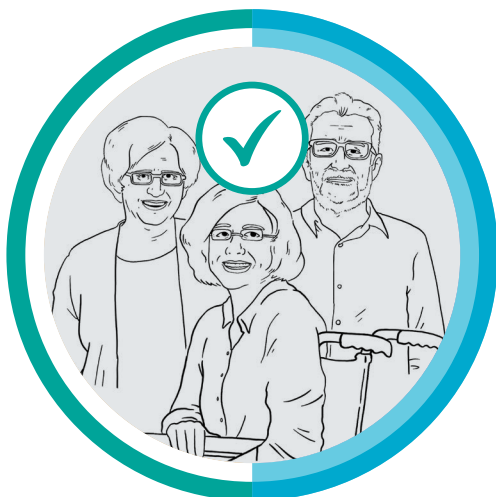


You will be able to book an arrival time at a UTC by contacting NHS 111.



We want our services to work together to:

- give people good healthcare as soon as they need it



- support older people to stay safe and well.



This could help make people less likely to need to visit an ED.

What kind of help can I get at a UTC?



You can go to a UTC for help with injuries like:

- sprains and strains
- possible broken bones
- cuts that need stitches.



They can also help with things like:

- a high temperature
- skin infections and rashes
- tummy pain.

How we are getting ready to open UTCs



The NHS is opening UTCs across the whole of England. We need to decide where to open UTCs in Staffordshire and Stoke-on-Trent.



Our minor injuries units and walk-in centre could become UTCs if they meet a long list of **standards**.

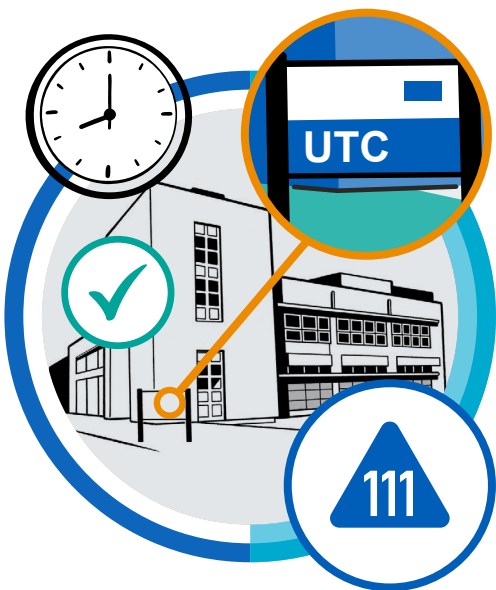


The standards include:

- having staff who are trained to help people of all ages with lots of different injuries and illnesses



- being able to do a set of tests and scans like X-rays



- allowing patients to book arrival times through NHS 111.



We checked our MIUs and WIC to see how many UTC standards they could meet. We also checked them against 6 other essential standards.



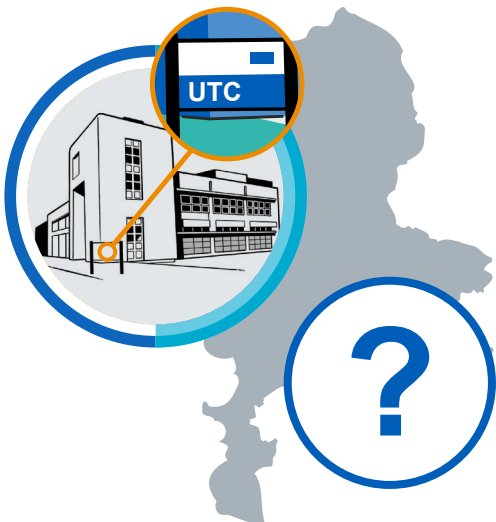
This includes **demand** – making sure that enough people want or need the service.



To help us answer this question, we looked at:

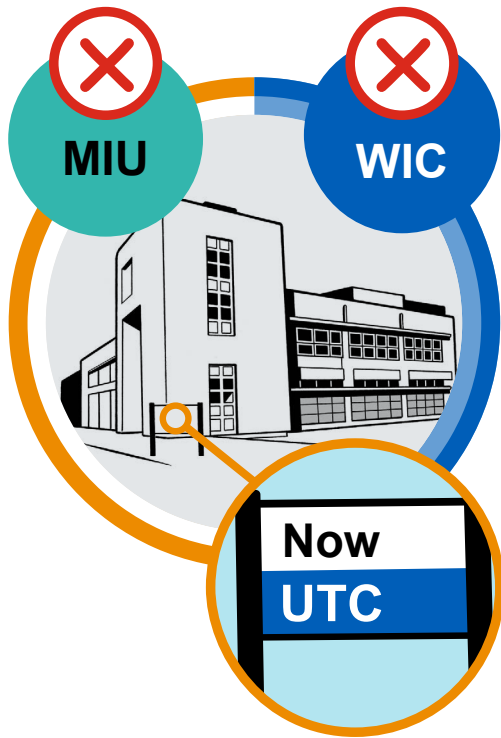
- what kind of injuries and illnesses patients had gone to the MIUs and WIC with
- how many patients have been going to the MIUs and WIC.

Our ideas for where UTCs will open



These are our ideas about where we will open UTCs. We have not yet made final decisions.

Our ideas for where UTCs will open



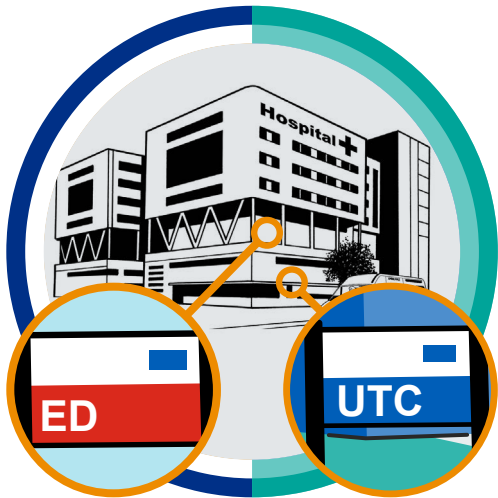
3 of our current MIU and WIC sites meet **most** UTC standards. We would only need to make small changes for them to become UTCs.



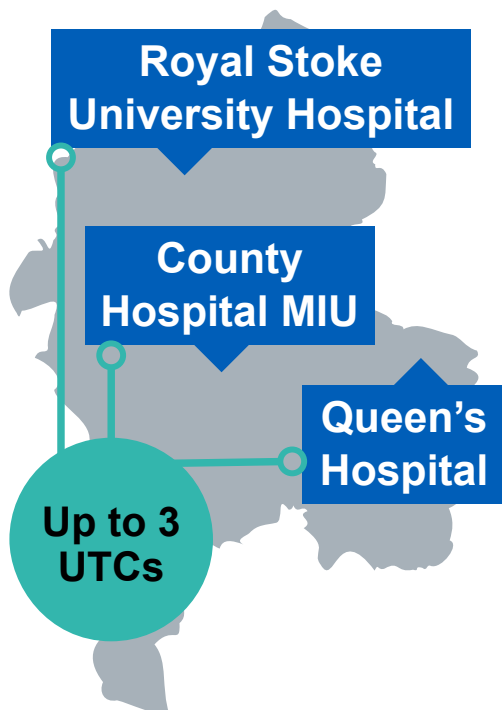
The sites are:

- Haywood Hospital WIC, Stoke-on-Trent
- Samuel Johnson Community Hospital MIU, Lichfield
- Sir Robert Peel Community Hospital MIU, Tamworth.

Up to 3 UTCs could be beside emergency departments (EDs)



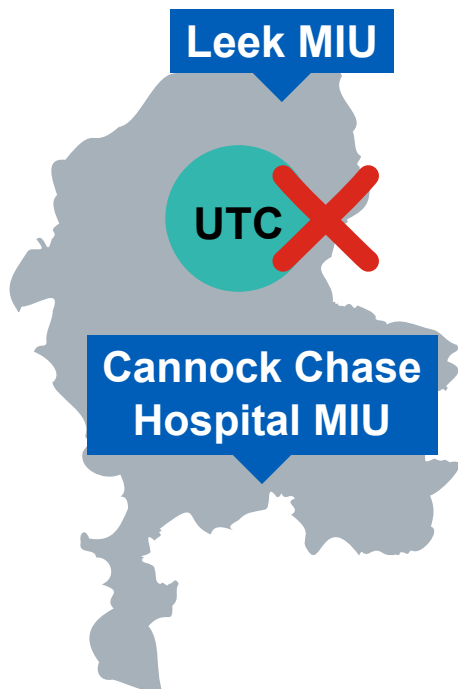
We propose to have up to 3 UTCs beside EDs in our hospitals.



The sites are:

- Royal Stoke University Hospital, Stoke-on-Trent
- Queen's Hospital, Burton
- County Hospital, Stafford – this UTC would replace the current children's MIU.

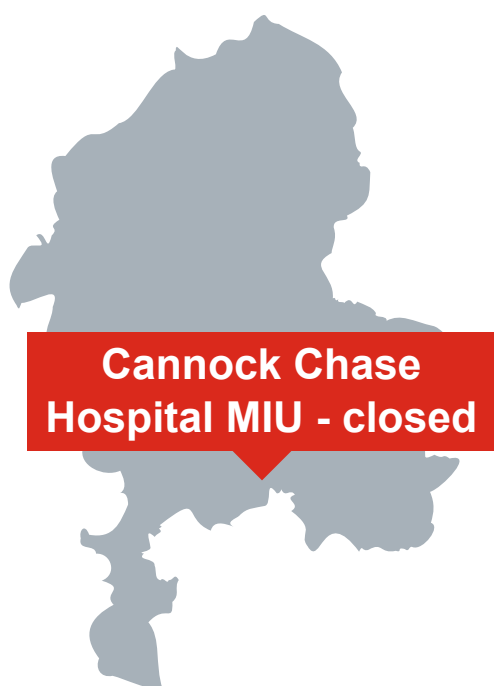
2 sites do not meet enough standards to become UTCs



2 sites do not meet enough standards to become UTCs:

- Cannock Chase Hospital MIU
- Leek Moorlands Hospital MIU.

Cannock Chase Hospital MIU

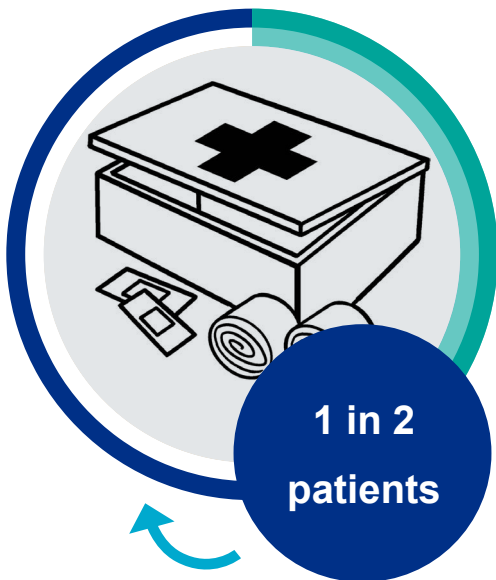


Cannock Chase Hospital MIU temporarily closed from 2020 onwards. This means there is no service to compare against the UTC standards.



But we looked at how many patients went there, and what injuries and illnesses they had.

On average, there were 45 patients each day.



About 1 in 2 patients did not need any treatment. They got advice on how to look after themselves at home.



About 1 in 3 patients had a dressing for a wound, burn or eye injury.

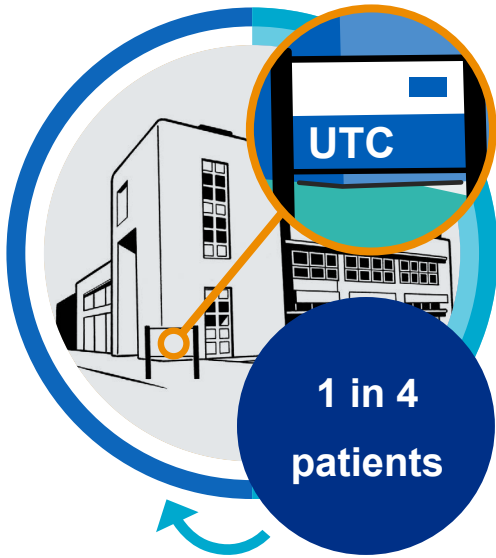


X-rays were not done at Cannock Chase Hospital MIU.

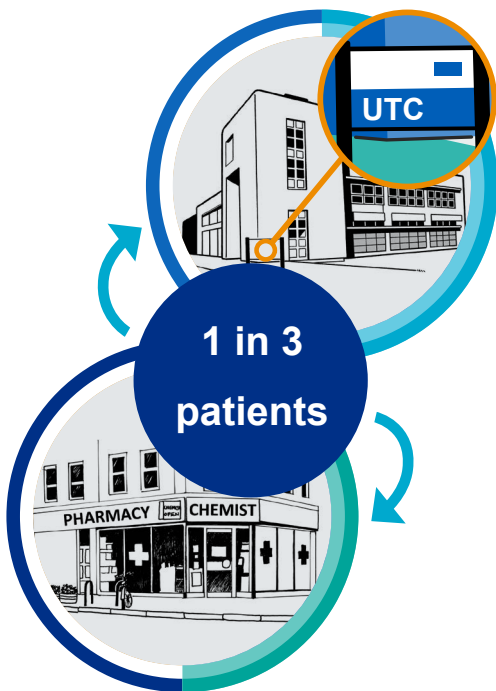
How many Cannock MIU visits would be suitable for a UTC?



We cannot know exactly how many of these visits to Cannock MIU would be suitable for a UTC instead. The information we have about patients' conditions does not always tell us everything we need to know.



- About 1 in 4 visits were for things like tummy pain or objects in the skin or ear. These could be treated at a UTC.



- About 1 in 3 visits were for things like cuts and stings. The patient could get treatment at a UTC or advice at a pharmacy – it depends how serious the problem is.

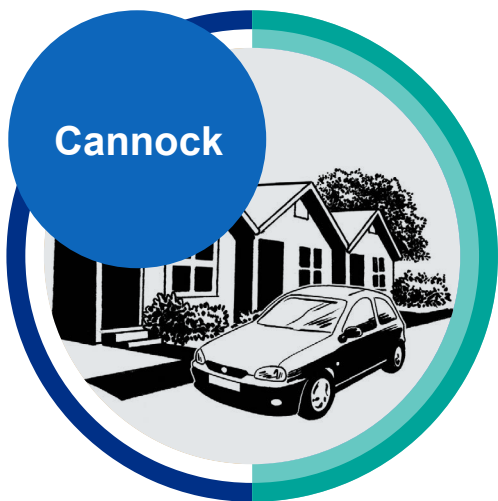


- About 1 in 7 of the patients could have gone to their own GP – for example, for backache.



- About 1 in 5 visits were **follow-up visits**. This is where a patient had gone back to the MIU about an injury or health problem they had been there for before. Instead, you should have follow-up visits with your GP.

What happens next?

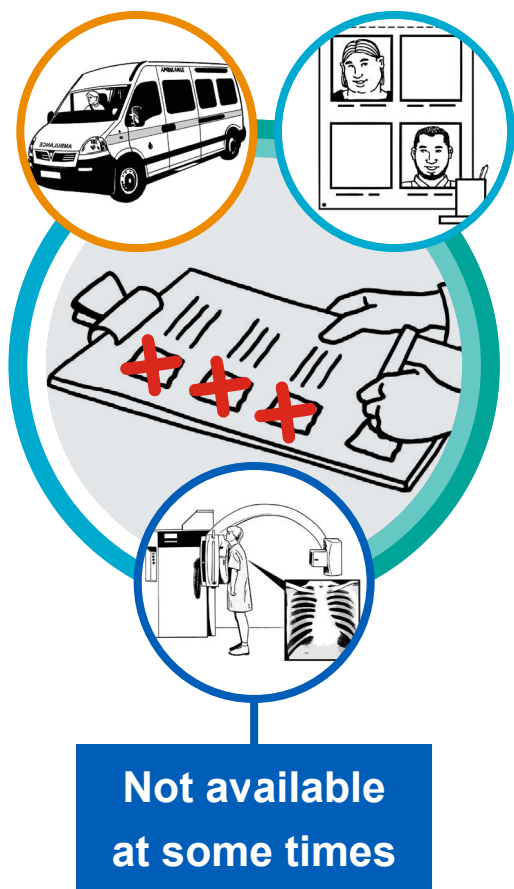


To understand what this means if you live in the Cannock area, turn to page 31.



To learn how to find out more and get involved, turn to page 34.

Leek Moorlands Hospital MIU



Leek Moorlands Hospital MIU did not meet enough UTC standards. Some problems were:

- ambulances cannot come into the site
- limits on X-rays that can be done there
- not enough staff with all the different skills needed at a UTC.



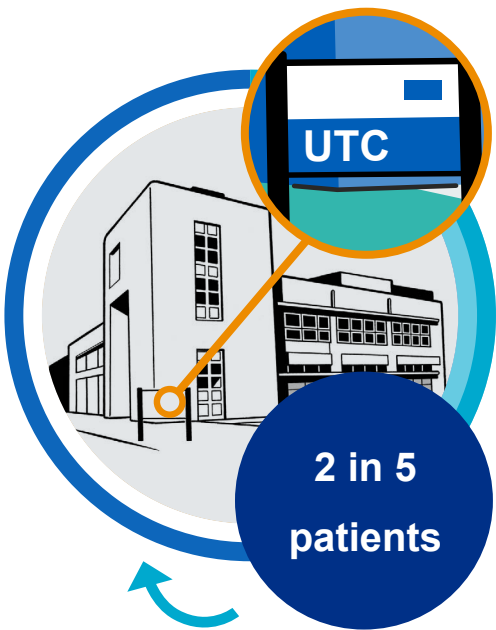
We also looked at how many patients went to the Leek MIU, and what injuries and illnesses they had.

On average, there were 44 patients each day.

How many Leek MIU visits would be suitable for a UTC?



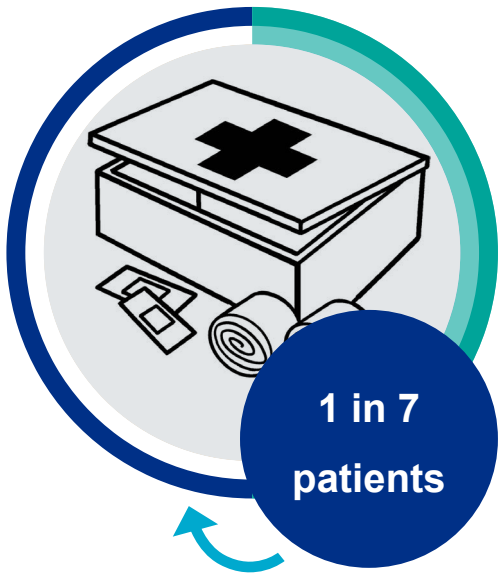
We cannot know exactly how many of these visits to Leek MIU would be suitable for a UTC instead. The information we have about patients' conditions does not always tell us everything we need to know.



- Just over 2 in 5 visits were for things like possible broken bones, open wounds and burns. These could be treated at a UTC.



- About 1 in 5 visits were for things like infections and viruses. These patients could go to their own GP.



- Just under 1 in 7 patients had more minor problems that did not need treatment.



- 1 in 12 visits were for things like sore throats and blocked noses. These patients could go to a pharmacy.

What does this mean if I live in the Cannock Chase or Leek areas?



Emergency care services will not change.

Urgent care services



Your local pharmacist can now treat you and give you medicines for some illnesses without you having to see a doctor first.

See this [easy read leaflet](#) for more information about Pharmacy First.

[www.staffsstoke.icb.nhs.uk/
pharmacy-easyread](http://www.staffsstoke.icb.nhs.uk/pharmacy-easyread)



You can get appointments with your GP:

- between 8am and 8pm on weekdays
- between 9am and 4pm on Saturdays.



If you need an urgent GP appointment at other times, contact NHS 111.



If you live in or near Cannock and you need a UTC, there are UTCs at:

- Manor Hospital, Walsall
- Phoenix Health Centre, Wolverhampton
- New Cross Hospital, Wolverhampton.

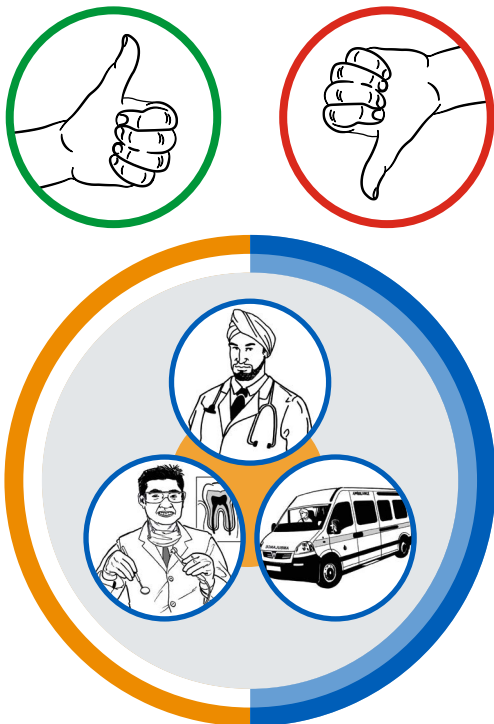


If you live in the Leek area and you need a UTC, you can go to Buxton Hospital's UTC.

How to get involved



We want to talk to people in all our local areas about UEC services.



We want to ask you about:

- which services you have used
- if things went well or badly when you used UEC services.



You can answer our [online survey](#):

www.staffsstoke.icb.nhs.uk/uec-get-involved



If you need help to fill in the survey, please contact us.

- Phone: 0333 150 3069
- Email: mlcsu.involvement@nhs.net



You can also come to a meeting or drop-in session to learn more.

For details, go to:

www.staffsstoke.icb.nhs.uk/uec-get-involved

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Support Unit

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