Find out about urgent treatment centres and our work to improve local urgent and emergency health services

Hello,

We’re the NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB). We’re responsible for the health and care of the 1.1 million people who live in the area.

Working with our provider trusts and other partners, we’ve been reviewing our local urgent and emergency (UEC) healthcare services as we prepare to introduce **urgent treatment centres (UTCs).**

We want to make improvements so you can have a better experience when you need urgent care or go to an emergency department (ED – also known as A&E or casualty).

The public have told us that, with the current mix of urgent care services, it’s not always clear which is the most appropriate service to use. As a result, people sometimes go to EDs with more minor conditions, often waiting a long time for treatment. This adds pressure to our emergency services – which could be avoided.

We want to tackle these challenges and help everyone get to the right place, first time, for the right advice or treatment.

Opening [UTCs](https://www.england.nhs.uk/urgent-emergency-care/urgent-treatment-centres/) will help us do this. UTCs are being introduced across the whole of England, to treat minor injuries and illnesses.

We’re getting ready to have conversations with patients and the public across Staffordshire and Stoke-on-Trent about what UTCs will offer, and our wider approach to improving UEC services. We’ll be promoting an **online survey,** whichasks about people’s experiences of using UEC, and we’ll be holding meetings from the end of July through to early October.

**Our strategy for improving urgent and emergency care**

This includes:

* Support with self-care – sharing guidance about when it’s sensible to look after yourself at home, and where to seek help if your condition changes
* Making sure everyone knows about urgent care available outside of hospital – including pharmacies and the Pharmacy First service, GP out-of-hours services, urgent dental care, urgent eye care and mental health support
* Support around using NHS 111 to be directed to the best service for help – online, by phone or using the NHS app
* Providing urgent care services that are consistent, offer treatment quickly, and are easier to understand.

You can read more on our website: <https://staffsstoke.icb.nhs.uk/improving-urgent-and-emergency-care/our-strategy/>

**Urgent treatment centres**

We’re introducing UTCs in Staffordshire and Stoke-on-Trent as part of a national NHS programme. As part of this, we’re looking at our current minor injuries units (MIUs) and walk-in centre (WIC) to see if they are best suited for local needs, or if alternative services can be offered.

UTCs will offer improvements compared with the current MIUs and WIC.

They’ll be open at least 12 hours a day, every day, and have a consistent range of services. All UTCs will treat patients of all ages, for both minor illnesses and injuries, and will carry out a wider range of X-rays during the full opening hours.

We’ll encourage everyone to book arrival times through NHS 111, to help reduce waiting times.

**Getting involved**

We’d like to talk to you and learn more about your experiences of urgent and emergency care. You can share your views by completing our online survey. There will be an easy read version of the survey available.

We’ll also be attending meetings, so you have the chance to ask us questions.

For the survey, details of meetings, and information you can download, go to this ICB webpage: <https://staffsstoke.icb.nhs.uk/uec-get-involved>

The proposals explained in the online documents remain as proposals, and no final decisions have been made.

**Keep in touch**

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