

Your personal information

We collect and hold your personal information in line with current laws and regulations. We will share information with other care professionals directly involved in your ongoing care. If you have concerns then please raise these with the UTC doctor or nurse who treats you.

Feedback, complaints and compliments

The UTC service is provided by the Isle of Wight NHS Trust.

We welcome your feedback. If you are unhappy with any aspect of your visit please speak to the person in charge in the first instance who may be able to resolve your complaint immediately.

Feedback can be made on a 'friends and family' card which is available in the waiting room, or in the comments book. Alternatively, if you wish to make a complaint or give a compliment please email the patient liaison service (PALS): PALS@iow.nhs.uk or alternatively you can write to the following address:

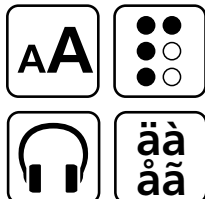
**Urgent Treatment Centre, Isle of Wight NHS Trust, Newport,
Isle of Wight, PO30 5TG.**

Urgent Treatment Centre

The Urgent Treatment Centre (UTC), in St Mary's Hospital, is for patients who have a minor injury or illness/condition that requires urgent attention but is not critical or life threatening



The UTC is not an alternative to your GP practice, which should usually be contacted first.



You can get this information in large print, Braille, audio or in another language by emailing comms@iow.nhs.uk or calling 01983 822099 ext 6175.



Call NHS 111 to access the Urgent Treatment Centre

What can the UTC see me for?

A range of illnesses and conditions such as:

- ✓ Strains and sprains
- ✓ Abdominal pain
- ✓ Emergency contraception
- ✓ Suspected broken limbs
- ✓ Minor head injuries
- ✓ Minor scalds and burns
- ✓ Skin infections and rashes
- ✓ Eye problems
- ✓ Feverish illness in adults
- ✓ Feverish illness in children



How do I get an appointment

It's best to call NHS 111 and get an appointment to be seen at the UTC. It is open from 8am to 10pm all year round.



What happens at the UTC?

After booking in at reception you are assessed by a nurse and given a priority depending on the seriousness of the illness or injury. Our clinical assessment may suggest that you do not need further treatment at the UTC – in this case our staff will redirect you accordingly.

Or you may be seen by a medical expert for examination and treatment. It may sometimes be necessary to refer you on to the Emergency Department or a specialist clinician at the hospital.



What is the waiting time likely to be?

The average waiting time depends on the time of day, how many patients are waiting to be seen and the urgency of these patients.

NHS 111 can book you an appointment – helping to avoid long waits that can happen when you just walk-in.

If you decide to leave without treatment please inform the reception so we can advise you appropriately.



Chaperones

If you would like someone to be with you whilst you are being examined please let the receptionist, doctor or nurse know and this will be arranged for you.



Visitors

We understand that attending hospital can be a worrying time and having the support of family or friends may be important to you. However we ask for a maximum of two people accompanying each patient, to avoid over-crowding of the waiting room. Your co-operation with this is much appreciated.



What happens if I need care after being seen in the UTC?

Where a further appointment is required, for most conditions this will be done by your GP. In some cases specialist follow up is necessary, for example in the Fracture Clinic. Your doctor or nurse will explain any further appointments before you leave the UTC.



If you remain concerned following your consultation

If you remain concerned after you or your child has been seen by the doctor or nurse please ask to speak to the operational manager; the operational manager will review your case with you and take any action as appropriate.