

Changes to the walk-in centre at Teddington Memorial Hospital

Teddington Walk-in Centre, Teddington Memorial Hospital, Hampton Road, Teddington, TW11 OJL

From 2 July 2018 the Walk-in Centre is changing to an urgent treatment centre

- **New opening hours** will be **8am to 8pm, 7 days a week**
- **After 8pm please call NHS 111** – you can call NHS 111 at any time to find the right care for you
- **Bookable appointments will be available alongside walk-ins** for adults and children who may need urgent treatment
- **We are increasing the flexibility** of the service, which will be run by GPs and nurses, with other healthcare professionals
- They will offer **advice and treatment for adults and children** with injuries or illnesses that are urgent but not life threatening
- The urgent treatment centre will **combine the current walk in centre with an extended hours GP service**, based in the same location
- Combining the two services will result in **improved GP cover, resulting in better care for patients**

What's different for patients?

The main differences for patients are that bookable appointments will be available and the opening hours are changing.

Appointments

- You may be given a booked appointment, following clinical triage when you call NHS 111
- You may be given a booked appointment by your GP practice
- You can still walk in and be given a booked appointment (you can then choose to sit and wait or come back at the appointment time)

Opening hours

- The new service will stay open until 8pm, rather than the current 10pm, in line with other urgent treatment centres – call NHS 111 after 8pm

Richmond CCG, Hounslow and Richmond Community Healthcare NHS Trust and the Richmond GP Alliance, have worked on developing the service together, with input from stakeholders.

If you have any queries about this please email pals.hrch@nhs.net or call 0800 953 0363 – the phone is answered between 9am and 5pm, but you can leave a message at any time.

Frequently asked questions – Teddington Urgent Treatment Service

What is an urgent treatment centre (UTC)?

This is where you go if you need urgent medical attention, but A&E isn't the appropriate place. It is a GP-led service, open for 12 hours every day of the week, every week of the year – including bank holidays.

Why has the service been renamed as an urgent treatment centre?

The NHS is working to standardise the services available for urgent care. Feedback from the public suggests the range of services currently on offer is confusing, from minor injury units, to urgent care centres, urgent treatment centres and walk-in centres – all of which provide similar services. This is about standardising the services, so they are all open from 8am-8pm, with appointments available through NHS 111, to give help the public understand where the best place is for their care.

How does it differ from a walk-in centre?

The main difference is that the service is open until 8pm (rather than 10pm) and booked appointments will be available. Walk in appointments will also be available.

What are the opening hours?

In line with the national model for Urgent Treatment Centres, the service will be open 7 days a week, including bank holidays, from 8am to 8pm. Currently, the walk-in centre is open until 10pm.

Do many patients currently attend from 8-10pm?

In Teddington the number of patients who currently attend each day between 8-10pm is small at about eight people on average. The NHS has a responsibility to spend taxpayers' money in the most effective, fair and sustainable way, so staffing and running a treatment centre for two hours when demand is so low is not a good use of finite local NHS resources.

When should I go to an urgent treatment centre?

An urgent treatment centre is appropriate for conditions such as injuries, fevers, eye problems or suspected broken limbs. If life is in danger, patients should call 999 or go to A&E.

Examples of conditions treated at an urgent treatment centre are:

- minor injuries to limbs, with possible fractures
- urinary tract infections
- rashes
- superficial burns and scalds
- wounds requiring stitching/closure
- bites and stings
- minor head injuries, such as large bumps, bruises, or cuts
- tetanus injections if you need one following burns, cuts, or wounds
- minor skin and tissue infections
- removal of foreign bodies, including from eyes, ears and noses
- emergency contraception

Urgent Treatment Centres have access to simple diagnostics such as pregnancy tests, x-rays, or swabbing a wound to collect evidence of infections, as well as a range of other services.

Prescriptions can be issued, but you will need to go to a pharmacy to get the medication. To find a pharmacy near you, please check online at <https://beta.nhs.uk/find-a-pharmacy/>

Are children seen in the Urgent Treatment Centre?

Yes

Can patients contact the urgent treatment centre directly to book an appointment?

No – call NHS 111.

How are you going to manage the move towards predominately booked appointments?

The transition to booked appointments will be gradual. NHS 111 will help us manage the transition as they gradually book more people into the service. Walk in appointments will continue to be available.

Will the urgent treatment centre be able to cope with bookable appointments as well as people just walking in?

Yes, there will be one system for booking appointments and another system for people who walk in. The systems will work alongside each other.

For more information about urgent treatment centres, visit:

<https://www.england.nhs.uk/wp-content/uploads/2017/07/urgent-treatment-centres%E2%80%93principles-standards.pdf>