

## **Development of Urgent Treatment Centres (UTC) Frequently Asked Questions**

### **Where are the GPs coming from if there is already a shortage? Are the full hours going to be able to be covered?**

Workforce is a risk. Ideally we would like to have GPs there for the full opening hours – we will be looking for assurances throughout the procurement process from the potential providers of the service. Advanced Nurse Practitioners (ANPs) will also be in the centres. ANP's are highly experienced general nurses who are educated to (masters) degree level in advanced clinical practice. They are able to assess, investigate, diagnose, prescribe, plan and deliver patient care.

Runcorn Urgent Care Centre also employs Emergency Nurse Practitioners (ENP's). ENP's are registered nurses who have undertaken specific and additional training in order to assess, diagnose and prescribe treatment for patients who present with minor injuries or illness.

### **Could the GPs work in conjunction with GP Extra?**

This is one of the reasons why we want to align the hours with UTC and GP extra – so there is same day, primary care, urgent care offer and outside of these hours GP out of hours.

Public see the NHS delivering a service – there is confusion around the hours of the services in the same building.

The buildings will still be open for other services. Many other services are offered from Widnes Healthcare Resource Centre i.e. bloods, these will not be affected.

### **Has the CCG looked at the usage during the times you are proposing to close?**

Yes there are approx. 19 people across both sites

### **Will there be a paediatrics (children's) service at both sites?**

Yes this will be improved through the development of the UTCs.

It has been put in the service specification to have a dedicated area of children to improve the experience.

### **Can tests result be given at the UTC on the same day?**

Yes this will be a minimum standard of the service.

### **If I just need a prescription can the triage nurse do this instead of waiting for a GP?**

Yes, the Triage nurse will be at least a band 7 nurse, so is appropriate the triage nurse can prescribe instead of waiting.

**Will the X-Ray department opening hours be open the same hours?**

Yes, this will be included in the minimum standard of the service. For the later hours the results could be sent back to their GP or the patient could come back the next day. The patients coming to the UTC should be well enough to come back for these results. There needs to be communication between UTC and GP Practice so the patients are given an appointment for the results. Needs to be a two way communication.

**Do all the IT systems speak to each other?**

There are products available that allows this interfacing – the provider should be EMIS (the same as GP Practices systems). If the right EMIS system isn't commissioned there will be problems – the new provider needs to be able to demonstrate how the record of care is shared between UTC and GP practices.

**People still don't know what they should be going to the UTCs for.**

We need to let people know what is available in the UTCs and what other services are available.

**Could there be a sign at both sides of the buildings?**

We can look into this as the signs needs to be changed.

**Is this about cutting costs?**

No absolutely not - it is about standardising a better quality of integrated services.