

Appendix five - **Service specification for UTC**

The aims of the UTC are to:

- Play key role in the delivery of one simple, easily accessible urgent care pathway for patients in Peterborough.
- Reduce demand on acute emergency/ED services for minor injuries and ailments for patients in Peterborough.
- Actively market itself to patients, carers and members of the public as the most appropriate place to seek care and treatment for minor injuries and illness in the community.
- Work in partnership with all urgent care services (NHS 111, Adult Social Care emergency duty team, crisis intervention team and GP Out of Hours) to manage patients in the community and avoid unnecessary admissions and A&E attendances.

The UTC is a GP led service, under the clinical leadership of a GP, open for a minimum of 12 hours a day, seven days a week including bank holidays. The UTC will:

- provide both pre-booked same day and 'walk-in' appointments which can be booked by a single phone call to NHS111. Patients and the public should be actively encouraged to contact NHS 111 first whenever an urgent care need arises.
- Use streaming/navigation when patients present to ensure they are directed to the most appropriate service to meet their needs via 111, and that there is an effective and consistent approach to primary prioritisation of 'walk-in' and pre-booked appointments, and the allocation of pre-booked routine and same day appointment slots.
- see and treat patients who have a pre-booked appointment made by NHS111 within 30 minutes of their appointment time.
- deliver a clinical assessment within 15 minutes for patients who 'walk-in' to an UTC and following clinical assessment, patients will be given an appointment slot not more than two hours after the time of arrival. Patients should only be prioritised for treatment, over pre-booked appointments where this is clinically necessary.
- provide assessments by an appropriately trained, multidisciplinary staff (qualified and experienced specialist Emergency Practitioner or Medical practitioner) using accepted techniques in history-taking and clinical examination.
- ensure provision of suitable staffing to enable the requesting, taking and interpretation of x-rays, or have in place suitable arrangements which deliver the equivalent radiological services.
- treat adults and children of all ages who present with urgent minor injuries or illnesses who do not need the facilities and resources of an Accident and Emergency department.
- use a number of technical skills such as wound closure (including suturing), nail removal and incision and drainage of skin infections under local anesthetic, limb plastering and splinting and other dressing, bandaging and other associated techniques.
- refer those who require ED or primary care in line with their clinical need to those services. Where clinically appropriate, this may include arranging a patient's rapid transfer to specialist services on site at Peterborough City Hospital.
- protocols should be in place to manage critically ill and injured adults and children who arrive at an urgent treatment centre unexpectedly. A full resuscitation trolley and drugs, to include those items which the Resuscitation Council (UK) recommends as being immediately available in its guidance 'Quality Standards: Acute care equipment and drug lists'¹. At least one member of staff trained in adult and paediatric resuscitation should be always present in the UTC.

¹ <https://www.resus.org.uk/library/quality-standards-cpr/acute-care-equipment-and-drug-lists>

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