

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

Working together to make the most
of local health services

July 2024



We've been reviewing our local urgent and emergency healthcare services as we get ready to make some changes in how we deliver urgent care.

Our urgent and emergency services face many challenges, including growing demand and staff shortages.

People have told us that, with the current mix of services, it's not always clear which is the most appropriate service to use. This has led to people going to emergency departments (EDs) with more minor conditions, often waiting a long time for treatment. This adds pressure to our emergency health services – which could be avoided.

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

As part of this, we're setting up new urgent treatment centres (UTCs) in Staffordshire and Stoke-on-Trent. UTCs are being introduced across England to treat minor illnesses and injuries.

This document tells you about:

- our approach to improving urgent and emergency healthcare
- how we've reached proposals about where UTCs will be in Staffordshire and Stoke-on-Trent
- how the proposals may affect urgent care services in areas where current services do not meet the national UTC standards or essential criteria.

We're still working to get a fuller understanding of people's needs for urgent and emergency care across Staffordshire and Stoke-on-Trent. We would like your help with this.



We're interested to know which services you use and what your experiences have been like. You can share your views by completing our survey or coming along to a meeting or drop-in session. See page 22 for more about how to get involved.



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The difference between 'urgent' and 'emergency' healthcare



Urgent care:

this is for an illness or injury that needs attention quickly, but is not life-

threatening. See pages 4–6 for more about urgent care services.

Call 111 for advice or an appointment (examples)

- sprains and strains
- possible broken bones
- minor head injuries
- cuts that need stitches
- minor burns and scalds
- feverish illnesses
- abdominal (tummy) pain
- urgent mental health concerns.



Emergency care:

this is help for life-threatening conditions. If someone's in

immediate danger because of an injury or a severe health problem, they need emergency care quickly. This is available at emergency departments (EDs). These are also known as accident and emergency (A&E) or casualty. See page 6 for local EDs.

Call 999 or go to ED (examples)

- signs of a heart attack
- signs of a stroke
- severe difficulty breathing
- seizures
- heavy bleeding (blood spraying or pouring)
- choking
- rapid swelling of lips, tongue or mouth
- severe injuries after serious accident.



Our local urgent and emergency healthcare services now

Urgent care outside hospital

Although some urgent care is provided in hospitals, much is also provided by services outside hospital.

NHS 111: online, via phone or the NHS app. Trained advisors assess your needs and direct you to the best service for help. They can book you pharmacy consultations, out-of-hours GP appointments, and will be able to book arrival times at UTCs.



Your community pharmacist can give expert advice on minor illnesses and managing your symptoms. Almost all pharmacies:

- have rooms for private consultation
- can now give treatment without a prescription for seven common conditions, including earache and some urinary tract infections (UTIs) in women. This is called Pharmacy First. You can find out more on this NHS page: www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help



GPs offer urgent appointments during the day and through out-of-hours services. In Staffordshire and Stoke-on-Trent, you can book evening appointments at your own surgery or a nearby GP practice up to 8pm on weekdays, and between 9am and 4pm on Saturdays.

For an urgent out-of-hours GP appointment, you should contact NHS 111.



Your own dentist can provide some urgent dental care.

Staffordshire Community Dental Service provides urgent or emergency dental care if you are not registered with a dentist. Both NHS 111 and Staffordshire Dental Advice Line on **0300 123 0981** can advise on urgent and emergency dental care.



Urgent eyecare: many opticians offer urgent appointments through the Community Urgent Eyecare Service. You can check online at primaryeyecare.co.uk/find-a-practice/ to see if your local optician offers this service.

If you're worried about an eye condition or injury, contact NHS 111 for advice.



For **urgent mental health support**, contact our helplines, day or night:

- If you live in north Staffordshire: **0800 032 8728**
- If you live in south Staffordshire: **0808 196 3002**.



Minor injuries units (MIUs) and walk-in centres (WICs)

As shown on the map on page 6, there are four MIUs and one WIC operating in Staffordshire and Stoke-on-Trent. The MIU at Cannock Chase Hospital closed in 2020, at the start of the COVID-19 pandemic. It remains temporarily closed.

While our WIC and MIUs provide a great service, the units do not all provide the same core services. For example, not all the units carry out X-rays, and County Hospital's Children's MIU only treats injuries, not illnesses. Opening times differ too.

- **Haywood Hospital WIC,** Stoke-on-Trent
Mon–Sun, 7am–9.30pm
- **Leek Moorlands Community Hospital MIU,**
Mon–Sun, 9am–5pm
- **County Hospital Children's MIU,** Stafford, Mon–Sun, 8am–10pm
- **Samuel Johnson Community Hospital MIU,** Lichfield
Mon–Sun, 8am–9pm
- **Sir Robert Peel Community Hospital MIU,** Tamworth
Mon–Sun, 8am–9pm
- **Cannock Chase Hospital MIU** (temporarily closed).

Emergency departments and eye clinics

There are three EDs in Staffordshire and Stoke-on-Trent, shown on the map on page 6:

Royal Stoke University Hospital

- open 24 hours a day, 365 days a year
- treating patients of all ages with emergency conditions and severe injuries
- has a dedicated major trauma centre.

Queen's Hospital, Burton

- open 24 hours a day, 365 days a year
- a full emergency department treating patients of all ages, although some patients with the most serious conditions may be transferred or taken straight to Royal Derby Hospital.

County Hospital ED, Stafford

- open 8am–10pm
- a smaller ED that does not offer all the treatment that can be given in the larger EDs
- treats adults only. County Hospital has a children's MIU, but children with more serious injuries or illnesses would go to another ED.

Emergency eye clinics

- There is an eye emergency service at Royal Stoke Hospital, which is open daily. Patients need to book an appointment by calling **01782 674300**
- Urgent and emergency eye conditions are seen at the Wolverhampton and Midlands Counties Eye Infirmary, 8am–5pm, Monday to Friday and 8am–4pm at weekends. For information about getting help for less serious eye conditions, visit the website: www.royalwolverhampton.nhs.uk/our-services/urgent-and-out-of-hours-care.html

UEC services map

Walk-in centre

1. Haywood Hospital, Stoke-on-Trent
Mon–Sun, 7am–9.30pm

Minor injuries units

2. Leek Moorlands Community Hospital
Reopened 26/06/21 with reduced hours
9am–5pm
3. County Hospital Children’s MIU,
Stafford Mon–Sun, 8am–10pm
4. Cannock Chase Hospital MIU,
(temporarily closed)
5. Samuel Johnson Community Hospital,
Lichfield Mon–Sun, 8am–9pm
6. Sir Robert Peel Community Hospital,
Tamworth Mon–Sun, 8am–9pm
7. Cheshire West – Northwich
Mon–Sun, 9am–8pm
8. Cheshire East – Congleton
(service currently suspended)

Emergency departments

9. Royal Stoke University Hospital
(24 hours)
10. County Hospital ADULTS ONLY,
Stafford Mon–Sun, 8am–10pm
11. Queen’s Hospital, Burton (24 hours)

Out of area hospitals

12. Macclesfield District General Hospital
13. Leighton Hospital, Crewe
14. Royal Derby Hospital
15. Princess Royal Hospital, Telford
16. New Cross Hospital, Wolverhampton
17. Walsall Manor Hospital
18. Good Hope Hospital, Sutton Coldfield
19. Russells Hall Hospital, Dudley
20. Sandwell Hospital



Urgent treatment centres

21. Princess Royal Hospital, Telford
Mon–Sun, 9am–9pm
22. Derby Urgent Treatment Centre
Mon–Sun, 8am–8pm
23. Walsall Urgent Treatment Centre
Mon–Sun, 7am–11.30pm
24. Leighton Hospital UTC, Crewe
Mon–Sun, 9am–9pm
25. Sandwell Hospital,
West Bromwich
Mon–Sun, 9am–9pm
26. Washwood Heath UTC,
Birmingham Mon–Sun, 9am–9pm
27. Phoenix Health Centre,
Wolverhampton
Mon–Sun, 8am–8pm
28. Russells Hall Hospital, Dudley
(24 hours)
29. New Cross Hospital,
Wolverhampton (24 hours)

Many of our residents also go to urgent and emergency care services outside Staffordshire and Stoke-on-Trent. These are included on the above map.

The challenges facing our services

Our urgent and emergency care (UEC) services face many challenges, nationally as well as locally.

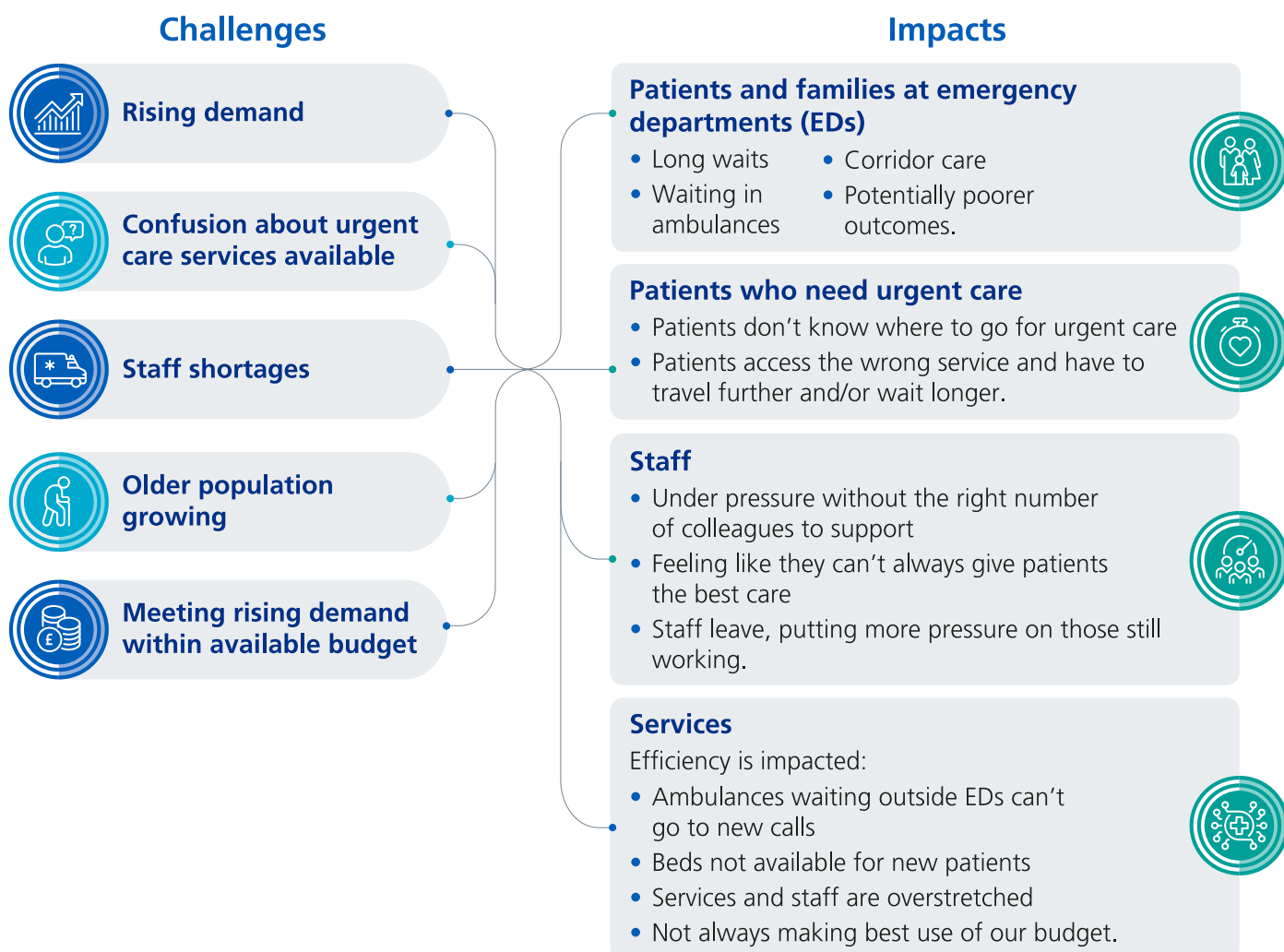
Rising demand at emergency departments: more and more people are going to EDs. This is making them very busy, with long waiting times – especially for patients who have less serious conditions or injuries.

Not being sure where to go for urgent care: often, patients going to EDs with minor conditions or injuries could be seen more quickly by other services, but people may not be aware of the options, or how NHS 111 can help.

Staffing shortages: EDs are feeling the pressure with fewer staff available. This is due to reasons like retirements, not enough new trainees, and the high stress of the work.

An ageing population: many people who visit EDs are over 65 years old, and as this age group expands, the demand on EDs rises. We can help by providing more support and preventative care earlier on.

We are investing in services, and we must ensure we provide value for money. We must make the best use of the available budget to meet our local patients' needs.



How we're working to improve local urgent and emergency health services

We want to make sure you receive help and treatment in the place that best meets your needs and will give you the best outcomes.

We will do this through:



Supporting you to look after your health: we'll share guidance about situations where it's sensible to look after yourself and manage your symptoms at home, and when and where to seek help if your condition changes.



Care closer to home: a lot of urgent care can be safely delivered outside of hospital. The services include GPs, pharmacists, urgent eye and dental care services, and mental health teams. We want you to know more about these services and be able to access them easily.



Supporting you to use NHS 111: contact NHS 111 online, by phone or by using the NHS app.



Services that are consistent, offer treatment quickly, and are easier to understand: our **new urgent treatment centres (UTCs)** will be open for a minimum of 12 hours a day and provide the same services. This will help you feel confident about what urgent care you can access and when.



Urgent and emergency care are part of a bigger healthcare picture: we want our services to work together to provide good healthcare as soon as possible when you need it. This will reduce the need for emergency care and help take pressure off emergency services. Most importantly, it will be better for everyone's health and wellbeing.

Introducing urgent treatment centres

We are introducing NHS urgent treatment centres (UTCs) in Staffordshire and Stoke-on-Trent as part of a national programme. UTCs are being opened across the whole of England. The aim is to provide consistent urgent care services that offer treatment quickly and are easier for people to understand.

How UTCs will make a difference

Our current urgent care units have different names and opening times, and do not all offer the same services.

All our local UTCs will:

- be open at least 12 hours a day, every day of the year
- treat patients of all ages
- treat minor illnesses as well as minor injuries
- provide X-ray services during the full opening hours, as well as other tests and scans
- have access to your up-to-date electronic patient records
- have arrival times you can book through NHS 111.

Booked arrival times: we'll encourage everyone to book arrival times through NHS 111. Although you could come in without booking, you'd be likely to wait longer than a patient who has booked.

More X-ray services: UTCs will be able to do a wider range of X-rays than some existing units – for example, chest X-rays and X-rays of children from the age of two.

What UTCs will offer

UTCs will treat many of the common injuries and illnesses that people go to emergency departments for, like:

- sprains and strains
- possible broken bones
- minor head and eye injuries
- minor burns and scalds
- cuts that need stitches
- abdominal (tummy) pain
- high temperature in children and adults
- skin infections and rashes
- urinary tract infections (UTIs).

Making every contact count: where appropriate, UTCs will give advice on health and wellbeing. They will also let you know about other services that might be able to help – such as stop smoking and sexual health services.

Taking pressure off emergency departments: by making access to urgent treatment easier and quicker, UTCs should help relieve pressure on EDs – improving patient care and experience there as well.

How we've prepared for setting up urgent treatment centres

Who's responsible for this work?

Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) is responsible for the work to improve our UEC services. We have been working on this with our partners. These include the NHS organisations that provide the services: University Hospitals of North Midlands NHS Trust, University Hospitals of Derby and Burton NHS Foundation Trust, Midlands Partnership University NHS Foundation Trust and The Royal Wolverhampton NHS Trust.

The detailed work we talk about in this section has been carried out by a 'technical group'. This includes clinicians, managers and other staff from the ICB, the trusts listed above, North Staffordshire Combined Healthcare NHS Trust, West Midlands Ambulance Service and the local authorities.

When was the work done?

The whole programme of work has been continuing for some time. The technical group had meetings in March, May and September 2023 where they reviewed the data about existing sites and developed proposals for the locations of our local UTCs.

Need and demand for services

In the process to select where UTCs will be placed in Staffordshire and Stoke-on-Trent, we have looked closely at the existing sites (see page 11) and the need and demand for services in different areas. We:

- checked the numbers of patient visits to the EDs, MIUs and WIC
- analysed the type of visit – whether the patient needed the kind of treatment given by an ED, a UTC or another kind of service
- looked at expected population growth and demographic factors, such as levels of deprivation, in the different areas.





Existing sites and services

Check against UTC standards

We compared the existing sites **with the national standards that UTCs must meet**. (Except Cannock Chase Hospital MIU – we explain why on page 13.)

We looked at how many standards the sites could meet. Where sites could not meet standards, we've looked at the scale of the changes that would be needed to make them suitable to become UTCs.

We also checked the sites against **six essential criteria** that we developed for use in previous engagements, starting in 2019, which are:

- 1 Clinical sustainability – being able to provide good, safe services in the long term
- 2 Strategic fit – if having the service here is in line with the health system's wider plans and aims
- 3 Meeting the needs of the population – if the service here would meet people's needs across the whole of Staffordshire and Stoke-on-Trent
- 4 Demand and capacity – is there enough demand for this service here?
- 5 Workforce sustainability – do we have, or can we provide enough staff with the right skills to keep the service going here in the long term?
- 6 Estates – are the buildings and sites suitable for the service? If changes are needed, how much work would be needed and how long would it take?

Proposals about urgent treatment centre locations

Standalone UTCs

We propose to 'designate' three existing sites as standalone UTCs. This is because they meet¹ most of the national standards for UTCs, with only small changes needed.

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

The changes needed include:

- staff training at Haywood
- layout changes at the Samuel Johnson and Sir Robert Peel sites and extending X-ray provision to full opening times.

UTCs alongside emergency departments (EDs)

Based on the UTC standards, we propose to have up to three UTCs alongside our EDs. These UTCs would help take pressure off the EDs, allowing their staff to focus on the patients with the most serious conditions.

The potential sites are:

- **Royal Stoke University Hospital**, Stoke-on-Trent
- **Queen's Hospital**, Burton
- **County Hospital**, Stafford – the UTC would replace the current children's MIU, offering treatment for both children and adults.

Developing UTC services alongside EDs would take more time to set up than the proposed standalone UTCs.

¹ If you request it, we can send you a document with the national UTC Principles and Standards. Please see our contact details at the end of this document. You can also find information about UTCs online: www.england.nhs.uk/urgent-emergency-care/urgent-treatment-centres

Sites that do not meet the UTC Principles and Standards or essential criteria

After analysing data about service usage, looking at the buildings and sites, and comparing the existing services with the UTC standards, our technical group recommended that two sites do not meet the essential criteria for becoming UTCs. These are Cannock Chase Hospital MIU and Leek Moorlands Community Hospital MIU.

These remain as proposals – no final decisions have yet been made.



For more information about Cannock Chase services, see page 14.

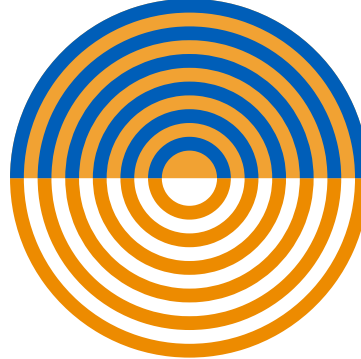
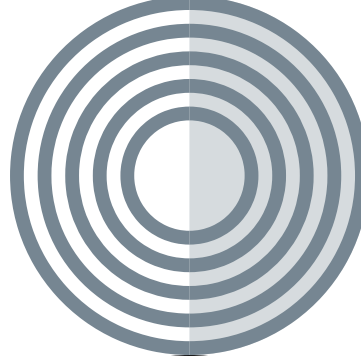


For more information about Leek Moorlands services, see page 18.

Wherever you live in Staffordshire and Stoke-on-Trent, we would like to hear from you.



Turn to page 22 to find out how you can get involved, including our survey and public sessions.



Services at Cannock Chase Hospital MIU

The Cannock Chase Hospital Minor Injuries Unit (MIU) closed on 17 March 2020, at the start of the COVID-19 pandemic, so that staff could help at New Cross Hospital, Wolverhampton.

The closure was intended to be short-term. However, The Royal Wolverhampton NHS Trust (RWT), which ran the MIU, was not able to re-open it. This was because of ongoing staff shortages, and because the space was being used for other important medical needs.

In December 2021, RWT gave notice that it would not continue providing MIU services in Cannock. It has not been possible to find a new provider or a suitable building where the service could be run. Therefore the MIU has not been able to re-open.

Because the MIU is not operating, we have not been able to carry out the same review against the UTC standards that we've done for the sites that are open. So our focus has been on the demand for the MIU in the last year it was open, the type of needs patients had, and where people from Cannock and the surrounding areas have received care while the service has not been in place.

When it was open, the MIU did not have any X-ray provision, which is a requirement for UTCs.



Where patients have been accessing urgent care since the MIU's temporary closure

We looked at the increase in patient visits to other hospitals between February 2022 and January 2023, after the MIU's temporary closure. The biggest rise was at Samuel Johnson Community Hospital (MIU), with 2,946 more patients attending. Following, in order, were:

- Walsall Manor Hospital (2,174)
- New Cross Hospital, Wolverhampton (1,260)
- County Hospital, Stafford (304)
- Queen's Hospital, Burton (242).

Demand for urgent and emergency care in Cannock and surrounding areas

Number of patient visits to Cannock Chase Hospital MIU

Between March 2019 and February 2020 there were 16,463 patient visits – this is the same as 45 people per day².

Patients' needs

The most common complaints were cuts, head injuries, bites, burns and rashes.

Many patients did not need any treatment. Almost half were given advice or guidance but did not need any treatment at their visit.

35% of patients were treated with a dressing for a wound, burn or eye injury.

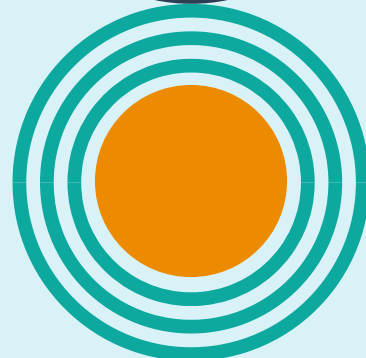
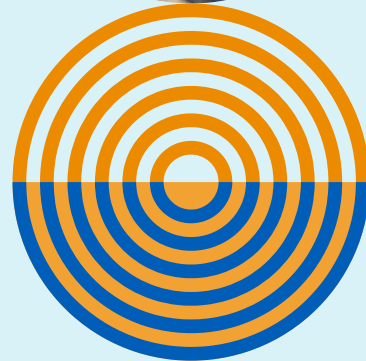
8% were given medication or a prescription.

Other treatments included removal of an object (for example from skin or ear), a tetanus booster, a sling or collar cuff.

Which services would best meet patients' needs?

We analysed Cannock MIU patients' illnesses and injuries to understand which other services would best meet their needs.

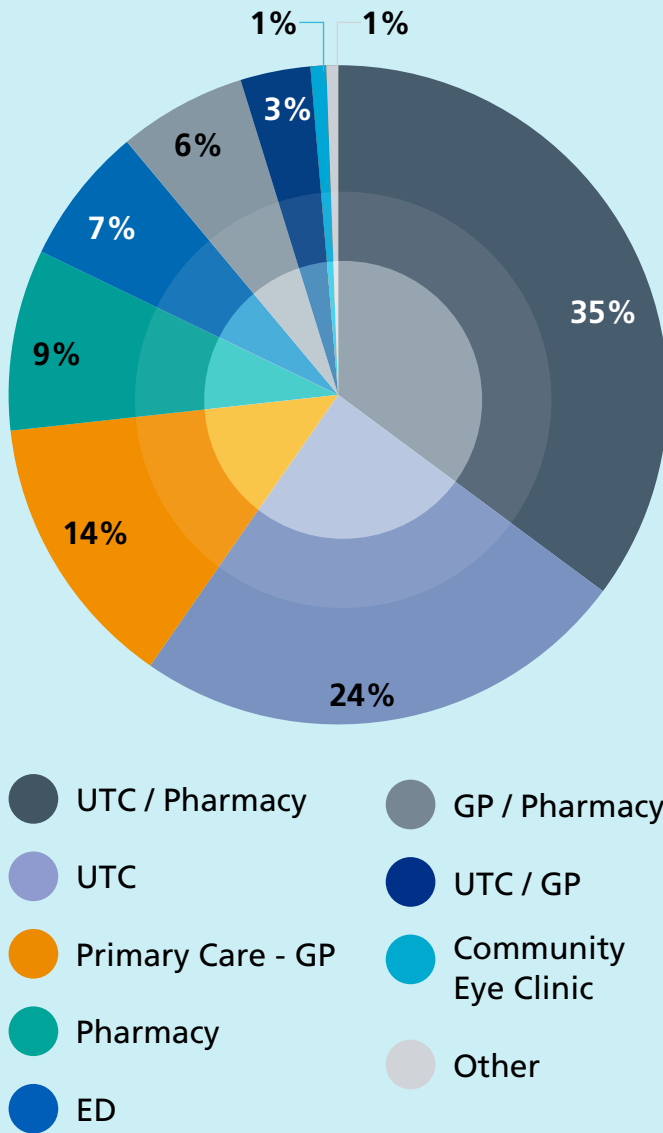
Please note: the available data about patient visits is not always detailed. For example, a recorded 'open wound' could be a small cut (which could be treated with a dressing) or a more serious one needing stitches. This is why we've classed some injuries and conditions as suitable for more than one service.



² The data about patient visits is taken from the Emergency Care Data Set for Cannock Chase Hospital MIU, March 2019–Feb 2020, clinically coded by The Royal Wolverhampton NHS Trust.

The diagram shows the percentages of MIU visits that could be treated by a different service. On the right, we give examples of injuries and conditions.

Alternative services available



Either a pharmacy or a UTC (35%) – for conditions like open wounds, stings, and abrasions (skin scrapes), depending how serious. A pharmacist could advise on care for insect bites or stings, but stings causing a bad reaction could need a UTC visit.

UTC (24%) – for complaints like minor injuries, objects in skin or ear, abdominal pain or shortness of breath.

GP (14%) – for conditions like backache, red eye or swelling.

Pharmacy (9%) – for complaints like a sore throat, blocked nose, ear pain or discharge.

ED (7%) – for serious injuries and conditions like chest pain – a heart attack symptom.

Small numbers could be suitable for either a **GP or pharmacy visit (6%)** or a **GP or a UTC visit (3%)**, depending on how serious the condition was.

High number of follow-up visits: about 20% of visits to the Cannock MIU were follow-up visits – when patients went back to the MIU about same injury or health problem they went there for before. It's best if follow-up visits are with your own GP. This is better for you as a patient – especially if you have a long-term condition – as your GP knows you and is responsible for your long-term care.

What does this mean for people living in Cannock and surrounding areas?

We're continuing our work to fully understand the local need and demand for UEC services. We want to make sure we have the right services in place for you to access high-quality urgent care when you need it. **You can help us by completing our survey.** See page 22.

Emergency care

There would be no changes to current emergency care services. If you need emergency help, you can still access all the existing services via 999.

What urgent care services are available for people living in Cannock and surrounding areas?

If a pharmacy could help: most local pharmacies now offer the Pharmacy First service. This is where the pharmacist can supply prescription-only medication, if needed, for seven common conditions, without you needing a GP appointment first.

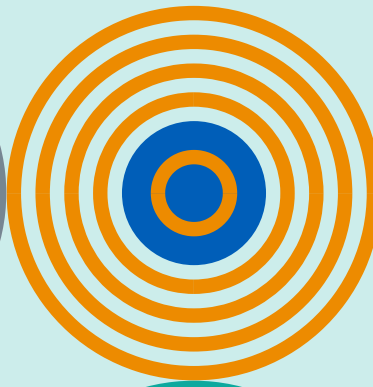
- NHS 111 can book you a consultation with a local pharmacist
- You can find details of pharmacy opening times and services online: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

If you need to see a GP: in Cannock and surrounding areas,

- GP practices have a growing range of staff, like physiotherapists, dieticians and mental health professionals, offering appointments in the practice. By October 2023, there were 58 of these additional roles in Cannock and surrounding areas
- You can book an evening appointment at your own practice, or another practice nearby, up to 8pm on weekdays. On Saturdays, appointments are available from 9am to 4pm
- Out-of-hours GP appointments are available at Cannock Chase Hospital – from 6.30pm on weekdays and throughout the weekend – contact NHS 111.

If you need a UTC: there are UTCs at Manor Hospital in Walsall, at the Phoenix Health Centre, Wolverhampton, and New Cross Hospital, Wolverhampton. The current proposals include a UTC at Samuel Johnson Community Hospital, Lichfield.

Remember: if in doubt, contact NHS 111. They'll assess your needs and advise you on the best course of action.



Services at Leek Moorlands Hospital MIU

Leek Moorlands Hospital currently hosts a **minor injuries unit (MIU)**. This is a nurse-led service providing treatment for minor illnesses and injuries. It's a walk-in service – you currently can't book appointments.

The MIU closed temporarily in March 2020 at the start of the COVID-19 pandemic, so staff could help elsewhere. The MIU reopened in June 2021 but with reduced hours of 9am to 5pm.

The MIU's X-ray service is available Monday to Friday only. The MIU nurses can request certain types of X-ray – for example, they can request limb X-rays, but not for children under five, and they can't request chest or hip X-rays.

Meeting UTC standards

The main areas in which Leek Moorlands Hospital MIU does not meet the UTC standards are around:

- access to and layout of the building
- access for ambulances
- X-ray provision
- systems for booked appointments
- staffing – a UTC would need a workforce with a wider skills mix than at the current MIU.

When thinking about employing more staff and increasing the range of skills, we need to consider potential difficulties in recruiting staff at present.

While it's possible to upgrade facilities, we need to invest wisely and get the best value for money. So it has been important to look at the local demand for UEC services and make sure we understand local needs and which services are most appropriate to meet them.

Demand for urgent and emergency care in the Leek area

Number of patient visits to Leek Moorlands Hospital MIU, 2023

Between January and December 2023 there were 15,971 patient visits – this is the same as 44 patients per day³.

Impact on other sites when Leek MIU was closed

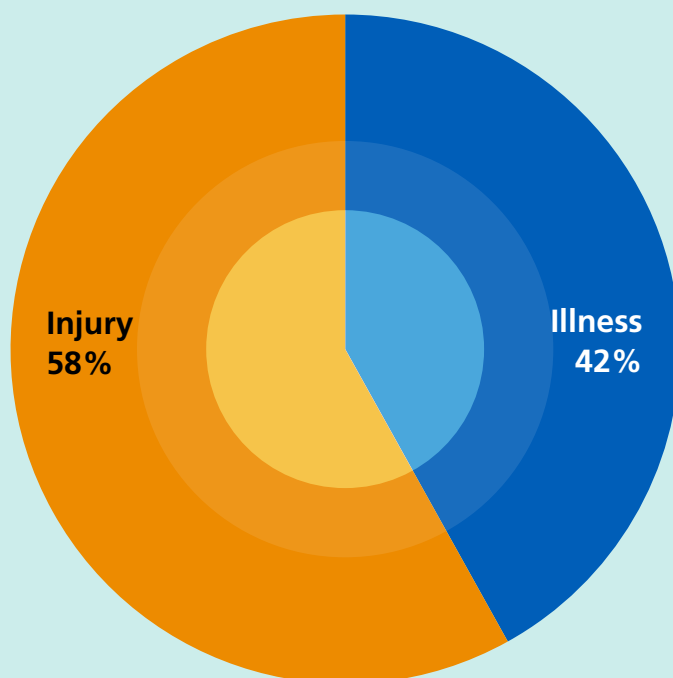
We found that on days when Leek MIU was not open, it had very little or no impact on other hospitals:

- No increase in local patients at Royal Stoke University Hospital ED
- An average of five more patients a day attended Haywood Hospital MIU
- On some days, a few more Staffordshire and Stoke-on-Trent patients than usual went to Macclesfield District General Hospital ED or Buxton Hospital UTC. On other days, the number was the same as usual or lower.

Patients' needs at Leek MIU

We found that slightly more patients were visiting Leek MIU with injuries than illnesses.

Breakdown of Leek MIU visits (all ages)



The most common injuries were contusions (bruising), sprains, open wounds and fractures (broken bones).

The most common illnesses were infections, viruses, ear conditions and inflammation.

³ The data about patient visits is taken from the Emergency Care Data Set for Leek Moorlands Hospital MIU, Jan–Dec 2023, clinically coded by Midlands Partnership University NHS Foundation Trust.

Which services would best meet patients' needs?

We analysed the injuries and illnesses of Leek MIU patients in 2023 to understand which other services would best meet their needs.

The available data about patient visits is not always detailed. For example, a recorded 'open wound' could be a small cut (which could be treated with a dressing) or a more serious one needing stitches.

In analysing the data for Leek, we've taken a 'worst-case scenario' approach. For example, we've assumed an open wound would be serious and need treatment (like stitches) at a UTC. This means the percentage of cases appropriate for UTCs may be lower in reality.

The diagram shows the percentages of MIU visits that could be treated by a different service. On the right, we give examples of injuries and conditions.

UTC (44%) – for injuries like closed fractures (where a broken bone does not break through the skin), open wounds, burns or an object in the skin or ear.

GP (20%) – for some infections, viruses and skin, ear and eye conditions.

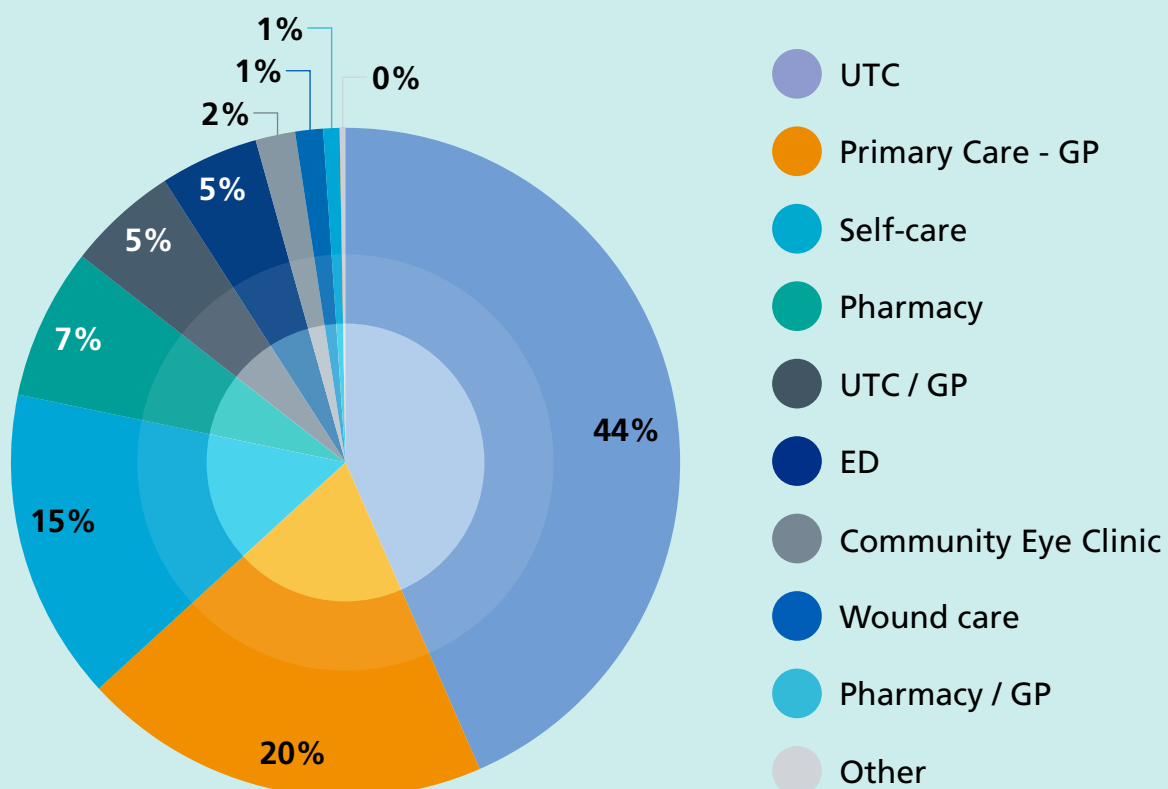
Self-care (15%) – for minor conditions that can be managed at home.

Pharmacy (7%) – for complaints like a sore throat, blocked nose, ear pain or discharge.

Either a UTC or a GP visit (5%) – for conditions like cellulitis (a skin infection treated with antibiotics) and bronchitis.

ED (5%) – for more serious injuries like an open fracture or a major head or eye injury, and heart attack symptoms.

Alternative services available



What does this mean for people living in the Leek area?

We're continuing our work to fully understand the local need and demand for UEC services. We want to make sure we have the right services in place for you to access high-quality urgent care when you need it.

You can help us by completing our survey. See next page.

Emergency care

There would be no changes in emergency care services. If you need emergency help, you can still access all the existing services via 999.

What urgent care services are available for people living in the Leek area?

If a pharmacy could help: most local pharmacies now offer the Pharmacy First service. This is where the pharmacist can supply prescription-only medication, if needed, for seven common conditions, without you needing a GP appointment first.

- NHS 111 can book you a consultation with a local pharmacist
- You can find details of pharmacy opening times and services online: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

If you need to see a GP: in the Leek area,

- GP practices now have a wider range of staff, like physiotherapists, dieticians and mental health professionals, offering appointments in the practice. By October 2023, there were 25 of these additional roles in the Leek area
- You can book an evening appointment at your own practice, or another practice nearby, up to 8pm on weekdays. On Saturdays, appointments are available from 9am to 4pm
- Out-of-hours GP appointments are available through NHS 111. Between 11am and 5pm at weekends, they can be offered at Leek Moorlands Hospital.

If you need a UTC: there is a UTC at Buxton Hospital. Current proposals include a UTC at Haywood Hospital.

Remember: if in doubt, contact NHS 111. They'll assess your needs and advise you on the best course of action.



How to get involved

The proposals explained in this document remain as proposals – no final decisions have been made.

Wherever you live in Staffordshire and Stoke-on-Trent, we'd like to talk to you and learn more about your experiences of urgent and emergency care.

We're interested to know which **UEC services you use** – both locally and further away – and what your experiences of services have been like. We'd love to hear from as many people as possible. This will help us make sure we put the right urgent care services in place.



You can share your views by **completing our online survey**. There will be an easy read version of the survey available.



We'll be **attending meetings and organising some drop-in sessions** locally. We hope you'll come along to share your experiences and ask any questions you may have.

For information about these sessions, see this page on the ICB website: staffsstoke.icb.nhs.uk/uec-get-involved

You will also find:

- an easy read version of this document
- a link to the online survey.

Accessible formats

If you need printed copies of the documents, need documents in different formats or languages please call us on **0333 150 3069**.

إذا كنت بحاجة إلى نسخ مطبوعة من الوثائق، أو إذا كنت بحاجة إلى الوثائق بتنسيقات أو لغات مختلفة، فالرجاء الاتصال بنا على **0333 150 3069**.

Ако Ви трябват копия от документите на хартиен носител, в различни формати или на други езици, моля, обадете ни се на телефон **0333 150 3069**.

Ha a dokumentum nyomtatott, más formátumú vagy nyelvű változatra lenne szüksége, kérjük, hogy hívjon minket a **0333 150 3069** es telefonszámon.

Ja Jums ir nepieciešamas izdrukātas dokumentu kopijas, dokumenti dažādos formātos vai valodās, lūdzu, zvaniet mums pa tālruni **0333 150 3069**.

Jej jums reikia atspausdintų dokumentų kopijų, dokumentų kitu formatu ar išverstų į kitas kalbas, skambinkite mums telefonu **0333 150 3069**.

यदि तपाईंलाई यस कागजातहरूका प्रिन्ट गरिएको प्रतिलिपिहरू चाहिएमा, कागजातहरूलाई फरक ढाँचा वा भाषाहरूमा चाहिएमा कृपया हामीलाई **०३३३ १५० ३०६९** मा सम्पर्क गर्नुहोला.

Jeśli potrzebne są wydrukowane kopie tych dokumentów, inny ich format lub język, proszę zadzwonić do nas pod numer **0333 150 3069**.

جے تہانوں کاغذوں پر تراں دیاں پرنٹ شدہ نقلوں، کاغذوں پر تراں دی مختلف نمونیاں یا زبانوں دے وچ لوڑ ہیگی تے مہربانی کر کے **0333 150 3069** دے آئے سانوں کال کرو۔۔

Dacă aveți nevoie de exemplare tipărite ale documentelor sau dacă aveți nevoie de documente în diferite formate sau limbi, vă rugăm să ne sunați la **0333 150 3069**.

اگر آپ کو دستاویزات کی پرنٹ شدہ نقول، دستاویزات کی مختلف نمونوں یا زبانوں میں ضرورت ہے تو براہ مہربانی **0333 150 3069** پر ہمیں کال کریں۔۔

